

Annual Report

2012



CHURCH WORLD SERVICE
Pakistan / Afghanistan

Contents

Message from CWS-P/A	2
Organizational Overview for 2012	3
Disaster Management	8
Education	11
Health	14
Livelihoods	19
Peace and Governance	23
Water, Sanitation, and the Environment	27
Quality and Accountability	28
Regional Initiatives	30
Best Practices	32
Financials	34
Partners and Associations	36



Message from CWS-P/A



From the onset, 2012 was a challenging year in Pakistan and Afghanistan. In January, Pakistan faced new displacements from Khyber Agency, within months leaving thousands of newly displaced families in need of assistance due to the ongoing four-year conflict. Afghanistan faced a cold winter, with thousands of displaced and returning refugees not finding suitable conditions for living or working.

Afghan refugees living in Pakistan faced uncertainty of their status while in Afghanistan, instability and uncertainty lingered as the country struggled to reestablish security, development, and resources for its people. Likewise in Pakistan, the monsoon season was uncertain for communities still recovering from previous floods, and the course of events leading to the upcoming 2013 elections had implications in social and economic sectors across the country in terms of security, uncertainty, and unmet needs.

Despite challenges, experiences of positive change and development occurred for many individuals and communities. Through perseverance, creativity, and self-initiative, individuals and communities found ways to overcome their unique challenges. Unfortunately, these stories are far less told than they should be.

The humanitarian community embraces the willingness and initiative of the communities and works to support them achieve their goals for recovery, development, and capacity building. In 2012, the humanitarian community remained committed despite low financial support for required activities and the fact that

Afghanistan and Pakistan remained two of the most dangerous countries for aid workers, where incidents against them occurred frequently. The commitment to provide assistance and improve access to basic rights resulted in the quality of lives changing for millions of families trying to overcome the effects of poverty, conflict, and disaster.

Church World Service-Pakistan/Afghanistan played a part in helping communities become aware of their rights, to improve access to them, and to find solutions to challenges including the recurring cycle of debt, disaster, and deprivation of basic rights. Through disaster management, social development, and capacity building initiatives, CWS-P/A worked with communities to improve their lives today and for the longer term. Without the cooperation and effort of the communities, the successes shared in this report would not have been possible.

CWS-P/A is thankful to its national and international partners without whom a difference could not be made in the lives of hundreds of thousands of individuals every year. Your generosity and compassion have a direct, positive impact in the lives of individuals in Pakistan and Afghanistan. Thank you for partnering with us as we strive to support communities in an accountable and transparent manner through quality interventions that uphold the true spirit of community participation and dignity.

The CWS-P/A Team

Organizational Overview

Internal Control and Accountability (IC & A) Department



In April 2012, CWS-P/A received membership from People in Aid (PiA). The People in Aid Code of Good Practice is an internationally recognized management tool that outlines an essential set of principles of good people management. Already ISO certified and HAP certified, CWS-P/A's membership from PiA further reflects the commitment toward higher goals on quality and accountability. It is also a platform for networking with organizations that share common goals and interests.

During 2012, IC & A conducted 21 internal reviews of different projects under different programs in Pakistan and Afghanistan to strengthen internal controls and to enhance its system's transparency. Review of the status of compliance with HAP standards' benchmarks during the implementation of projects, including interviews with different project team members, determined the level of understanding of HAP standards and code of ethics.

A comprehensive review of procurement practices was conducted to assure integrity and compliance of the organization's policies and procedures.

IC & A conducted field visits, which included interaction with project participants to seek their input with regard to assistance they received. It also reviewed the Complaint Response Mechanism to ensure its implementation.

Security Department

To ensure staff members are up-to-date and familiar with essential safety and security policies and measures, the security department organized risk assessment and management workshops at the Mansehra, Islamabad, Karachi, and Thatta offices. The workshop was facilitated by a leading security expert, Brian Martin, and co-facilitated by CWS-P/A's external affairs manager. It covered a range of topics: emerging trends and tactics against humanitarian workers; health and safety; security during travel; fire fighting session and emergency evacuation; analysis of risks and factors to decrease vulnerability; carjacking and kidnapping; safe discarding of important documents; and remote medics.

A new field travel request form (TRF) was implemented from February 2012; the form ensures comprehensive logistics and security information for every field visit. Approximately 760 TRFs were processed during the year. Facilitation of 20 travel no objection certificates (NoC) and seven project NoCs also took place. In total, 65 visas were processed through the department, with a strategy to apply 2 1/2 months before expiry for visa extensions to ensure smooth and uninterrupted visa status.

Since 2001, CWS-P/A was registered with the Ministry of States and Frontier Regions Division, Government of Pakistan (SAFRON) based on annual renewal. In June 2012, CWS-P/A received registration for an indefinite period of time, which is a significant achievement and greatly supports the implementation of ongoing and future work in the respective areas. This registration is a requirement for organizations that intend to work in Northern Pakistan, Azad Jammu Kashmir (AJK), and with Afghan refugees residing in Pakistan.

Human Resource Development (HRD) Department

HRD department with consultation of other programs and departments designed the CWS-P/A Child Protection Policy. The purpose of the policy is to set minimum standards on child protection and to make sure that CWS-P/A works for the safest possible environment for children. CWS-P/A is committed to protect children from acts of abuse - physical, sexual, emotional, neglect, bullying or coercion, and abuse of power or authority. This policy is in line with the United Nations Convention on the Rights of the Child (UNCRC). Additionally, it is in line with National Commission on the Rights of Children Bill, the Charter of Child Rights Bill, the Prohibition of Corporal Punishment Bill, Rights to Free and Compulsory Education Bill, and in accordance with the Constitution of Pakistan and National Laws on Children's Rights of Afghanistan.

HRD department also developed and successfully implemented its 360 degrees performance appraisal mechanism for its support staff in Pakistan and Afghanistan. This was a step toward the organization's commitment to quality and accountability.

An HRD focal person is now based in the Kabul office to provide more support to programs and departments in Afghanistan. With this step, the Afghanistan-based programs receive faster facilitation and support from the HRD team on all HR related matters as well as clear guidance on the organization's policy and procedures.

Finance Department

During 2012, to ensure accountability to stakeholders, a total of 21 internal and external audits and evaluations were finalized.

Operations Department

Procurement

In June 2012, CWS-P/A hired Ernst & Young Ford Rhodes Sidat Hyder (EYFRSH) to conduct an internal control review of the procurement process. The audit considered the previous 12 months of procurements. Its scope included identifying the strengths and weaknesses of the procurement process, identifying possible control gaps in the system for the procurement-logistics chain, and reviewing the effectiveness of the coordination mechanisms among various stakeholders such as programs and support units.

Other accomplishments improved the procurement efficiency and effectiveness. A standard procedure for the procurement of medicines and medical goods and supplies was established. A database of suppliers divided into categories was developed. A comprehensive and user-friendly tracking system was developed, from which staff members can easily obtain updates on their procurement requests.

Material Resource Program

Guidelines on the import procedures for relief goods were updated and incorporated in the Operations Manual. Four international consignments of optical goods and medical supplies were received.

Operations Systems Internal Review

Operations systems such as procurement, I.T., security, inventory, and logistics and vehicle management were audited by senior operations staff and gaps were shared in a follow-up report. The objective of the internal audits was to streamline and strengthen the systems as per ISO and HAP standards.



Global Funding Unit (GFU)

GFU used assessments to identify potential funding opportunities for three regions (CWS - Asia Pacific/East Africa/Latin America) for priority programs and projects that fit within the strategy and operations plan of CWS. It also developed a bulletin for sharing identified funding opportunities, which covers 35 countries in the three regions.

In 2012, GFU developed 10 proposals, emergency appeals, and concept notes that were submitted to various bilateral, multilateral, and international donors. It also supported and assisted programs by providing technical input to 39 periodic progress reports submitted to various donors. GFU also developed a database of CWS-P/A projects and programs, which included a compiled record of previously completed and on-going projects and programs.



Research and Advocacy Unit

Research on several topics culminated during the year. In addition, a comprehensive database of news clippings from four leading English newspapers in Pakistan was developed on 30 socio-political and economic issues. This database adds quality to research and provides instant access to information. Taxation Systems of Pakistan and Urban Refugee-Host Community Relations Study are the two main research projects from 2012. The former aims to provide an accessible and easy to read assessment of the pro-poor options for increasing Pakistan's tax base. The latter looks at the perception of social connectedness among refugees, host communities, and service providers and the implications upon tangible outcomes in urban settings including refugees' access to employment, housing, education, health, and protection. It further identifies successful approaches to strengthening refugee-host community relationships that can be replicated. Both research projects address current socio-political and economic issues in Pakistan, which are also of interest at the international level.

Coordination, Humanitarian Advocacy, and Resource Mobilization

(CHRM) Department

The role of coordinating with relevant stakeholders, advocating on behalf of the affected and mobilizing resources was essential to the growth of CWS-P/A; therefore, a new department, CHRM, was formed to assist programs to reach, assist, and advocate on behalf of vulnerable and affected communities. CHRM also has a core responsibility to raise the importance of protection issues, quality, and accountability among humanitarian agencies.

