



The Urban Unit Designed and Established Punjab Election Coordination Cell (PECC)

The PECC was established in the conference room of S&GAD and equipped with the necessary material such as high speed CIR internet facilities, LED screens, telephone facility, projector, cabling etc within just twenty four hours and the complete system was in place on 22nd of April. In order to ensure that the system works without any problem, a technical team consisting of two IT experts and one GIS expert remained available to PECC round the clock till the Election Day. The back end support office for operation of the PECC was established in the GIS office of the Urban Unit.



Chief Secretary Punjab visiting the PECC

The Urban Unit kept its tradition of successfully providing technology based decision support tools to civil administration by establishing PECC within Punjab Civil Secretariat Lahore. The main purpose of the Cell was to monitor and coordinate the Election 2013 related activities throughout the province which included, inter alia, the monitoring of code of conduct violations and the flow of information from different sources, keep a close watch of an emergency situation with the potential to hinder the smooth conducting of elections and to direct the lower formations to act accordingly.

The PECC constituted at least four tailor made systems to perform the requisite functions during the election process. Each of these systems was designed to gather real time information from the field offices, integrate it in our database and present on a user friendly dashboard at the Election Coordination Cell. For every system, the field unit for information generation was identified and a simple, manageable and practicable channel of communication was used to gather information at the Urban Unit's computer servers.

ELECTION 2013

POLLING STATION MONITORING SYSTEM

To ensure smooth and peaceful polling on the 11th of May, Please use your mobile phones to keep the administration updated

TYPE THE RELEVANT NUMBER AND SEND TO **80025**

- 0 for Registration
- 1 for Polling Started
- 2 for Polling Halted
- 3 for Help Needed
- 4 for Emergency
- 5 for Polling Resumed
- 6 for Polling Completed
- 7 for Results Tabulated
- 8 for Results Handed Over to RO
- 9* for Any Other Message (9*Hello...)

Help Line: **8070**

Government of the Punjab

Flyers for information of Presiding Officers



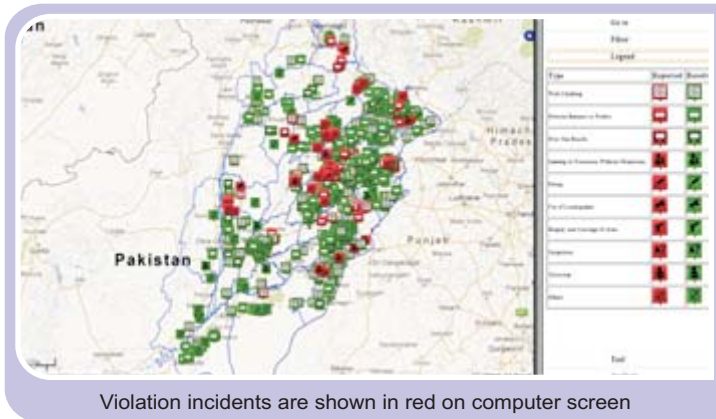
Monitoring on the PECC Dashboard

Web based System for Real Time Monitoring of Election Code of Conduct Violations

The system was based on two components:

Real Time Violation Reporter - an android application which was used in the field by ECP appointed monitoring officers to report violation incidents along with its picture, location coordinates and comments. The violation data was sent to the servers in real-time and was visible on a web map application in different symbols.

Online Violation Redressal - a web map site which showed the code of conduct violations in two different colors. These websites could be accessed by Tehsil/ Town Municipal officer (TMO) or assigned police officer who viewed and addressed violations in his own Tehsil/ Town.

