PERFORMANCE OF MINISTRY OF INTERIOR-
(FROM JUNE 2013 TO DATE)

Strategic Vision for Ministry of Interior:

We believe in enhancing the efficiency of our Ministry through the practice of identifying and completing various projects within a stipulated deadline, subject to availability of resources required for it. Our aim is to devise and issue new policies that ensure transparent procedures while earning valuable revenue for the government. By enhancing the Internal Accountability Mechanism of MoI, our target to cleanse the Ministry of inefficient officials with dubious reputations and nefarious elements, while recognizing and rewarding the deserved by introducing a performance-based system. The objective of these policies will be to digitalize all the record of MoI in order for quick tracking and disposal of file work to improve the official correspondence.

Following are the categories of substantive performance model for various departments of MoI:

- **Accountability**
- **Enforcement of New Policies**
- **Systematic Processes through Technology**
- **Improved Facilities**
- **Amended Procedures**
- **Equality of Citizen/Ending VIP Culture**
- **Digitalization**
- **Planned improvements**

PASSPORT & IMMIGRATION

Accountability:

Swift action against Agent Mafia and disciplinary action initiated against 23 officers of the department for creating hassle to the public/misconduct and their services have been terminated.

Customized MRP/MRV Officers in own buildings and Technical/administrative infrastructure to eliminate role of agent mafia in passport/visa offices-possible in two years.

Systematic Processes through Technology:

Operationalization of Machine readable Passports and Visas (MRP/MRV) system at 5 new Foreign Missions- Beijing, Copenhagen, Hague, Madrid, Tashkent

Installation of MRP/MRV system is complete at 10 more Foreign Missions to be functional by April this year.

Round the clock monitoring of POs of Rawalpindi and HQR's through CCTVs is being conducted and soon this mechanism is to be expanded to all the RPOs across the country.

Tracking of passports through SMS service was launched w.e.f 12.10.2013 with more than 2.1 million queries responded to.

Deployment and Operationalization of Machine Readable Passport/Visa (MRP/MRV) in 56 Foreign Missions with in next year which will meet our international obligation also, according to which ICAO's deadline of November 2015.

Complete automation and integration of black list and ECL with integrated Border Management System (IMBS) and watch list of Ministry of Interior.

Improved Facilities:

Establishment of facilitation desks at HQs and information counters at Regional Passport Offices (RPOs) where complaints of general public are addressed.

New RPOs have been opened in Dera Allah Yar, Loralai, Mianwali, Malir, Narowal and Chilas taking up the total number of RPOs in the country to 94, along with 73 new RPOs established through-out the country to cover even the remote areas

Toll-free Helpline- responded to 70,000 complaints.

Home delivery of passport service to be launched within three months.

Amended Procedures:

Since June 2013, around 7 million passports have been issued in-time (which contributed around Rs. 32 billion to the national exchequer)-

In addition to the clearance of 531434 passports as received on 1st June 2013. There was no backlog or pendency created, even during the Hajj season which is unprecedented.

The production capacity, which was around 2 million passports per year for the last decade, has increased to around 4 million passports per annum in the last 21 months within the existing resources.

Validity of ordinary passports has been increased from 5 to 10 years.

The time period for delivery of urgent passports now only takes 4 instead of 5 days and for ordinary passports 10 instead of 12 days.

Since June 2013 more than 3400 cases of renunciation of Pakistan nationality and 141 cases of citizenship registration which were pending were decided, credited to an

SoP, that was devised to expedite the process.

Enhancing Production Capacity/Printing of Passports through Bulk Printing Technology (redacting operator intervention in passport personalization/production).

Planned improvements:

Opening of 73 Regional Passport Offices (RPOs) in remaining districts of Pakistan in next 2 years.

Upgradation of existing Passport and Visa Issuance System (Main server etc) is due in the next 6 months in Pakistan and abroad, without which expansion plan/opening of new RPOs and Foreign Mission is not possible.

Launching of E-passport (chip-based) for swift immigration at airports for convenience of travelers- to be possible in the coming year.

Digitalization:

Establishment of Online Complaint Management System- which has addressed over 2000 complaints to-date

Online passport tracking system- which has addressed around 0.6 million

complaints from across the country to date.

NADRA

Accountability

13 officers posted abroad and 15 employees on deputation without proper selection process were repatriated.