Coordination was done with external stakeholders including the Government, UN agencies, I/NGOs, Pakistan Humanitarian Forum (PHF), National Humanitarian Network (NHN), donors, and communities to avoid duplication and to ensure that CWS-P/A response and programs were aligned with overall humanitarian response strategies. CHRM played a key role in coordinating with clusters for advocacy, protection, WASH, health, shelter, food security, and the current state of IDPs.

CWS-P/A co-initiated the formation of the Afghan Refugee Task Force (ARTF). Its primary role is to address current issues of implementing the Durable Solution Strategy for Afghan Refugee.

CWS-P/A was elected as Executive Member for PHF which allows for more visibility and access to the highest level of authorities such as the Humanitarian Coordination Team (HCT) and the UN. This will allow CWS-P/A to play an important role in influencing the development of new policies that are being introduced to tackle humanitarian needs.

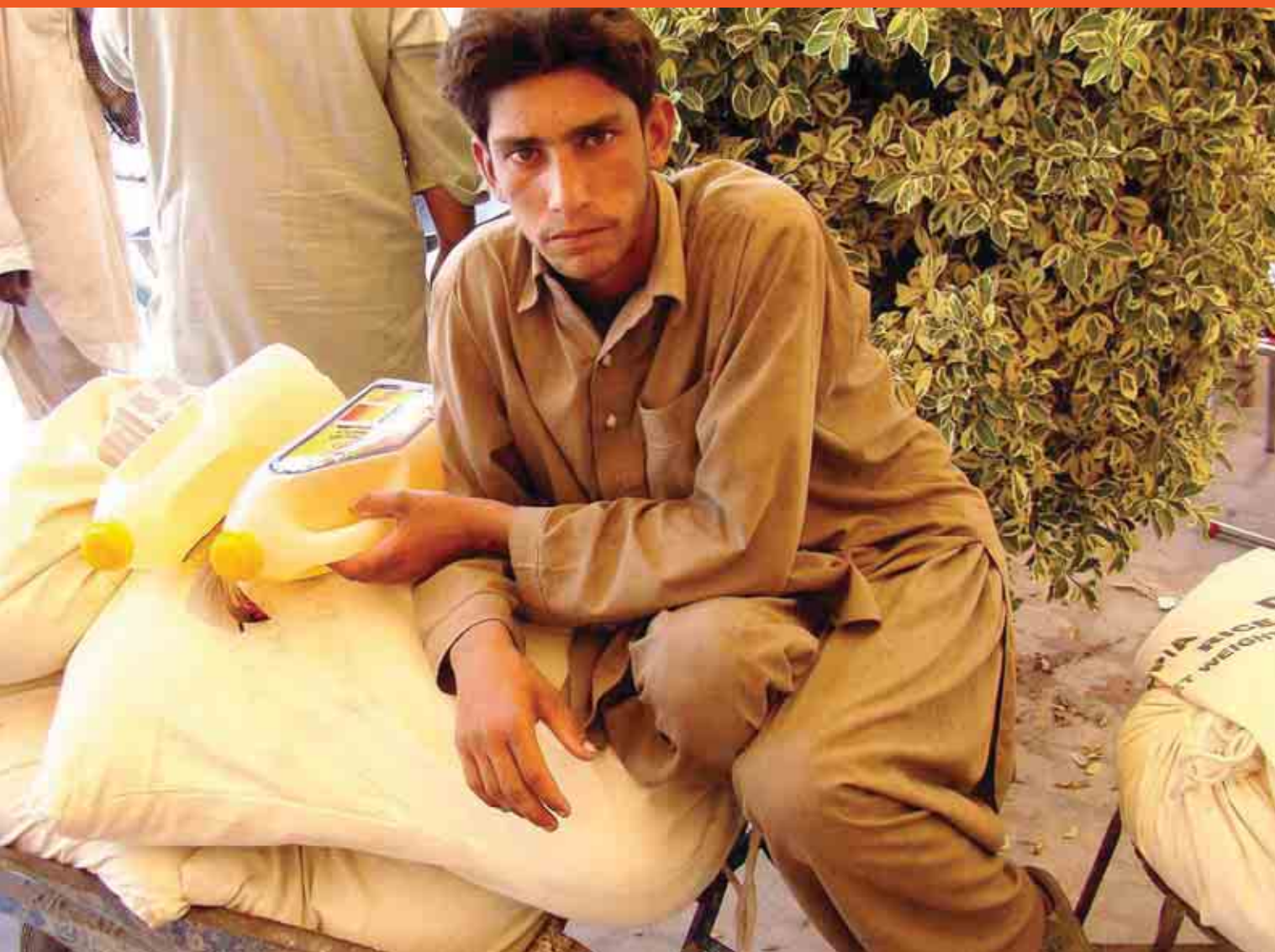


Communications Office

The communications team enhanced its internal capacity and implemented strategies, practices, and institutionalization plans as a means to increase the quantity and quality of support to the organization. The results included approximately 20 field visits and the development of six videos, 12 presentations, 76 materials including publications, posters, and banners, 12 monthly news bulletins, 132 stories, three newly designed newsletters, and the annual report and yearly calendar. Quality improved through the exploration and application of the latest tools and techniques in print and web management. A comprehensive set of communications guidelines was also developed.

In addition to supporting the programs in Pakistan and Afghanistan, the communications team extended its support at the regional level several times throughout the year. It also provided coordination and support to the Sphere Project based in Geneva for filming in Pakistan for its upcoming training video. The provision of stories, photographs, videos, and information to international partners also helped highlight the successes and needs of the communities on a wider scale, reaching a larger, global audience of supporters.

Disaster Management



Emergency Assistance for IDPs in Peshawar

Over the mid-summer period of three months, 2,000 displaced families from Khyber Agency living in host communities in Peshawar received 6,000 food packages. The food packages based on Sphere standards improved the food security status for these families and prevented starvation and malnutrition. It also enabled them to free their limited daily labor income to be used for other essential needs.

Prior to this, 1,090 families received a one-time food package also in accordance with Sphere standards and designed to support a family's food and nutrition needs for a one-month period. This distribution particularly focused on women-headed households and other vulnerable groups who were unable to access any other form of relief.

“We are thankful to CWS-P/A for giving us shelter, and now, we can live a good standard of life. We will make these houses homes.”

Janna, 65, mother of twelve children and president of the women’s village organization, Sindh, Pakistan



Health Assistance for IDPs of Khyber Agency in Peshawar

Through two static health units, a mobile health unit, and an ambulance, curative and preventive health services were provided to a population of 24,000 internally displaced persons residing in Peshawar, Pakistan. Specific focus was on mother and child health and to strengthen the primary health care structure of the government by assisting the health department promoting health education and outreach programs.

Consultations	56,211
Antenatal consultations	5,983
Postnatal consultations	2,037
Children under age 5 treated	17,067
Health and hygiene sessions	3,606
Individuals who participated in health and hygiene sessions	46,978
Lab tests	3,965



Emergency Assistance for Flood-affected Families in Sindh

Flood-affected families in Umerkot and Mirpurkhas benefited from timely assistance in terms of mobile health services, temporary shelter, and non-food items. Not only did communities receive free health services and medicines, they also adopted changes in practices following awareness sessions on mother and child health and good hygiene. The provision of awareness sessions on personal hygiene, sexually transmitted infections, safe drinking water, and safe defecation practices directly benefited 32,893 women and adolescent girls. The total consultations reached 68,651, which was 19,651 more than the target. To further support the communities meet basic needs, 2,250 families benefited from the distribution of temporary shelter and non-food items, and 7,000 hygiene kits were distributed.



“I will share the training information with our relatives. In the previous flood, my family left and went to our relatives. However, there, people made jokes that we are like refugees. If a flood hits the city, it will be a huge disaster over there, and they will face the same problem. We should all know that everybody is living under the risk of natural disaster.”

Achar Memon, 14, participant in the mobile knowledge resource center (MKRC) activities in Sindh, Pakistan



Mobile Knowledge Resource Center (MKRC)

The MKRC in its two-month debut assisted 1,063 individuals including students, teachers, and community members from Thatta, Sindh to develop capacity related to disaster risk reduction. The mobile truck contains engaging educational materials and simulation models, and sessions on life-saving skills such as using bottles to make flotation devices, boat making from local resources, sandbag making, and town watch exercises to identify hazards and develop emergency plans were part of the activities. DRR is also being integrated into development projects in order to reduce vulnerability and poverty among targeted communities.