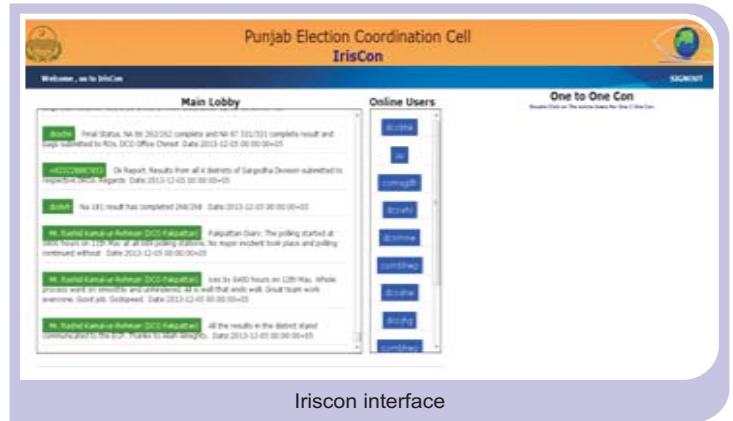


Violation incidents are shown in red on computer screen

Iriscon- Interactive Real Time Communication Channel

The tool was developed by the technical team of the Urban Unit based on the concept of synchronous map-sharing and views-sharing. The application was meant to provide a dedicated channel of communication to the concerned officials, where they could share information, submit reports, highlight issues, seek guidance, pass instructions and provide the updates. The Chief Secretary, Additional Chief Secretary, Secretary (I&C), All Commissioners, All DCOs, All RPOs, All DPOs and other concerned officers had access to Iriscon. There were a total of 99 users on the Iriscon who posted 653 messages on Iriscon in one day.

On the Election Day Iriscon proved to be a powerful tool which provided current updates from all districts on their problems, issues, emergencies and their resolutions. The application was so user friendly that without any particular training, the concerned officers started using it instantly. Iriscon was connected with a mobile number through dongle, so that any message sent to that mobile number was instantly shown on the screen along with date and time. The official mobile numbers of all the users were saved in the system by



Iriscon interface

their respective names, so that it can easily be understood. Iriscon has the potential to be used as a dedicated powerful communication channel between the departments and personnel of government of the Punjab for other purposes in future.

Real Time SMS Based Polling Stations Status Monitoring System

This was an SMS based application that was designed to monitor polling stations across all the districts in Punjab. The target users were the Presiding Officers in each polling station who were asked to update their status by texting to a dedicated short code "80025". The corresponding helpline was "8070". The corresponding status was tabulated and was made visible to individual District Control Rooms through dedicated web interfaces. The District Control Rooms gained access to the web interface which updated and/or modified the status of a polling station. The PECC could gain access to the web interfaces of any of the 36 districts.

About 28,894 polling stations used the application from start of polling to handing over of results with reporting of 144 instances of 'halted polling', 498 instances of 'help needed' and 135 instances of Emergency throughout Punjab.

Real Time Sensitive Polling Station Monitoring System

This is an android phone based application that was designed to monitor sensitive polling stations in districts of Rawalpindi and Faisalabad. A total of 93 and 184 polling stations were mapped in Rawalpindi and Faisalabad respectively. These polling stations were previously identified using GPS coordinates. The main source of data was photographs taken by the district government officials, who were present at the polling stations on the Election Day. The average number of images received per polling station was 39 in Rawalpindi and 24 in Faisalabad. The PECC and the concerned District Control Rooms were able to monitor activities in the polling stations through a customized web

interface. This interface allowed the user to select a polling station and get corresponding images on the webpage. The whole system is based on the premise that regulators/monitors are separate from the implementing entities. Thus monitoring teams of the ECP reported violations and Police/TMO took the action. The instant delivery of SMS to SDPO/TMO of the violations and to the Monitoring Team on resolution completed the information loop. Moreover, the same information was available to the DCOs, Commissioners and PECC, thus putting pressure on the field formations.

The Urban Unit Team Provided PECC Support on the Election Day

The Urban Unit deputed a team member for facilitation and support to each of the 36 District Coordination Officers in Punjab province. The team members reached their respective districts on May 9 and carried out different tasks including the delivery of information flyers, facilitation to DCO on the use of system and liaison for technical support from Lahore.

On the Election Day, the following activities were performed by the Urban Unit team at PECC:

1. Monitored updates on the Iriscon and the Polling Stations' Status. The UU team member was responsible to contact relevant district personnel to verify incoming bits of information. In case of an alert on the SMS system, s(he) coordinated between the Presiding Officer and the relevant District Control Room to verify if the matter was resolved; verified media reports by calling the relevant District Control Rooms; and also verified information on behalf of the CM Secretariat and other sources.
2. Liaised with the Urban Unit team at City Tower office. The UU team prepared hourly progress reports and forwarded to the PECC. These reports were then updated with additional information at the PECC and faxed to the offices of the concerned civil administration.
3. After 6 pm, verified the "Polling Completed" status by calling Presiding Officers and the District Control Rooms.