Right sizing of staff/officers was conducted and 12 high ranking officers (DGs) were relieved of their duties while 40 employees were removed from service on account of having fake degrees and illegal processing of CNICS.

Enforcement of New Policies:

New policy for foreign postings has been devised for which online tests are conducted.

NADRA, for the first time in Pakistan unveiled a new policy this year to deal with registration of parent-less or abandoned children according to which the head of an orphanage where such a child lives is eligible to become that child's legal guardian. In this regard over 30 orphanages have been registered and over 40 guardianship certificates have been issued so far.

Systematic Processes through Technology:

Through Civil Registration Management System (CRMS), more than 1.8 million vital events have been registered and CRMS certificates issued for the purpose.

Biometric verification of SIM-cards by NADRA for telecommunication companies has been launched in order to curb the menace of illegal unauthorized SIMs and in this regard, system has already been operationalized for new SIMS being issued all over the country while all the old SIMs are being verified with the help of NADRA.

Improved Facilities:

An Emergency Command & Control Center is being established for the said purpose, with work in progress. When fully operational, this will be the first and only technology based security system in the country.

Amended Procedures:

In order to keep a check on burgeoning unregistered population in Islamabad, a survey was initiated by NADRA to compile data for household population including servants. The project was conceptualized and started in May 2014 and all the sectors of Islamabad have now been completed, including GIS mapping.

Currently, the process is in progress for katchi abadis that is scheduled to be completed within a span of few months.

Issuance of Smart CNICs and smart NICOP with 36 security features was expedited and has resulted in an increased production of around 250% as compared to the number of Smart Cards issued during previous regime.

NADRA has also expedited completion of Safe City Islamabad/Rawalpindi Project- that includes the installation of 2000 cameras to secure the population of twin cities.

Digitalization:

NADRA has secured a US $5.8 million project in October last year on Scanning & Digitalization of Sri Lanka ID Cards in an international bidding against India and other countries.

Planned Improvements:

Prisoners' registration for Central Jail Karachi and Lahore is under way and currently being expanded to other jails in the country.

MOUs have been signed with governments of Punjab and KPK for issuance of arms licenses and establishment of Citizen Facilitation Centers in these provinces respectively.

Agreements have also been signed for Rs. 46.2 million worth Punjab Bar Council Cards while Rs. 206.25 million Punjab Khidmat Card project is under negotiations.

Projects to be started by NADRA this fiscal year include:

- Tax Payer Cards Project, Federal Board of Revenue.
- Computerized Arms License Issuance Management System with Governments of Sindh and Punjab.
- E-Toll Project, National Highway Authority.
- Afghan Refugee Registration, UNHCR.
- Printing of Voters List, Election Commission of Pakistan.
- Fingerprint Verification (FPV), Election Tribunals.
- Registration of children in Gilgit Baltistan (GB), PLAN Pakistan.
- Printing of Lawyers identity Card, Punjab Bar Council.
- Provincial Government Employee Cards, Govt of Sindh.
- Civil Registration System, Government of Sudan.
- Machine Readable Passport, Government of Kenya.
- Identity Management Services, Government of Nigeria.

- Scanning and Digitization of ID Forms, Government of Sri Lanka.

N ACTA

Enforcement of New Policies:

NACTA has single-handedly coordinated and formulated a comprehensive National Action Plan against Terrorism for the country and now is rigorously pursuing its implementation through-out the country, despite meager resources.

NACTA is also supervising National Internal Security Policy's implementation and supervision. It has devised an SoP for ensuring the security of foreigners in Pakistan including Chinese nationals working on various projects in the country through a multi-faceted approach of collation, verification, physical check and monitoring of database regarding total number of foreigners living and working in the country.

NACTA, for the first time in the history of the country, devised an Internal Security Apparatus (ISA) for the country that coordinates between the federating units and armed forces to chalk out a mechanism where-by provinces can delegate armed force and civil armed forces in their respective areas according to their needs.

Improved Facilities:

Timely communication of around 4000 threat alerts and more than 1650 information reports have been exercised in the past 20 months.

NACTA also coordinated the release of 43 Pakistanis from Bagram Jail, Afghanistan whose fate would have been uncertain after US authorities leave Bagram.