Education



Girls' Education in Laghman and Nangarhar

Through an initiative to increase girls' enrollment and retention in schools, 1,422 girls newly enrolled during the year which was 190% of the target for six schools. In addition, 98 girls rejoined school after home visits by members of the parent-teacher committees. Aside from increasing awareness on the importance of girls' education, a focus is placed on improving the quality of education as well as the mindset toward girls' roles in their communities. Ninety-six individuals comprising of religious leaders and community members participated in awareness sessions on child rights, gender, and the importance of education. Training for 81 teachers enhanced their capacity in terms of techniques and methodologies including the development of a community classroom that promotes social, emotional, physical, and intellectual development. A student-teacher camp was organized for 25 students and 5 teachers which reinforced the learning and allowed practical application of modern pedagogical skills.

Two summers camps provided the opportunity for 100 girls and 20 teachers to learn about civic education and human rights. It was a unique platform for girls to have an opportunity to express their views and ideas on various issues such as state and politics.

Other activities included the distribution of school bags and indigenous materials such as an abacus and magnetic board to 750 newly enrolled girls, 1,800 hygiene kits to girls, and an additional 300 girls participated in hygiene awareness sessions and received kits including soap, toothpaste, and a toothbrush.

Because of the realization of the importance of girls' education by parents and community members, a positive change is occurring in mindsets and self-esteem of girls. When they were not attending school and no importance was given to their education, girls often felt inferior to their brothers. Now, the importance coming from their parents and the community has significantly increased the girls' confidence levels, which helps prepare them to contribute to their families and their communities.



“With the support from this project, currently our PTC is participating actively and mobilized 600 families in Tarakhil and Dah Mazag villages. We conducted awareness-raising session with the community about the importance of education, child rights, and gender. We have also solved many girls’ issues within their families and convinced the families to send their children to school, particularly their daughters.”

Abdul Razaq, Parent-Teacher Committee Member, Laghman, Afghanistan

Early Childhood Education

Supporting rural communities to enhance the quality of education involves several aspects. In previous years, CWS-P/A provided teachers training on modern pedagogical skills. This year focus was on fostering teacher-student interaction through three education camps conducted with 17 teachers and 74 students. One camp was held in Afghanistan and two in Pakistan. Another important aspect of providing quality education is the involvement of family and the community. Thirty parents or other guardians participated in an awareness session in Sindh, Pakistan on how they can strengthen the quality of education while playing an active role in the schools. One hundred awareness posters were also designed and disseminated to teachers and family members during the sessions for better understanding of the concept.



“Actually, I was unaware of the importance of education and also the support of the shura (religious council). In this case I will resend my daughters to school, and I will never be afraid because our community members will take care of our daughters. I will also support our community elders in development activities.”

A father of two girls who agreed to reenroll them in school after removing them due to fear of insecurity in the area, Laghman, Afghanistan



Child Rehabilitation Center (CRC) Bamyan

CRC aims to support war-affected children through the provision of basic education, life skills, recreation, sensitization to topics such as peace and child rights, and health and nutrition. Each year, the center supports 50 boys and 50 girls. The 5th phase of the project ended in June 2012, following which a new group of 100 children were selected for the current phase. The children attend CRC for approximately seven to eight months, during which they receive balanced nutritional lunch five days a week. The implementing partner ensures regular check-ups for the children and monitoring of their nutritional status during their participation at the center. Furthermore, the implementing partner reaches out to the community including government and other NGOs working in Bamyan, which helps to maintain acceptance of the center, reinforces important messages regarding health, education, and child well-being, and involves parents in the child's development.

During the year, the curriculum was revised to include additional educational topics. The teachers at CRC also reviewed and revised some of the teaching manuals. The development of pictorial materials including DVD cartoons, movies, and pictorial magazines helped to engage children.

Health



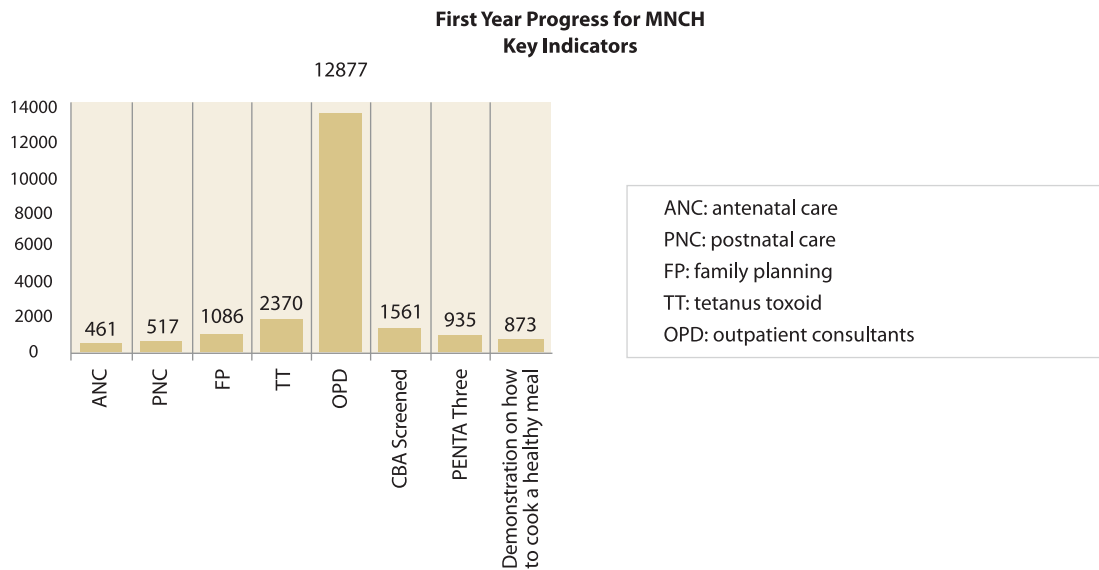
“Fortunately, this is the 28th week of my current pregnancy and I have not faced any difficulty. I visit the clinic for antenatal care services and receive a check-up from the midwife every month. I receive supplementary and complimentary medicine and attend the health education sessions on a regular basis.”

Grana, an expecting mother who benefits from the mother, neonatal, and child health (MNCH) services in Laghman, Afghanistan



Maternal, Neonatal, and Child Health (MNCH) in Laghman

The objective to provide life-saving and life-improving healthcare to a population of 26,182 achieved positive results in its first year. Health education and awareness sessions provided the only source of valuable information on proper healthcare including prevention and treatment for these communities in Laghman, Afghanistan, which was a major factor in the decisions individuals made to visit the health center, seek proper care, and improve their health practices. By involving the community and increasing their awareness, other objectives could be met including the formation of health committees, six for women and six for men, which work to address health related concerns at the community level.



In order to decrease the risk of maternal and infant mortality, the capacity of health professionals and community volunteers are being enhanced and the availability of medicines and vaccines are ensured. The construction of a delivery room is also underway which will significantly improve the quality of healthcare and reduce risks during childbirth.



“The women can know about their pregnancy, blood pressure, and other health issues. Every week women can come to the center for check-up and medicines. This way both mother and child can be healthy.”

Jaddan, a resident of Ghulam Muhammad Village, Thatta

Mother and Child Health Center in Thatta

A health center was established in Thatta, Pakistan to provide quality preventive and curative mother and child health services for the flood-affected community and to reduce maternal and neonatal mortality and morbidity by increasing awareness. The center opened in mid-December 2012 and its location supports a community where access to basic healthcare was lacking and women and children face particularly poor health conditions according to CWS-P/A’s needs assessment report. Through coordination with the government health department, the center was established in a non-functioning government dispensary building free of cost which is a great support to Ranta and surrounding villages.



Healthcare for Flood-affected Communities in Swat

By improving the capacity of three static health units in Swat, Pakistan, much needed consultations, medicines and vaccinations, mother and child health care, and health awareness reached the flood-affected communities. In the target area, the complete vaccination requirements for children were relatively unknown, with most individuals only aware of the polio vaccine. Through awareness and vaccination campaigns children received the required vaccinations, pregnant women received TT vaccinations and supplements, and a marked decreased in instances of related illness occurred. The provision of hygiene kits was also timely and needed. The greatest impact was the number of pregnant women who began visiting the center for care, which was previously an uncommon practice. Overall, the population’s level of perception regarding hygienic behavior, vaccinations, and other health services increased.

Medical consultations	159,897
Antenatal consultations	10,136
Registered antenatal women receive at least 2 TT doses	5,000
Supplements for child, maternal, and adolescent nutrition deficiency	27,000
Children vaccinated against preventable diseases	22,729
Health and hygiene sessions on 21 preventable diseases	29,339
Distribution of aqua tabs	13,750
Distribution of personal hygiene Kits	16,130

“The doctors are good. They give us free medicines and above all respect which we can’t get from elsewhere. They never feel bad while checking my kids. Rather, they ask me to take good care of them by keeping them clean.”

