Part -V
(Khyber Pakhtunkhwa Digital Workspace Program)

PREAMBLE AND OBJECTIVE

Instead of amending the Manual of Secretariat Instructions, a new chapter introduces the Khyber Pakhtunkhwa Digital Workspace Program (KP-DWSP), an integrated platform to promote efficiency, transparency, accountability, and sustainability in Secretariat processes. It automates workflows for files, documents, communications, and records in line with the Rules of Business, 1985, the Electronic Transactions Ordinance, 2002, and the Right to Information Act, 2013.

All Manual procedures shall apply mutatis mutandis to KP-DWSP users, subject to this chapter. The Program advances paperless governance, reduces delays, enables real-time monitoring, and supports collaborative decision-making, aligned with the provincial digital agenda, including the KP Digital Policy 2018–2023 and initiatives such as E-Summaries, Digital Identity, Cashless KP, Universal Digital Payment System, and the Digital Welfare Registry.

KP-DWSP is the mandatory mode for official communication and transactions with Secretariat entities, including the Chief Minister's Secretariat, Governor's Secretariat, and attached departments. Misuse, unauthorized access, or protocol violations constitute misconduct under the E&D Rules 2011, Conduct Rules 1987, and PECA 2016. The mandate also extends to digital systems like HRMS, LMS, and TMS for unified governance

253. Definitions

In addition to the definitions in this Manual, the following terms apply specifically to the KP-DWSP and related digital interventions for uniformity and interoperability:

a. **Digital Workspace** means a secure web application (KP-DWSP) providing centralised access to files, tasks, communications, Summaries, Cabinet Proceedings, and analytics, facilitating remote collaboration and integration with provincial government initiatives for real-time governance oversight.

b. **E-Approval (Digital Signature)** means an electronic authentication mechanism ensuring integrity, non-repudiation, and legal equivalence to handwritten signatures, pursuant to the Electronic Transactions Ordinance, 2002.

c. **E-Dispatch** means the electronic issuance and transmission of approved documents via the KP-DWSP platform or integrated gateways.

d. **E-File** means a digital case file comprising notes, correspondence, attachments, and metadata, maintained with versioning and audit trails, emphasising record integrity.

e. **E-Noting** means the electronic recording of observations, drafts, and orders on an e-File, including time-stamping and versioning, to replace manual noting.

f. **E-Record** means electronically stored information, including metadata and logs, preserved in the KP Data Centre.

g. **File Tracking System (FTS)** means an electronic tool for monitoring file movement, pendency, and status, generating alerts and reports, integrated with the KP-DWSP for enhanced transparency.

h. **Human Resource Management System (HRMS)** means a module for electronic management of personnel matters, including appointments, transfers, promotions, leave, Performance Evaluation Reports (PERs), training, and disciplinary proceedings, in HR-related processes of KP-DWSP or developed independently or by the PMRU.

i. **Litigation Management System (LMS)** means a digital platform for tracking court cases, summons, judgments, and related documents, ensuring compliance with timelines under the Code of Civil Procedure, 1908, and integrated with KP-DWSP for seamless case handling.

j. **Task Management System (TMS)** means a feature for assigning, monitoring, and reporting tasks with deadlines and reminders, supporting the Good Governance Roadmap's emphasis on accountability.

k. **Executive Dashboard** means a real-time interface providing analytics on departmental performance, pendency, and compliance, facilitating data-driven decisions.

Note: Modes of communication not provided in KP-DWSP shall continue as specified in the Manual of Secretariat Instructions.

254. Role of Head of Department or Organisation

1. Ensure comprehensive change management for transitioning to digital systems, including KP-DWSP, HRMS, LMS, TMS, and related initiatives, encompassing administrative, social, and organisational culture shifts from manual to electronic communication systems, including email, video conferencing, and web presence.
2. Regularly monitor the Executive Dashboard for performance metrics, pendency resolution, and adherence to digital protocols, taking remedial actions as necessary.
3. Guarantee infrastructural sustainability in coordination with KPITB and relevant authorities, providing:
    o One computer for all officers in BPS-17 and above;
    o A computer for supporting staff (for KP-DWSP only);
    o Connectivity for all KP-DWSP users;
    o An Automatic Document Feeder (ADF) scanner for every file-initiating officer and R&I Section;
    o Cybersecurity measures.
4. Mandate the use of KP-DWSP as the mandatory platform for official communications where available, including interactions with the Chief Minister's Office, Chief Secretary's Office, Cabinet, Governor's Secretariat, Constitutional Organisations/Bodies, and for intra-departmental, intra-organisational, and inter-departmental correspondence.
5. Equip Receipt & Issue (R&I) Branches for hybrid handling of physical and electronic documents during transition, ensuring infrastructure and human resources for sending/receiving KP-DWSP files/documents.
6. Issue Standard Operating Procedures (SOPs) for role realignment, training, and integration of initiatives like the Digital Welfare Registry under the Good Governance Roadmap.
7. Privacy, Integrity, and disaster recovery of data shall be the purview/domain of ST&IT.