The Urban Unit's Election exercise has resulted in database development of 40,000 plus polling stations of Punjab which can be extremely useful for future Elections, emergencies, special events etc. On the same model, a comprehensive database should be developed of all the public sector assets and services. Most of the work in this regard has already been done by the Urban Unit and some support from the Government would help in completion of the assignment.

The Urban Unit Fully Supports Changa Pani Project Faisalabad

WASA Faisalabad has initiated the Changa Pani Project on the successful model of the similar project earlier implemented in Lahore by the Urban Unit. The stone laying of water works in Shamsabad area was done by MD WASA Faisalabad Mr. Zahid Aziz on 22nd of May, 2013. The project aims at substantially increasing the coverage area of WASA and providing safe drinking water and sanitation facilities to the city residents. The project will use community led approach and will be completed in association with Anjuman Samajhi Behbood.



MD WASA Faisalabad laying the foundation stone of water works

WASA Faisalabad has incorporated the community led approach in its structure and planning to increase the coverage area by permanently establishing a Citizen Liaison Cell (CLC). The Urban Unit has played a pivotal role in establishing this Cell by providing the logistic support. Moreover, the Unit is permanently represented in the CLC Steering and Technical Committees and has committed to provide technical support (GIS mapping and surveys etc) to CLC in its future initiatives.

SMS Based Monitoring System Provided to Higher Education Department

The Urban Unit has recently provided an SMS based application to Higher Education Department of Punjab for real time monitoring of more than 1800 Examination Centers. With this application, the Chairman and Controller Examinations of the Board, Commissioner, DCO, DPO and Secretary Higher Education can receive synchronous SMS from Superintendent and Deputy Superintendent of Examination Centers if a "Material Needed" or "Law & Order Situation" occurs. The system is linked to the control room of the Chief Secretary, Punjab. The application has been designed to improve the response and efficiency of both the Higher Education Department and District Administration.



Consultative Workshop on Environmental Profile of Punjab Held in Lahore

Ministry of Climate Change, Islamabad and Environment Protection Department, Lahore organized a one day workshop on 7th May to get stakeholder opinion on Environmental Profile of Punjab. The Profile is being prepared under the project of “National Environmental Information Management System (NEIMS)” and focuses on all important environmental areas including environmental governance, social & economic environment, climate change and mitigation, sustainability of freshwaters, solid waste management, land transformation, natural resources management, air quality control and hazardous waste management. Ms. Rizwana Anjum and Ms. Anum Shahid represented the Urban Unit and highlighted various aspects of urban environment which need to be researched and included in the Environmental Profile.



Ms. Rizwana receiving the participation certificate

The Urban Unit Facilitated Cambridge University Student on PhD Project

The Urban Unit facilitated Ms. Maryam Masood, PhD Candidate studying in Institute of Manufacturing, Lucy Cavendish College of the University of Cambridge to conduct household surveys for her research on solid waste management system in developing countries. A survey plan and methodology were finalized in association with Dr. Kiran Farhan and two teams have been mobilized to conduct door to door survey of at least 1200 household (0.1% of the households in the city of Lahore). It is expected that practical suggestions will surface out of the findings of this research.

Call for Papers

Pakistan Journal of Urban Affairs, Urban Unit’s quarterly research journal, welcomes submission of papers from scholars, practitioners, researchers and public sector professionals. For more details: <http://www.pjua.gop.pk/>

Best Practice Series

Launch of successful “Litter Free Lahore Resolution Campaign” by LWMC

Lahore Waste Management Company successfully launched 10 day long “Litter Free Lahore Resolution Campaign” from 23rd of April to 2nd of May, 2013. The campaign resulted in:

1. Organizing awareness seminars and meetings in different educational institutions;
2. Preparation and dissemination of information material;
3. Getting a pledge from half a million people to support LWMC for its efforts including many dignitaries and celebrities;
4. Issuance of 5000 symbolic challans to those citizens caught littering;
5. Mobilization of student volunteers to act as Litter Wardens at 50 major traffic signals of the city;
6. Installations of 1000 waste bins at the most haunted places;
7. Fee collection surveys of different markets to determine the potential of revenue generation in the near future with better service delivery to traders;
8. Registration of participants for a proposed painting competition and exhibition; and
9. Selection of LWMC as a success story by ISTAC (Municipality of Istanbul) at 3W Istanbul 2013 International Conference held in May.



Bins installed at different places in Lahore