Nattu Mai, a young widow with six children of which three are disabled, who benefited from the mobile health services in a flood-affected Hindu minority community in Umerkot, Pakistan



Health Assistance in Shangla

Shangla District is a remote area of northern Pakistan, where poverty is extremely high and literacy is extremely low. The health system suffered compounded disasters including the 2005 earthquake, followed by conflict and then the 2010 floods. To support the government health system, CWS-P/A operated two hydraulic mobile health units (HMHU), which are transportable clinics including two consultation rooms, a dispensary, and a washroom. By the end of December, 10,618 consultations were provided. Women and children constituted 70% of the patients. Antenatal and postnatal consultations reached 712 and 252 women, respectively. In addition, 117 patients were referred to secondary and tertiary health care units.

A major objective was to increase health knowledge within the communities. A total of 2,276 health education sessions on antenatal and postnatal care, prevention from waterborne diseases including cholera, gastroenteritis, typhoid, polio, and hepatitis, and HIV & AIDS benefited 9,261 individuals.



Nangarhar and Laghman Health Project (NLHP)

In Afghanistan, the long-term health project aims to improve the health of women and children, ensure community access to quality health care, improve the health status within the community through outreach and health education services, and strengthen the capacity of health staff at all levels. The death rate from communicable diseases decreased to 0.01%; this achievement reflects the community’s improved health practices and the quality of services and information being provided by the health committees, volunteers, and health staff. During 2012, the laboratory services improved through the hiring of qualified technicians according to BPHS policy.

The health services benefit a population of over 200,000, many of whom were formerly refugees in Pakistan, Iran, and other countries. The quality of health services is frequently appreciated by the community and formally recognized by the government health department. In addition to quality, the free of cost services and sensitivity to the local culture make the services more accessible to the community, especially for women who traditionally do not seek health services outside of their homes. More than 250,000 consultations were conducted in 2012.



“The incorporation of the health newsletter has been an important contribution in raising awareness within the school.”

Laila, a 6th grade student and member of her school's health club, Nangarhar, Afghanistan

Mansehra Health Program (MHP)

For 60,000 Afghan refugees and members of the host community in Mansehra, Pakistan, the three-decade health program continued to serve the population - no deaths from diarrhea, malaria, or tuberculosis occurred, no disease outbreaks in the camp areas took place, and maternal and child mortality remained significantly lower than national and provincial figures. A major success in the project is community level involvement of health workers and volunteers who share valuable health education with the general population, screen for symptoms of communicable diseases, and ensure mother and child health is properly regimented such as vaccinations and pre and postnatal care. Health education improved by 13% compared to last year. Eleven three-day refresher courses on safe delivery were attended by 160 female health workers. Female and male health workers, 176 and 135 respectively, received resupply kits to carry out their work effectively.

Consultations at basic health units	19,567
Registered pregnant women	3,017
Minor reproductive health procedures	750
Post-delivery services	1,572
Women received more than two tetanus toxoid shots (TT)	1,475
Children under age 5, fully immunized in expanded immunization program	89%
Lab tests	8,454
Ultrasound examinations	390

Nutrition in Nangarhar

In two districts of Nangarhar Province, Afghanistan, support was provided to the community to improve the nutrition status of children below the age of five. Through the project, 17,380 children were screened for their nutritional status, of whom more than 3,400 children were referred for further care related to moderate or severe acute malnutrition. The main approach was to increase knowledge and spread awareness of proper nutrition. This was achieved through the child health clubs established at ten schools, health corners in existing CWS-P/A health facilities, and two early childhood care and development centers (ECD). The ECDs directly provided nutritional mid-day meals for ten months to groups of 40 children, monitored the children's health and growth, and provided training to mothers on how to prepare balanced meals at home with common foods available in their houses. In addition to improved health and nutrition, the children ages three to five also exhibited changed behaviors and learned basics of English and Pashto alphabets, colors, and other age appropriate development activities.

Fifty teachers from ten schools also received training on child health and nutrition. In October 2012, the child health clubs also performed dramas on nutrition for their peers at school. Throughout the year, the child health clubs also increased awareness in their schools through posters and other messages related to the importance of nutrition, hand washing, information on iodine, and anemia.

HIV & AIDS Awareness in Sindh and Punjab

Awareness sessions on HIV & AIDS were provided to 175 adolescents in Punjab while a three-day camp gave 24 participants the opportunity to learn about HIV & AIDS, its prevention, and how to further address these issues with their peers and communities. Twenty-nine individuals who previously attended training participated in a five-day training of trainers (ToT).

Livelihoods

Food Security in Laghman

In four districts of Laghman Province, Afghanistan, CWS-P/A with its local implementing partner provided income earning opportunities, resources, and training so that laborers, farmers, and female heads of households could reduce dependency, poverty, and improve their livelihoods. Years of insecurity, inflation, and drought worsened the food security and economic status of these poor agricultural communities. Through cash-for-work activities which included the successful rehabilitation of 62 kilometers of irrigation canals and karees, 460 families improved their immediate access to food and other basic necessities. This activity resulted in 2,795 *jeribs* (5,590 acres) of barren land becoming productive for agriculture. Fifty individuals received training on canal maintenance which ensures the future management and maintenance of the rehabilitated irrigation system. A total of 1,250 meters of protection walls benefited farmers in the four districts.

Six hundred farmers received agricultural inputs including 50 kilograms of certified wheat seed, 50 kilograms of Urea, and 50 kilograms of DAP fertilizer. Each farmer contributed 50% toward the cost of the package. Training on wheat cultivation, irrigation, and the use of fertilizer was also provided to the farmers. A post-harvest sample survey indicated that farmers experienced an average of 41.8% increase in yield.

To empower female heads of households through the generation of livelihoods, goats with kids were distributed to 240 women, and 120 women received training, poultry kits, and poultry. To further support livestock based livelihoods, 45 basic veterinary workers (BVW) were trained and given veterinary kits. The establishment of four veterinary field units ensured stable access to veterinary services; 11,355 animals received treatment, 14,949 were vaccinated, and 6,926 were dewormed. Trainers also encouraged the BVWs to further share the knowledge within their communities, which will help increase good animal health practices.

Three families benefited from the establishment of three fruit nurseries, and 40 families benefited from the establishment of orchards. The project horticulturist conducted training on orchard and nursery management. Proper care and knowledge is essential for the long-term benefits of this activity. It will take years for the full benefits to be seen; however, the orchard owners continue to apply the learned, step-by-step techniques.





“My samples were liked very much. With the great help and support of CWS-P/A, I was able to get orders. Initially, I could only make Rs. 2,000 per month from the local market, but with the time and continued efforts to make market linkages, I am now able to earn Rs. 4,000 to Rs. 5,000 per month.”

Zainab, 20, a widow residing in Khaki Afghan refugee camp and graduate of CWS-P/A's Skills Development Program

Cash-for-Work, Voucher Scheme, and Cash Grants in Flood-affected Swat

Communities in Swat benefited from the restoration of agricultural infrastructure including farm to market roads, irrigation channels, check dams, and boundary walls. Community capacity building on disaster risk reduction and the techniques used to rebuild the infrastructure made them stronger and more shock resilient. In total, 3,500 landless laborers received cash income for participating in this cash-for-work activity. The results added significant value to the restoration of livelihoods in the agriculture dependent communities.

In the same communities, 3,000 farmers participated in the one-time distribution of agricultural inputs through voucher scheme. By providing this opportunity, the vulnerable farmers were able to restore their livelihoods based on their own individual needs and without having to assume debt through local money lenders who charge high rates of interest. The arrangement of market days for voucher redemption also supported the local vendors and community economy. According to a post distribution survey, the agricultural productivity increased due to the application of the required amount of fertilizer; farmers also reported that the rehabilitation of road and irrigation channels supported the agricultural productivity.

Within these communities, a smaller-scale activity assisted the most vulnerable women and men, who had no source of income and faced extreme poverty. For 50 individuals, a cash grant was issued in order to help them establish livelihoods through small enterprises such as shops.



Restoration of Livelihoods in Conflict and Flood-affected Shangla

Support in the agriculture, horticulture, and livestock sectors helped revive the lost livelihoods in Shangla. The capacity building component resulted in the communities using the latest techniques for managing their orchards, vegetable farms, and kitchen gardens and improved livestock management through proper health, nutrition, and breeding practices. The establishment of a breed improvement farm and breeding services, animal health and vaccination campaigns, and the establishment of household poultry units for women supported 3,170 households. Additionally, 700 households benefited from the distribution of inputs for orchards and vegetable farming and linkage development with NGOs/INGOs and the District Agriculture Department.

The communities identified cash-for-work as the most significant component due to the overall restoration of roads and irrigation channels that helped support other livelihood activities. However, it also added value in the lives of the 480 individuals who participated because it enabled them to earn income within their communities as opposed to having to leave their families to earn in other cities throughout Pakistan.

“It has been eight to nine years since my husband died. I worked in the houses of other people to make ends meet, but there is no more work. Luckily, we got the poultry kits at a time when we needed it most.”