8. System maintenance, modification, testing, updating/upgrading, and module shall fall under the domain of ST&IT.
9. Updating of credentials of officers in case of posting/transfer.
10. Establishment of a centralised help desk by ST&IT and a local help desk at each Administrative Department level.

255. Departmental-Level Implementation Monitoring Committee

1. Each department shall constitute an Implementation Monitoring Committee, chaired by the Administrative Secretary, with the following members:

No.	Member	Role
1	Administrative Secretary	Chairman
2	Focal Person for KP-DWSP (nominated by the Head of Department)	Member
3	Head of Implementation Sub-Committee	Member
4	Project Manager, PMO-Ops	Member

2. Responsibilities include:
   o Defining KPIs, monitoring, and reviewing KP-DWSP implementation progress.
   o Setting a target date for complete transition to KP-DWSP from the manual system (departmental section and wing-wise).
   o Guiding and resolving issues in the KP-DWSP implementation process.
   o Enforcing usage of the KP-DWSP application.
   o Holding meetings at least monthly.
   o Constituting Departmental-level Sub-Committee(s) for KP-DWSP module and process implementation.

256. Departmental-Level Module Process Implementation Sub-Committee(s)

1. The Implementation Monitoring Committee shall constitute Module/Process Implementation Sub-Committee(s), with one or more sub-committees for large departments with multiple wings/sections.

2. The Sub-Committee shall be headed by an Additional Secretary or Deputy Secretary, with the following Members:

No.	Member	Role
1	Focal Person for KP-DWSP (nominated by the Secretary)	Chairman/Head
2	Deputy Secretary (Wing/Section)	Member
3	Section Officer (Wing/Section)	Member
4	Project Manager (KP-DWSP)/PMO	Member
5	Technical Person (IT) of the department	Member

3. Responsibilities include:
   o Implementing KP-DWSP in a wing/section.
   o Enforcing usage of the KP-DWSP application in their wing/section.
   o Holding regular meetings as required.
   o Finalising the training plan and ensuring all staff receive the required training.
   o Operationalising KP-DWSP modules.

257. Signatures / Signing of Noting / Issuance of Documents

1. KP-DWSP employs digital signatures for authentication, rendering electronically approved documents legally valid pursuant to the Electronic Transactions Ordinance, 2002.
2. For entities without KP-DWSP, designate an authorised officer for physical endorsements with prior intimation to the entity (e.g., AGPR); the signature of the designated officer shall be treated as approval until KP-DWSP is fully adopted.
3. E-Signatures shall be obligatory for internal approvals, with physical signatures limited to transitional requirements.

258. Role Delegation / Additional Charge

1. With prior approval of the competent authority, officers may delegate roles or assign additional charges through KP-DWSP, providing secure, role-based access without necessitating physical relocation. The officer receiving the delegation can perform functions from their current posting using existing credentials.
2. During leave or official duty, officers may continue to perform their duties via KP-DWSP internet access or delegate roles to another officer with competent authority approval, submitted to the local KP-DWSP App Administrator. Upon return, resumption of duties shall be communicated to the App Administrator for updates.

259. Supporting / Helping Staff

1. Each Secretariat officer shall, where necessary, be provided with support staff (e.g., Assistant, Computer Operator, Stenographer, Senior Clerk, or Junior Clerk) responsible for:
   o Assisting in processing cases through the KP-DWSP;
   o Digitising physical records for integration into e-files;
   o Supporting operation of integrated modules (e.g., HRMS, LMS).
2. The Head of Organisation or Principal Accounting Officer shall ensure all support staff undergo mandatory training by the KPITB or authorised entities on KP-DWSP functionalities, cybersecurity (including data protection under the Prevention of Electronic Crimes Act, 2016), and digital tools like E-Summaries. Periodic refresher courses shall maintain proficiency.

260. Function of R&I (Receipts & Issue)

1. The R&I Branch shall scan all incoming physical receipts (e.g., letters, documents) and forward them electronically via KP-DWSP to designated addressees. Original physical copies shall be retained in secure storage, where required by law, to ensure that digitisation maintains document integrity. Organisations may implement the R&I Module within KP-DWSP.
2. Confidential or sensitive documents received physically, marked as 'Confidential' or 'Secret,' or addressed by name, shall be delivered unopened to the intended officer. The officer's support staff shall scan and upload contents into KP-DWSP for processing. Departments shall transition high-volume correspondence to fully electronic workflows within KP-DWSP.