Amended Procedures:

NACTA remained in continuous collaboration and coordination with concerned departments of federal and provincial governments which resulted in quick operationalization of Fair Trial Act and ATA (Amendment) Act throughout the country while it is now helping the provinces in the implementation of Protection of Pakistan Act.

Monthly reviews/analyses of terrorist incidents across the country is being regularly done which reveals that threat alerts for at least 09 significant terrorist attacks including attacks on Karachi Airport, Shia Zairen in Taftan, explosions at Army ground, Razmak and the suicide attack on Wahgah have already been issued.

Digitalization:

NACTA was the lead agency to coordinate and implement the biometric verification of SIMs in the country- an issue which had marred the anti-terror efforts of the country's security agencies for many years. The process is due to be completed by 12th April and no new SIM will be issued without proper biometric verification.

NARCOTICS

CONTROL

Enforcement of New Policies:

Systematic Processes through Technology:

Regularization of complete precursor industry to prevent diversion of precursor chemicals for Narcotics Manufacturing.

Amended Procedures:

Extended Drug Demand Reduction, treatment and rehabilitation programs.

Digitalization:

Implementation of Online Precursor Control Mechanism.

Planned improvements:

Signing MoUs / Agreements for International cooperation regarding narcotics trafficking.

ICT ADMINISTRATION

Accountability:

ICT Police was specifically ordered to check excesses by its officials during year 2013-2014

1934 officers of ICT Police from the rank of Constable to Inspector were awarded Major and Minor penalties on various charges, while during the corresponding period of previous year, such departmental penalties were 1249.

Enforcement of New Policies:

To enhance the capacity of ICT police, a 2000 men strong anti-riot unit is being raised while ICT police will be equipped with two water cannons by the end of this month.

Systematic Processes through Technology:

ICT Police recovered more than 120 vehicles through introduction of Intelligent Mobile Verification System, besides arresting terrorists involved in high profile terrorist attacks like Shahbaz Bhatti murder case and attacks on Danish Embassy and Luna Caprice hotel.

Improved Facilities:

One window services center has been launched by ICT Admin to facilitate their residents in getting all the public services under one roof. Moreover, another service center incorporating all the services of ICT Admn as well as CDA is being established at G-7 for which ground work is under way.

Amended Procedures:

Land Revenue in the last fiscal year increased by 18% as compared to preceding year. Total receipts during 2012-13 were to the tune of Rs. 486 Million, which increased to Rs. 577 Million during 2013-2014. This was the result of steps taken by the ICT Admin in checking the practice of people declaring reduced prices for sale/purchase of their properties and ensuring availability of revenue staff for facilitating sale/purchase deeds between people.

Drive against adulterated food resulted in more than 1200 challans against various eateries/retailers during the year 13-14.

Digitalization:

Computerization of entire land record for ICT is under way and has already been done for 113 estates. Record of all Mozas will be available online from December 2015.

Planned improvements:

ICT is also administrating a project for issuing chip based registration cards for vehicles has been initiated and the production is due to start soon.

Rural Development plan for ICT is being devised which includes health, infrastructures and education facilities for rural population of Islamabad (Tarlai General Hospital, Bridge on Soan Nallah etc).

F IA

Accountability

64 officers/officials with poor reputation were removed from eminent positions, while 47 officers who were posted on deputation through political influence have been repatriated to their parent departments.

Systematic Processes through Technology:

Revival of Pakistan Automated Fingerprint Identification System (PAFIS) to maintain a country-wide fingerprint database for detection of criminals, and enhance the capacity of Cybercrime wing and Intellectual Property Rights wing of FIA with the help of foreign trainers to cope with future challenges.

Improved Facilities:

IBMS has been established at 18 exit points /immigration check posts out of 26 in the country, including all the International Airports. Integration of IBMS with NADRA and P&I database have helped ensure blocked persons visiting abroad on fake documents.

Facilitation Counters have been established at all airports with a toll free helpline and E-mail facility for assistance of victims of human trafficking/ smuggling.

Opening of new Regional directorate in Multan.

Amended Procedures:

Electricity, Gas and Oil Anti-theft unit was established for the first time which registered around 1200 cases and more than 1000 people were arrested which resulted in averting loss of more than hundreds of millions of rupees to the national exchequer.

Introducing new performance-based reward system to encourage hard working officials in making increased recoveries for the government.