Bibi Hoor, 50, a widow residing with her daughter, 17, and son, 10, in Laghman, Afghanistan



Poverty Alleviation and Women’s Empowerment in Thatta

In the same union council in Thatta, Pakistan where CWS-P/A recently opened a mother and child health center, 1,600 families will benefit from poverty alleviation, women’s empowerment, and capacity building on disaster risk reduction and sexual and reproductive health rights. Women will have access to vocational training, enterprise development support, basic literacy skills, and skills in producing home-based products. Beginning in mid 2012, achieved activities include a baseline survey, which was done by combining resources with the mother and child health project in order to conduct a more comprehensive and wider-scale survey among 450 households. Additionally, 438 women and 378 men became members of the established community organizations. The involvement of the community so far is indicative of the positive results that can be expected in 2013. It is also directly related to the involvement of the community in the baseline survey and 38 project orientation meetings that were conducted with the community. A 2-tier community mobilization approach is being used for implementation in order to promote greater community participation and ownership.



Construction Trade Training and Skill Development Program in Mansehra

Three-month training courses in five trades including electrical works, welding, carpentry, tailoring, and beading/embroidery enabled 300 individuals to graduate in their respective trades. Of the graduates, 144 are Afghan refugee men, 96 Afghan refugee women, 36 men from the host community, and 24 women from the host community. Tool kits for their respective trades were provided to every graduate, while 12 male and 8 female graduates were selected to be trained as master trainers.

Seventy-four men and 89 women secured employment in Pakistan and Afghanistan. In a recent survey, 69 men and 64 women increased their household income by an average of 40% and 30%, respectively.

A market linkage committee was formed comprising of nine elders from the community. The committee coordinates with vendors, businessmen, and other organizations working in the sector in order to link the women’s tailoring and beading/embroidery products to the market. Nine cooperative agreements with various vendors and organizations were signed. CWS-P/A staff also undertook additional steps not only in Pakistan but also in Afghanistan to further support graduates with market linkages. This added value helped graduates seeking employment to repatriate to Afghanistan. With skilled trades, these graduates are capacitated to help to rebuild Afghanistan while earning sustainable incomes.



“The milk we get from our livestock is sufficient for our household needs. I give the excess milk production to the local dairy business group, and the amount I earn is spent on meeting the needs of my children at school.”

Zeenat Bibi, a mother of six children residing in Dana Jagir Village, Balakot



Expanded Dairy Development Program in Balakot

An effort to ensure sustainable livelihoods for families in Balakot, Pakistan which CWS-P/A supported following the 2005 earthquake successfully ended in 2012. The final year of this six-year initiative focused on the continuation of the model dairy farm for capacity building purposes for 1,630 households and training sessions for 1,639 female heads of household. In addition to increased knowledge of animal care, resources in terms of the distribution of 5 improved breed bulls and veterinary services helped the families to improve milk yield through proper care of animals. More than 600 breeding services were provided through the improved breed bulls, which also ensured income for the bulls' caretakers. The veterinary services supported the wider community, including five free health camps and vaccination campaigns that on average served 1,000 animals per camp. Project participants adopted improved practices in terms of breeding and animal care.

Five biogas plants were constructed at the household level. This component served the purpose of meeting individual household cooking fuel needs and also demonstrated to the community this cost-effective approach. By establishing links with local vendors for technical support, biogas plants can be replicated by other families dependent upon their access to the initial construction cost.

Most of the women could only access their family members and nearby neighbors for selling excess milk. At the community level, a barter system dominated as opposed to a cash system for products including milk, poultry, and vegetables. These factors limited the amount of income that the women could receive from the increased milk yield their livestock produced. In order to help households further increase their income, five dairy business groups (DBG) were established which serve the purpose of the middleman. Milk is collected from the member households, quality tested, and marketed in the larger, local markets. This collective community initiative increased the average income from milk products. It is sustainable through the established administrative and saving system, which benefits the DBG and the individual members. Due to the unmatched quality and capacity, the DBGs have the potential to grow significantly as the leading dairy product provider in the area.

Peace and Governance

Making Joint Electorate Work for Minorities

An improved electoral process in Pakistan, greater transparency of the electoral process, and improved capacity for citizens, particularly religious minorities, to participate in national as well as local government elections was the objective set forth for this project. In order to meet these objectives, research was done and compiled in the publication, *Religious Minorities in Pakistan's Elections*. The research was launched in Islamabad and Lahore, and 2,000 copies were disseminated to political parties, media, academia, researchers, think tanks, embassies, NGOs, and other interested individuals and organizations.

The research supports a national lobby delegation (NLD), consisting of 13 non-Muslim community leaders with national repute, which is using valuable information on the role and issues faced by religious minorities in Pakistan's elections to lobby with political parties and widely share the information through press conferences and talk shows.





“We aim to bring home to various parties that minorities have a very extensive role to play in elections. It is not meaningless and could swing the vote to the candidate who addresses the concerns of minorities.”

George Clement, a member of the National Lobby Delegation and former parliamentarian

Strengthening Democracy

In order to assist marginalized groups enter the mainstream, efforts were made to address intolerance and discriminatory practices in society by changing public attitude toward marginalized communities and to facilitate and enhance participation of marginalized groups in the electoral process. A round table meeting with politicians, government representatives, civil society organizations, academia, and media created an intensive discussion on the issue of religious minorities’ participation in Pakistan’s elections. The event was conducted along with the launching of the related research and attended by individuals who have power over policy making processes in their respective areas and by media who covered the event in various newspapers.

In order to reach the marginalized communities, videos on voter education were developed and screened for 1,420 community members. An additional 370 community members attended seminars on the participation of marginalized groups in the electoral process.

Activities including a writing competition, photography workshops, theater training workshops, and theater performances raised awareness among youth on democracy and discrimination against marginalized communities. Training on peace, democracy, and tolerance and three national youth group camps benefited 105 and 120 youth, respectively.



Influencing Political Agenda through Info-based Initiatives

The groundwork is currently underway for the development of a compendium on elections related facts and statistics, which will be compiled into three volumes. It will be the first resource of its kind and its public availability and dissemination will benefit all citizens of Pakistan and particularly political parties, academia, think tanks, media, and non-Muslims. Additional groundwork is underway to produce 80 district profiles and the launching of a web portal to increase the availability of accurate and relevant elections-related statistics.

“I made a presentation of my learning from CWS-P/A social media workshop and presented it to [my organization’s] brand team. It was much appreciated. I also proposed some action points to augment our social media policy. The workshop has given a boost to my horizon of what/where we can achieve goals.”

Seerat Fatima, a participant in Social Media and Networking Workshop, December 2012



Capacity Institutionalization of Civil Society Organizations

CWS-P/A provides support to civil society organizations (CSOs) which enables them to institutionalize improved organizational structures by offering the required skills and knowledge. CSOs can also enhance their efficacy, effectiveness, credibility, and accountability through a series of capacity building initiatives. In total, 170 individuals from 36 organizations participated in various training opportunities on topics such as resource mobilization and sustainability, smart Internet search, and essentials of finance for non-finance persons. Based on participant feedback, the most appreciated course was finance for non-finance persons, where 91% of participants said it completely met their expectations. The most measurable change in knowledge level was exhibited during the pre and post test for resource mobilization and sustainability where the average score increased by 121%.

Throughout the year, the CIP team also enhanced its network and was able to increase its contact base from 400 to 3,000 organizations in Pakistan and Afghanistan.

Promoting Peaceful Coexistence in Pakistan

Efforts to build the capacity of religious leaders, youth leaders, journalists, and government officials for promoting peaceful coexistence resulted in positive changes in attitude and behavior in communities often inflicted by hatred, violent acts, and a lack of understanding of different religions. During the year 353 local religious leaders received training on interfaith community development and conflict resolution in Punjab and Sindh. Other activities included training for 30 youth leaders, exposure visits for 30 journalists, and policy dialogues with 38 local government officials.

A group of religious and socio-political leaders from Faisalabad who participated in the training shared that they formed peace committees, which played a significant role in maintaining peace during the protest rallies against the anti-Islam film which sparked outrage throughout Pakistan and other countries. This particular area has a history of attacks on Christian minority communities. However, in this instance Muslim, Christian, and Sikh religious leaders held meetings with protest organizers to ensure no harm was done to religious minorities in the area. Due to the timely intervention and proactive approach toward maintaining peace, no attack was made on the religious minorities during the protests.

Peace Education for Primary School

An orientation workshop to peace education and the CWS-P/A produced teacher’s manual and workbook for students was organized for 28 teachers in Mirpurkhas, Pakistan. The orientation also included training of trainers (ToT) and facilitation skills so that the participants can easily and confidently provide training in their schools and respective areas. Teachers reported that the techniques they learned for peace curriculum also enhanced their overall teaching skills; they also shared that they noticed positive changes in their attitudes toward family, colleagues, and students.

In June, follow-up visits to seven schools revealed that students actively engage in learning from the workbook and apply the peace curriculum to their school, home, and community lives for restoring peace or to settle disputes. The school children, ages 8 to 16, also displayed confidence as they demonstrated their understanding of the peace curriculum through role plays, theater, and songs.