261. External / Internal Receipts

Officers shall promptly review electronic documents received via KP-DWSP, accept those pertinent to ongoing matters, save them for further processing, or redirect them electronically to the appropriate section or officer, with all actions logged with timestamps and audit trails.

262. Preparing a New Case

Before initiating a new case, the responsible officer or support staff shall determine whether the matter links to an existing e-file. If no link exists, a new case shall be initiated by defining digital workflows, approval sequences, and routing paths in accordance with departmental responsibilities and these Instructions.

263. Referencing

References to Papers Under Consideration (PUCs), Fresh Receipts (FRs), Drafts for Approval (DFAs), or other documents within an e-file shall include hyperlinks for seamless navigation, ensuring interconnected notings and drafts for quick retrieval and comprehensive review.

264. Transfer of Electronic Document

Electronic documents shall be transferred within KP-DWSP between sections or branches as per work distribution, using the forward function to route to designated recipients, with automatic notifications and audit logs tracking movement and chain of custody.

265. Previous Papers / Precedence by Supporting Staff

Support staff shall identify and upload digitised versions of previous papers, precedents, or relevant historical documents into KP-DWSP, flagging and referencing them in notings' margins to provide contextual support for informed decision-making.

266. Keeping Note of All Important Records

KP-DWSP shall automatically maintain notes of all records, including e-files, attachments, metadata, and transaction logs, with access controls restricting viewing and editing based on user roles and classification levels, ensuring secure retrieval and compliance with record retention schedules.

267. Inter or Intra-Departmental Communication

Authorised KP-DWSP users shall initiate secure transmission of cases or documents to other departments, directorates, or authorities by selecting recipients from an integrated list, maintaining confidentiality and compliance with inter-governmental protocols.

268. Record Keeping and Archiving

All e-records shall be managed and archived within the Digital Library integrated with KP-DWSP, adhering to retention periods and classification categories in this Manual, with automated categorisation, indexing, and periodic review for accessibility and legal admissibility. During transition, sections shall download approved documents to local computers and retain printed copies in physical files as per Part XVII of the Manual of Secretariat Instructions 2008, for one year or until further directives.

269. Seeking Advice or Input

When seeking advice from other departments, the originating officer shall forward the case electronically via KP-DWSP, specifying required contributions and deadlines. Recipient departments shall respond electronically, with replies automatically appended to the case.

270. Audit

For audit purposes, cases shall be assigned in read-only mode to authorised auditors via KP-DWSP, granting access to e-records, notes, and attachments admissible as legal evidence under the Electronic Transactions Ordinance, 2002, with comprehensive audit logs verifying compliance.

270. Secrecy / Confidentiality of Files

Files containing sensitive information shall be assigned classification levels (e.g., Confidential, Secret, Top Secret) within KP-DWSP, with role-based access controls restricting access to authorised personnel, in compliance with the Prevention of Electronic Crimes Act, 2016.

271. Security of the System

1. KP-DWSP shall incorporate advanced encryption, regular security audits, and multi-factor authentication to protect against unauthorised access and cyber threats, aligned with NTISB guidelines and Khyber Pakhtunkhwa cybersecurity protocols.
2. Users are prohibited from sharing passwords, connecting unauthorised devices, or installing digital certificates on multiple devices. Violations constitute misconduct under the Khyber Pakhtunkhwa Civil Servants (Efficiency and Discipline) Rules, 2011, and may result in disciplinary action. Users shall safeguard passwords, prevent unauthorised physical access to devices, and adhere to KP-DWSP security guidelines issued by KPDC.

272. Correspondence with Non-KP-DWSP Entities

For entities not integrated with KP-DWSP, documents may be printed or emailed from the platform, with e-copies retained in the case file. Users shall promote digital communication to support the transition to electronic modes. Outgoing dak shall be transmitted via KP-DWSP, primarily through email, or forwarded to R&I for printing and dispatch.

273. Prioritization

Cases and documents shall be assigned electronic priority labels (Immediate, Urgent, Routine) at creation or noting, triggering system-generated notifications and escalations for timely resolution as per departmental priorities.

274. Letter, Memorandum, Notification

All official communications (letters, memoranda, notifications, orders) shall be prepared using KP-DWSP templates, ensuring standardisation, compliance with formatting, and electronic dispatch with digital signatures for legal validity.