During the last 20 months, more than 4300 cases were dealt with in the Anti-Corruption wing, and an amount of around Rs. 4 billion was recovered. While in Economic Crimes Wing, over 1000 cases were dealt resulting in arrests of more than 500 criminals and an amount of Rs. 593 million was recovered. Immigration Wing arrested around 1400 human traffickers and 50 most wanted trafficker/ smugglers.

This is an almost 3 times increase in the number of arrests made by FIA as compared to the previous period.

Total recoveries in 20 months remained to the tune of more than 7 billion rupees while recoveries during the corresponding previous period were less than 40 million rupees.

Digitalization:

An authorized and digital system to record recoveries made by FIA all over the country.

Planned improvements:

To decrease the Pendency of cases under trial cases (around 12 thousand which will take around 20 years in normal course of time), through the activation of legal and investigative side of FIA.

CIVIL ARMED FORCES

Enforcement of New Policies:

For the first time, the Shuhda Package of CAFs (and FIA) was brought in uniformity to the provincial Police to acknowledge the sacrifices being rendered by our CAFs.

Systematic Processes through Technology:

Access of NADRA Verisys has been extended to RDs for speedy investigations.

Improved Facilities:

FC Balochistan has established Intelligence Fusion cell and Operational Nerve Centre for counter terrorism. It has developed 26 Nakas and 33 mobile patrol units to ensure security of Quetta City. It also provided security during local bodies' election in Balochistan.

For the first time, GB Scouts, on its own initiative established a check post on Babusar Top last summer that let around 80,000 passengers including foreigners pass safely into GB through this route. This is the same area where in April 2012 incident of Shia killings took place.

Establishment of Canine Breeding & Training Unit (CB&TU)

To facilitate public in Sindh, CAF is operating 7 public schools in Karachi and Interior Sindh where free text books and stipends are being given to students.

Amended Procedures:

Frontier Constabulary deposited more than 300 million rupees in the national exchequer during the last 20 months as part of its revenue generation from providing security to Multi-National Companies.

More than 4000 F.Con and FC personal remained engaged in performing security duties to polio workers administering polio drops in turbulent areas across the KPK Province and FATA.

Around 200 men of Frontier Corps KPK embraced martyrdom in the line of duty while it conducting major and minor operations against militants in tribal regions, recovering huge amounts of IEDs, weapons and apprehending more than 2000 suspected militants.

Pakistan Rangers Sindh is widely deployed in aid of police for maintenance of law and order and security across the province of Sindh. During the Karachi operation which started in September last

year, Pakistan Rangers Sindh conducted around 2577 target operations and apprehended 2577 suspects, including 12 high profile terrorists, 146 target killers, 27 kidnappers for ransom and 205 bhatta collectors. As a result of these targeted operations, Rangers also recovered 4384 weapons and 175388 ammunition of various categories, along with getting 30 abductees released while 6 of its men embraced martyrdom and another 32 were injured in the line of duty.

Number of Police Stations increased from 23 to 28. ANF intelligence network expanded inside main cities.

Digitalization:

To curb the avenues of corruption and loss to national exchequer, the pays and allowance of Frontier Constabulary are being computerized through AGPR for the first time since its inception in 1918. The process will be completed by the end of this fiscal year and shall result in ending undue losses to government exchequer estimated to be to the tune of tens of millions of rupees annually.

Induction of intelligence software (i2) for assistance in investigation/backtracking.

CIVIL DEFENCE

Enforcement of New Policies:

Civil Defence Department commenced modernization of "Air Raid Warning System" with the support of PAF for rendering early warning to civil populace in case of emergencies.

Systematic Processes through Technology:

So far 40 BDRVs and 07 Robots have been handed over to Punjab, Sindh, KPK, Balochistan and ICT.

Amended Procedures:

It trained around 25000 master trainers in Federal Civil Defence Training Institutes,and Mobile training teams to better equip them for catering to the needs of public in case of emergency situations.

It has coordinated training of around 500 Bomb Disposal technicians from Civil Defence, Special Branches of Provincial and ICT Police by foreign trainers on C-IED, Advance C-IED, X-Ray and technical exploitation etc.

Planned improvements:

It is in the process of provisioning 65 Bomb Disposal Response Vehicles (BDRVs) from US and UK which are equipped with Bomb Disposal Suits, Jammers, X-Rays Machines, Disrupter Kit, Hook and Line Kit and Robots.