“Our society lacks the participation of women due to existing gender discrimination. The summer camps teach this fundamental truth. I understood this at the training camps, and if I had not acquired this knowledge, these 22 CCBs (citizen community board) for women would not have been present.”

Khalid Babar, social activist and former volunteer in the political education project in Sindh, Pakistan.



Local Capacities for Peace (LCP)

LCP and the principle of Do No Harm were incorporated into a new edition of the peace curriculum. Seventy teachers and 1,500 students received copies of the manual and workbook, respectively. Twenty-nine teachers participated in a workshop which provided the knowledge and skills needed to apply the Do No Harm approach and LCP tool to combat religious conflicts and promote a culture of peace and tolerance in their school environment.

Political and Civic Education

Four three-day training camps on political education and human rights were conducted for 277 participants from 26 schools in Pakistan and Afghanistan. Through various activities including role plays and group exercises, students and teachers were sensitized on topics including human rights, child rights, gender, state and politics, quality education, and election and balloting.

A well-designed curriculum on peace integrated with human rights was the basis for three-day orientation workshops held in Interior Sindh. Forty-seven teachers participated, and 1,989 copies of the peace workbook were distributed. The workbook was also translated into Pashto so it can be used in future workshops in Afghanistan.

A three-day exposure visit to Karachi benefited 27 teachers and students from Interior Sindh. Visiting places including institutes on modern teaching and educational development, a local organization working for a local cause, a museum, and other attractions helped the teachers and students to increase their awareness on various aspects of civic life and structures.

Water, Sanitation, and the Environment



During 2012, CWS-P/A did not operate stand-alone WASH projects. However, as a cross-cutting component of disaster management, livelihoods, and health initiatives, several significant achievements were made. Enhancing community knowledge and capacity to take steps toward reducing disaster risks and to utilize cash-for-work activities to improve irrigation ponds and channels and to preserve the natural environment was a key approach. Hygiene promotion reached hundreds of thousands of individuals through the health projects and also through other projects where the communities benefit from training including health and hygiene sessions. The improved quality of life for families that took small steps toward improving hygiene practices manifested in decreased frequency of illnesses, observance of hand washing, and improved household sanitation practices.

Quality and Accountability



Mainstreaming Quality and Accountability in CWS-P/A

Revised policies and procedures helped in ensuring quality and accountability to stakeholders. The complaints response mechanism (CRM) flowchart and manual were also revised to guarantee complete quality and accountability in the project areas. Orientation sessions and follow-up orientation were conducted for 243 project and program staff members at all CWS-P/A office locations to further enhance their knowledge and understanding on Q&A.

Training

Among the eleven training events held in Pakistan and Afghanistan, one of them was the first training held in Pakistan entirely on the complaints response mechanism (CRM). Twenty organizations participated in the training in Islamabad. A capacity building event on Accountability Framework for CWS-P/A's partners benefited 17 individuals from various organizations. In total, 234 individuals received training from CWS-P/A on topics including CRM, accountability framework, the Sphere minimum standards (2011 edition), and quality and accountability.

“Learning can be done at any stage; it’s a good opportunity for IP’s staff to get maximum benefits from donor organization in capacity building. The donor organization should also develop and share capacity building plan with IPs from time to time.”

Feedback on capacity building of an implementing partner on quality and accountability



Technical Support

Based on needs and upon request, technical support was provided to 198 individuals from various organizations.

Information and Complaints Handling Centers (IHC)

The IHCs implemented by a local partner in four flood-affected districts continued to help individuals register complaints; it is a mechanism through which unbiased access to various aid services can be facilitated through access to information and registration of complaints assistance. The project closed during the first quarter of 2012, with 2,678 facilitated complaints registrations, bringing the 14-month project total to 18,420. In April 2012, a lessons learned event was conducted and best practice sheets were developed and shared with various organizations.



Resources

The Q&A Workbook was compiled and published in English, Sindhi, and Urdu. Printing of the Urdu translation of the Sphere Handbook (2011 Edition) was also completed. The Sindhi version of the Q&A Workbook and Sphere Handbook (2011 Edition) in Urdu were launched at a ceremony in Hyderabad, Sindh, where 65 representatives from the humanitarian sector attended. In total, 2,291 resources were distributed throughout the year including Sphere Handbooks, HAP Standards, and the Q&A Workbook.

Accountability Learning and Working Group (ALWG)

Following the launching event, CWS-P/A co-facilitated the establishment of the sub-ALWG for Sindh Province. This peer-to-peer support group allows NGOs in Sindh to share knowledge and experience of implementing projects in line with international quality and accountability standards. It also allows for discussion of commitments and challenges and for coordination of development activities.

HAP Consultative Meeting

CWS-P/A hosted a consultative meeting with Marian Casey Maslen, Executive Director of HAP, and the HAP members in Pakistan. Twenty-two individuals from 11 organizations participated in the rare opportunity for members to meet face-to-face with a representative from the HAP Secretariat. Candid discussion and information sharing was beneficial for all, and the closeness to HAP’s 10th anniversary and the evolving Joins Standards Initiative added more value to the discussion.

Regional



HIV & AIDS Awareness and Coordination Program in Sri Lanka

CWS-P/A works in partnership to increase HIV awareness with youth in Sri Lanka, develop a pool of trainers among church institutions, and enhance coordination with other ecumenical organizations working on HIV. A national conference provided an opportunity for 30 stakeholders to collaborate on prevention, increase awareness and pastoral care, and discuss protection of young people and human rights in general. Church representatives and leaders agreed on a collaborative action plan to tackle the issues and implications of HIV & AIDS for the future. Twenty-five awareness sessions attracted 1,369 students which was 109% of the targeted number of participants. Peer support groups with both male and female members were established in schools offering an ongoing support and advice structure for young people. Through a training of trainers (ToT) workshop, 16 newly skilled trainers developed the capacity to spread awareness of HIV & AIDS in schools and communities.

Local Capacities for Peace

Twenty-three university and college students from Pakistan and Nepal participated in a seven-day residential workshop. The camp was a great success in creating a positive change in attitudes and mindsets of the participating youth and raised awareness on issues including human rights, democratization, peace-building, and interfaith harmony. The camp included various activities including lectures, exercises, exposure visits to an NGO, and theater and documentary-making training for advocacy. The intensive discussion, dialogue, and advocacy trainings successfully encouraged the young participants to think of their roles as a change agent in creating peace and interfaith harmony in society. As a result, many youth continue to be actively involved in peace-building initiatives in their own communities and the Pakistani and Nepali participants continue to communicate and share their experiences through online networks.

“This workshop teaches us how to build interfaith harmony in our society. I will go back to Nepal and visit remote areas. I would like to make videos on environment conservation, deforestation, and caste discrimination.”

Shihka Yogi, a participant in the Local Capacities for Peace workshop



Multi Regional Risk Management Capacity Building

In late December 2012, the initial stages of a risk management capacity building project were underway. An earlier phase of the project included training, a conference, and a policy paper for risk management in Asia. The current project expands its outreach to cover Asia, Africa, and the Middle East. By the end of the year, the first multi regional risk management e-update was sent to hundreds of humanitarian workers across the three regions. Work was underway for finalizing a comprehensive contact list of more than 2,000 individuals. Furthermore, a series of six workshops for security focal points were planned for the first half of 2013. The fifteen-month project will help build the capacity of aid workers from 26 countries with respect to risk management, with specific focus on the network of NGO/CBO members of the ACT Alliance and the European Commission's Department of Humanitarian Aid and Civil Protection FPA holders. This project is a collaborative effort of CWS-P/A, Church World Service-Asia/Pacific, and DanChurchAid.

Quality and Accountability

In early 2012, the first training of trainers (ToT) on quality and accountability was conducted in Japan in collaboration with Church World Service-Asia/Pacific, the Sphere Project, and International Council of Voluntary Agencies (ICVA). It was the first of its kind and relevant to the needs of the humanitarian community in Japan which had a year earlier responded to the massive destruction from the earthquake and tsunami. In addition to the ToT other events included a one-day orientation on quality and accountability in Tokyo and Sendai and a half day symposium, in which 138 individuals participated. This collaborative effort laid the groundwork for continued and enhanced collaboration for ensuring quality and accountability in disaster response in Japan. Following the ToT, an accountability learning and working group (ALWG) was formed and graduates from the ToT went on to design and conduct training. During 2012, two Sphere ToTs were conducted in Davao, Philippines and Seoul, South Korea for 18 and 12 participants, respectively. In South Korea, CWS-P/A collaborated with Korea NGO Council for Overseas Cooperation while in the Philippines it collaborated with Lutheran World Relief (LWR) to bring capacity building to LWR's partners. One of the 21 ToT graduates from Japan was a co-facilitator at the Sphere ToT in South Korea, which is an example of the collaboration that CWS-P/A aims to promote in the region for enhancing quality and accountability.