275. Training and Implementation

All KP-DWSP users shall undergo mandatory training by KPITB on system functionalities, security protocols, and integrated modules. Departments shall appoint Application Administrators for user management and support, with periodic audits to verify compliance and system performance.

276. Transition from Manual System

Transition to electronic systems shall involve progressive digitisation of legacy records using approved scanning and indexing methods. Parallel manual processes are permitted during the initial rollout phase. Departments shall report implementation issues to IT support for resolution, ensuring full adoption within specified timelines.

277. Job Descriptions with KP-DWSP Responsibilities

i.   **Secretary** (in addition to M.4 (a-f)):

    a. Oversee comprehensive implementation and sustainability of KP-DWSP, monitoring the Executive Dashboard for performance metrics, pendency, and adherence to digital workflows per the Khyber Pakhtunkhwa Rules of Business, 1985.
    b. Ensure mandatory training for all officers and staff on KP-DWSP, mandating its use for all communications to promote efficiency and transparency.
    c. Delegate roles within HRMS for electronic handling of personnel matters (leave, transfers, PERs/ACRs).
    d. Review KP-DWSP reports to identify bottlenecks, ensure timely case disposal, and enforce prioritisation.
    e. Analyse the Executive Dashboard to monitor departmental performance, pendency, and compliance, initiating corrective actions.
    f. Ensure regular meetings of the Department-level Implementation Monitoring Committee and Sub-Committee(s).

ii.   **Special Secretary** (in addition to M.4A (a-n)):

    a. Monitor KP-DWSP adoption in specialised functional areas.
    b. Represent the Secretary in virtual meetings and forums via KP-DWSP, handling cases related to the Cabinet, Provincial Assembly, and NAB.
    c. Oversee case management for PAC/DAC, litigation, and directives from the Chief Minister/Prime Minister, ensuring proper classification and access controls.
    d. Analyse the Executive Dashboard for specialised workflows (litigation, audits, HRMS), generate reports, and escalate issues to the Secretary.

iii.   **Additional Secretary** (in addition to M.5 (a-c)):

    a. Supervise KP-DWS operations at the wing level, managing workflows and E-Dispatch.
    b. Ensure no policy decisions are finalised without electronic documentation and E-Signature approvals.
    c. Oversee record management, archiving, and retrieval for audits, upholding confidentiality.

d. Coordinate inter-wing virtual collaborations, assign tasks via KP-DWSP, and direct digitisation of legacy records.
e. Handle role delegations in KP-DWSP for absent officers and report issues to the Secretary.
f. Ensure regular meetings of the Department-level Module & Process Implementation Sub-Committee(s).

iv.   **Deputy Secretary** (in addition to M.6 (a-g)):

a. Manage KP-DWSP workflows for sections/branches, including routine cases and E-Dispatch, ensuring compliance with the Khyber Pakhtunkhwa Rules of Business, 1985.
b. Conduct half-yearly inspections of KP-DWSP usage, focusing on efficiency, record classification, and security.
c. Oversee digitisation of records in the Administration Section, including security and meeting-related cases.
d. Report KP-DWSP pendency to higher officers and facilitate training for Section Officers and staff.
e. Monitor section/branch performance via the Executive Dashboard, tracking pendency and priority cases, and report anomalies to the Additional Secretary.
f. Ensure regular meetings of the Department-level Module & Process Implementation Sub-Committee(s).

v.   **Section Officer** (in addition to M.7 (a-g)):

a. Initiate and process cases via KP-DWSP, defining workflows and referencing documents electronically.
b. Use E-Dispatch for communications, apply E-Signatures for disposals, and track progress (24-48 hours for urgent cases).
c. Maintain section file records, ensuring classification, indexing, and archiving.
d. Monitor KP-DWSP for assigned tasks, set reminders for Assembly business and audit notes, and manage E-Part Files.
e. Supervise support staff in digitising receipts, managing R&I, and securing confidential cases, adhering to security guidelines.
f. Report KP-DWSP issues to the Deputy Secretary and maintain orderly digital record by periodically reviewing and removing unnecessary or redundant files.
g. Dispose of most communications within a week, with immediate and urgent cases handled within 24 and 48 hours, respectively.

vi.   **Private Secretaries** (in addition to M.8 (i-xii)

a. Review official emails and log in to KP-DWSP to submit them to Ministers, Advisors, and Special Assistants.

vii.   **I.T. Officers/Officials**

All concerned shall carry out their respective duties as outlined in III(A) of the Manual of Secretariat Instructions, 2008, as well as in this Chapter.