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## Islamabad CDA Launches Cashless Payment System

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The Capital Development Authority (CDA) has formally approved a phased transition to a cashless payment system, with the aim of improving transparency, efficiency, and accessibility in civic services across Islamabad. The initiative focuses on digitizing various public transactions, including property tax, water bills, land transfers, and parking charges.

This decision was finalized during the fourth CDA board meeting chaired by CDA Chairman Muhammad Ali Randhawa, with board members and senior officials in attendance. The board endorsed the implementation of a digital payment ecosystem across all departments,

which will eventually eliminate the need for citizens to make payments in person at CDA offices.

According to official reports, 165 public services available at the CDA's One Window Operation Center have already been integrated into a digital payment system. These include payments for water tanker services, Islamabad Water Supply accounts, and other high-demand utilities. The system is being developed in collaboration with partner banks to ensure a secure and user-friendly interface for residents.

As part of the rollout, CDA plans to launch a web portal and a mobile application that will allow residents to make payments from their homes using QR code technology. The system is being introduced gradually, starting with departments that have high public interaction, particularly those managing parking operations. QR code-based payments are already being piloted in areas such as Blue Area, parking plazas, and Food Street.

Chairman Randhawa stated that the cashless payment initiative aligns with Pakistan's broader goal of digital governance and technological advancement. He highlighted that digitizing routine transactions would not only reduce physical contact and wait times but also improve service delivery and transparency in public operations.

In addition to cashless payments, the CDA board also approved the implementation of the SAP double-entry accounting system. A Memorandum of Understanding has been signed with the Controller General of Accounts to enhance financial oversight and modernize CDA's internal accounting framework.

To support the transition, the CDA is organizing staff training programs and public awareness campaigns to ensure that both employees and citizens are prepared to navigate the new digital platforms effectively. However, the complete elimination of physical office visits may take time as the system expands to cover all services.

While the CDA's digital initiative represents a significant step forward in civic modernization, it comes at a time when the organization's long-term structure is under review. On June 28, 2025, the Islamabad High Court ordered the dissolution of the CDA and the transfer of its revenue-generating powers to the Islamabad Metropolitan Corporation. The outcome of this directive may influence the future implementation and oversight of the cashless system