Best Practices



CWS-P/A is a learning organization which commits to identifying how best to approach future decisions related to activities, projects, and the organization. Throughout the year various exercises including external and internal evaluations, external and internal audits, and review and planning meetings provide insight into best practices, lessons learned, and the way forward. Constant attention is also given to mainstreaming and adhering to the various standards and certifications to which the organization is committed.

The following best practices provide an opportunity for CWS-P/A to share some of the key outcomes from 2012.

- A valuable component of projects that equip individuals with skilled trades such as carpentry, welding, electrical works, plumbing, masonry, tailoring, and embroidery is the effort to create market linkages which help the graduates find suitable employment and also often results in higher income generation. This is particularly useful for the projects that aim to assist Afghan refugees in Pakistan develop these skilled capacities and who will one day return to Afghanistan. Most recently, graduates in Pakistan were linked with job opportunities in Afghanistan. Post-project follow was also conducted to see how many graduates secured employment. The skilled trades and availability of market linkages is one positive factor that can influence the decision to return to Afghanistan.
- In both Pakistan and Afghanistan, the involvement of community leaders (elders, influential, religious) in committees established through the project or in their existing leadership roles has a major positive influence on acceptance in the community and change in mindsets, which directly result in achievement of project objectives. Examples of this are particularly seen in health and education interventions, where measurable results such as increase in good health and hygiene practices, decrease in morbidity and diseases, and increase in school enrollment are experienced. The essential complementing factor to involvement of the leaders is the inclusion of awareness sessions that introduce the importance and knowledge of these issues to the community.

- Certain exercises and processes such as Needs Assessments, Baseline Surveys, and two-tier community mobilization approach provide important information and strategies for ensuring community participation and also that project activities are designed in a way that promote community ownership. They also assist in developing more sustainable interventions through the role community members take during the project cycle and beyond. Community contributions and commitments contribute toward longer term impact. Information from these exercises and processes is also valuable for integrating activities by CWS-P/A's other programs in the same geographical areas.
- Disaster risk reduction (DRR) as a critical aspect of recovery from disasters and building disaster resilient communities is a top priority for CWS-P/A's recovery initiatives. However, CWS-P/A also recognizes that DRR should be integrated with development initiatives, regardless of whether it is a pre or post disaster phase. This is because poor communities face vulnerabilities such as poverty, food insecurity, debt cycles, and other risks that in the case of a disaster are worsened. By building disaster resilience before a disaster strikes, these communities can minimize their risks and prevent worst-case scenarios.
- An integrated response in disaster-affected communities addresses more needs and, thus, has a greater positive impact on the recovery process. CWS-P/A often provides food, non-food items, and health services; however, in recent years, it also integrated construction trade training and housing reconstruction. Capacity building on topics such as disaster risk reduction, health and hygiene, and community leadership is an essential component of an integrated response.
- Strengthened coordination and planning how to link relief and recovery to development activities lead to improved support to communities. As the disaster management team ends its recovery initiatives, the social development team is ready to implement longer-term activities that support communities to overcome poverty and develop sustainable futures. In 2012, CWS-P/A took this approach in flood-affected communities of Thatta District, Sindh, where a women's economic empowerment initiative and mother and child health center serve communities that were part of earlier relief and recovery initiatives.
- Full implementation and proper usage of the Complaints Response Mechanism results in immediate feedback which in turn translates to better project design, instant improvement in project components, and response to the community's concerns and questions.
- In recent years, CWS-P/A increased the frequency and range of topics for in-house staff capacity building by providing location-based sessions. Topics such as HAP and Accountability Framework, safety and security, and Local Capacities for Peace reached hundreds of staff members in an organized and planned way. It is a valuable way of ensuring the staff remains up-to-date on important organizational commitments and policies and also allows management to gauge understanding and clear any misunderstanding. Ultimately, these sessions contribute to ensuring the organization meets its goals for mainstreaming and institutionalizing its practices, policies, and commitments.

Financials

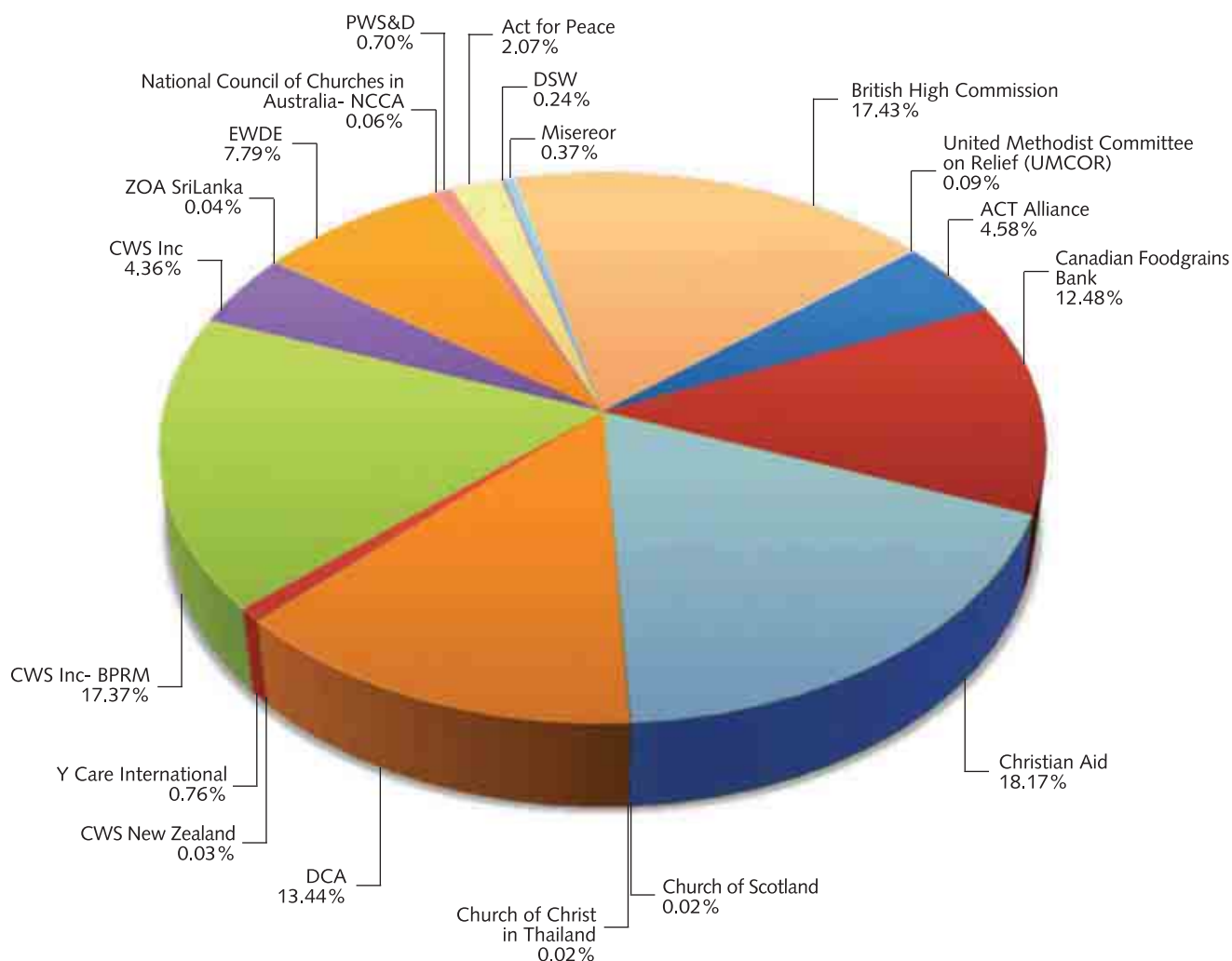
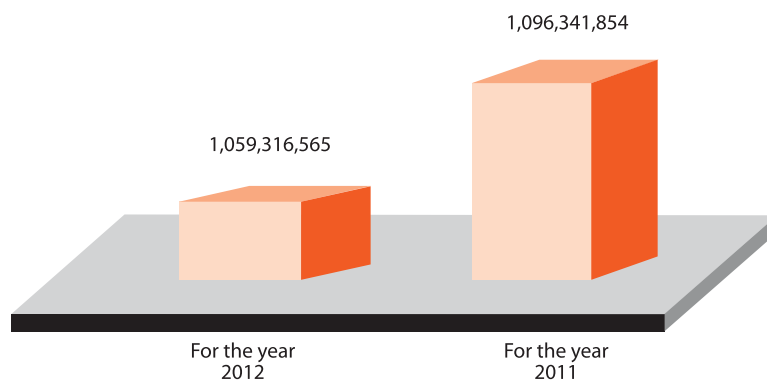
Income

Donor wise (amount in Pak Rupees)

Jan1 - Dec 31, 2012

Auditors

- Ernst & Young Ford Rhodes Sidat Hyder
- BDO Ebrahim & Co.
- Parkar Randell (Thailand) Limited



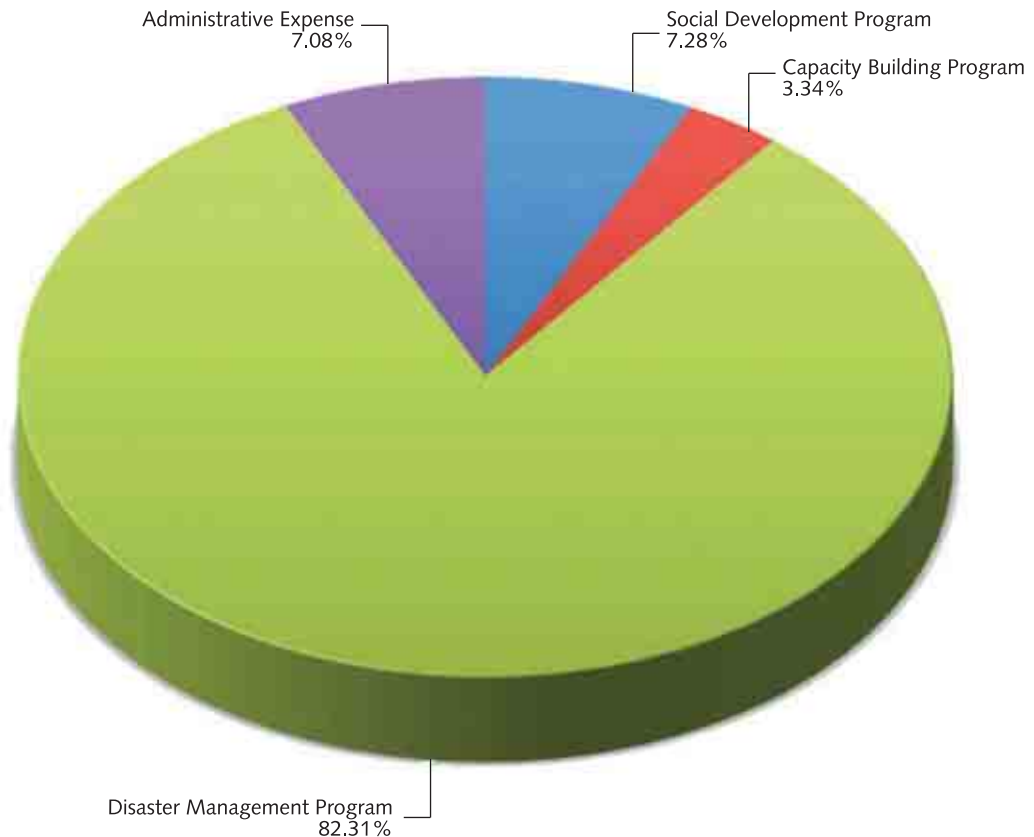
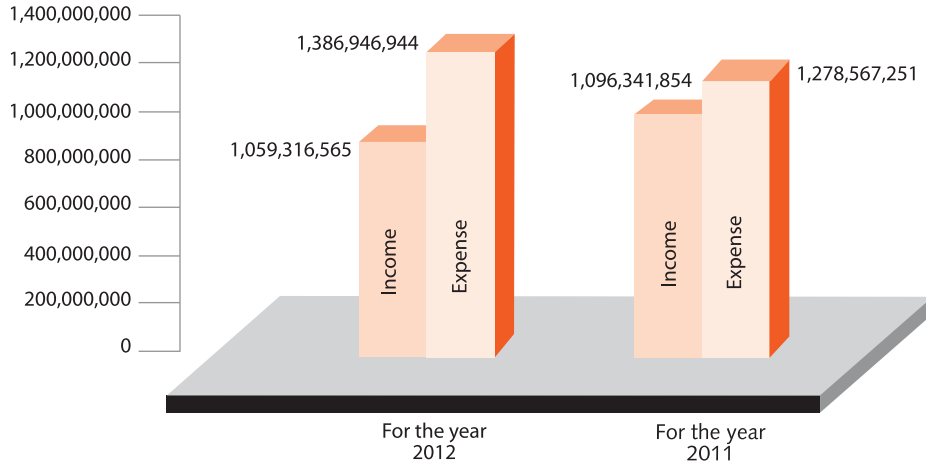
Expense

Program wise (amount in Pak Rupees)

Auditors

- Ernst & Young Ford Rhodes Sidat Hyder
- BDO Ebrahim & Co.
- Parkar Randell (Thailand) Limited

Jan1 - Dec 31, 2012



Partners and Associations



ACT Alliance
 Act for Peace-Australia
 Action Aid
 Afghans for Afghans
 Afghan National Disaster Management Authority (ANDMA)
 Asia Volunteer Center
 Bread for the World
 British High Commission, Islamabad
 Canadian Foodgrains Bank (CFGB)
 Canadian International Development Agency (CIDA)
 Caritas Australia
 Christian Aid
 Christian Church (Disciples of Christ)
 Christian World Service-New Zealand
 Church of Scotland
 Church of Sweden
 Church World Service, Inc.
 Concern Worldwide
 DanChurchAid (DCA)
 European Commission's Department of Humanitarian Aid and Civil Protection (EC)
 Finn Church Aid (FCA)
 German Foundation for World Population (DSW)
 Global Ministries (Disciples of Christ and United Church of Christ)
 Global Network of Civil Society
 Humanitarian Accountability Partnership
 Justice and Peace-Netherlands
 Interactive Resource Center (IRC)
 International Medical Corps (IMC)
 International Council for Voluntary Agencies (ICVA)
 Helvetas Afghanistan
 Lutheran World Relief (LWR)
 Mennonite Central Committee-Canada
 Methodist Church of Great Britain
 Misereor-Germany

National Council of Churches in Australia (NCCA)
 Norwegian Church Aid (NCA)
 Oxfam Novib
 Pakistan National Disaster Management Authority (NDMA)
 Pakistan Earthquake Reconstruction and Rehabilitation Authority (ERRA)
 Partnership for the Recovery and Development of Allai (PRDA)
 People on a Mission-Netherlands
 Presbyterian Church in Canada
 Presbyterian World Service & Development (PWS&D)
 Protestantse Kerk in Nederland (PCN)
 Punjab Lok Sujag
 Royal Netherlands Embassy in Pakistan
 Save the Children
 SEEDS Asia
 The Sphere Project
 Swiss Agency for Development and Cooperation (SDC)
 Tearfund
 U.K. Department for International Development (DFID)
 U.N. Children's Fund (UNICEF)
 U.N. Development Programme (UNDP)
 U.N. International Strategy for Disaster Reduction (UNISDR)
 United Nations
 U.N. Refugee Agency (UNHCR)
 United Church of Christ
 United Methodist Committee on Relief (UMCOR)
 U.S. Institute of Peace (USIP)
 U.S. Office for Foreign Disaster Assistance (OFDA/USAID)
 U.S. Department of State
 U.S. State Department Bureau for Population, Refugees, and Migration (BPRM)
 VETwork UK Reg. Charity
 World Health Organization (WHO)
 World Vision International
 Y Care International

Memberships



Certifications



About Church World Service-Pakistan/Afghanistan

Church World Service-Pakistan/Afghanistan is an international nongovernmental organization which implements humanitarian and development activities across Pakistan and Afghanistan. Since 1954, CWS-P/A has worked for the development and relief of marginalized communities on the basis that all individuals irrespective of race, faith, color, sex, economic status, or political opinion have the right to choose how to live. The organization assists communities to achieve economic prosperity and improve human and social capital through participatory endeavors, which liberate families and enhance their capacities to take control over their lives. Committed to quality performance, human rights, right to access information, and right to complain, CWS-P/A ensures that its humanitarian and development initiatives provide communities with their pertinent right and authority over resources.

Projects are organized out of its four programs: Capacity Building Program, Disaster Management Program, Social Development Program, and Advocacy and Research. CWS-P/A's thematic priorities include: disaster management; water, sanitation, and the environment; health; education; livelihoods; peace and governance; and quality and accountability.

Globally, CWS-P/A is part of CWS, Inc. and is registered with both the governments of Pakistan and Afghanistan. Locally, it has a distinct identity through its advisory board, diverse national staff, and strong linkages with local/regional networks and partnerships. It has offices across Pakistan and Afghanistan and a network of close to four hundred partners.

CWS-P/A is ISO 9001:2008 accredited and certified in USAID management standards. It is a member of the Humanitarian Accountability Partnership (HAP), People in Aid, the International Council of Voluntary Agencies (ICVA), and the ACT Alliance and is an associate member of Asian Disaster Reduction and Response Network (ADRRN). It achieved HAP certification in 2011.

CWS-P/A is both the Country Focal Point in Pakistan and the Regional Partner in Asia for Sphere and lead agency for HAP in Pakistan. CWS-P/A is a signatory to the Red Cross/Red Crescent Code of Conduct for NGOs in Disaster Relief and also adheres to other policies including a Code of Conduct for Child Protection.



CHURCH WORLD SERVICE
Pakistan / Afghanistan

CWS-P/A is a member of the

actalliance