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CHURCH WORLD SERVICE
Pakistan / Afghanistan



Message from CWS-P/A

In Pakistan and Afghanistan, 2011 was a pendulum-like year with times of rapid progress and instances of devastation. However, amidst insecurity, uncertainty, and loss, the communities that Church World Service-Pakistan/Afghanistan (CWS-P/A) assisted overcame prevailing challenges, gender disparity, and issues related to accessing basic rights. These accomplishments are paving the way for progress and development for some of the most vulnerable, marginalized individuals from disaster-affected and poverty-stricken communities.

In addition to responding to the emergency needs of flood-affected communities in Sindh, CWS-P/A helped communities improve access to education, health care, water and sanitation, and livelihoods in Pakistan and Afghanistan. The foundation for improving lives and livelihoods is based on mutual respect, preservation of dignity, and integral community participation in planning, decision-making, and implementation of projects. Sustainability is encouraged through the empowerment and capacity building of the communities.

During the year, CWS-P/A continued its endeavors to provide resources, information, and capacity building for humanitarian and development organizations in Pakistan, Afghanistan, and beyond. Particular emphasis was placed on mainstreaming quality and accountability, strengthening civil society organizations, and addressing emerging challenges such as security.

CWS-P/A strengthened its service delivery by enhancing and developing new internal systems, mainstreaming quality and accountability, and improving technical capacities of its staff. These initiatives made the organization an even more transparent, accountable, and efficient partner for ensuring resources reach communities in dignified ways.

While reflecting on 2011, it is imperative to appreciate the generosity and compassion from international partners whose financial, technical, and undying support made it possible for CWS-P/A to operate its programs. Thanks go to all those individuals and organizations that help make the achievements of 2011 a reality.

Sincerely,
The CWS-P/A Team

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Organizational Overview for 2011

In order for CWS-P/A to effectively respond to disasters and to empower communities to access basic rights, the organization depends upon the efficient operation and support from various departments including Finance, Human Resource Development, Operations, Procurement, Communications, Global Funding Unit, Research and Advocacy Unit, Internal Control & Accountability, and Security. These departments not only support programming but also ensure that certain functions are carried out in a decentralized manner in order to promote efficiency, transparency, quality, and accountability. Some significant achievements go to the credit of these support departments during the year which not only facilitated in achieving certain organizational goals but have also strengthened the organization's capacity to carry out its mandate in the region.



Quality and Accountability

Humanitarian Accountability Partnership Certified

Following the successful completion of the HAP audit process, CWS-P/A received HAP certification against the 2007 HAP Standard in March 2011.

Humanitarian Accountability and Quality Assurance (HAQA) Unit

In addition to HAP certification, CWS-P/A signed a memorandum of understanding (MoU) with HAP to undertake a pilot of its accreditation process. Four CWS-P/A staff members are undergoing intensive training to become certified HAP Auditors, and new services including certification audits against the HAP 2010 Standard will be offered to organizations throughout Asia.

This responsibility along with other initiatives to support the organizational commitment to quality and accountability will be carried out by CWS-P/A's newly established HAQA unit.

Human Resource Development (HRD)

For 2011, the HRD department revised its performance management system, and a new 360 degree performance management system was designed in line with CWS-P/A's strategic direction in which emphasis is placed on increasing quality and improving accountability. In addition, the performance management reflects the quality and accountability tools such as Humanitarian Accountability Partnership (HAP) and Sphere. An online performance appraisal system was also designed to facilitate the staff members in completing and recording the data.

The HRD department also extended support to programs to manage recruiting, interviewing, and hiring processes. A particular demand for this support followed the flood emergency. In 2011, the staff strength increased from 400 to 580 in Pakistan and Afghanistan. More important than meeting project needs by this 45% increase in staff was the support from HRD in helping to match the right people to the right positions.

Operations

Procurement

CWS-P/A improved its internal procurement mechanisms by updating its procurement manual, introducing a new tracking sheet, and providing sessions on procurement to staff at the Kabul, Jalalabad, Lahore, Islamabad, and Mansehra offices.



These new efforts enabled the procurement department to efficiently process 117 requests according to its bidding and procurement policy. Purchases included items such as food, livestock, medical equipment and supplies, school and housing materials, and office equipment and stationery.

Logistics

In order to ensure effective program implementation, extensive planning and logistics arrangements were necessary. The team hosted more than 500 staff and visitors at its guest house, organized logistics for more than 800 field visits, and welcomed 86 international delegates. This was effectively accomplished through timely responses to travel, insurance, visas, and boarding and lodging requests.

Material Resource Program

Six shipments of food, medical items, school kits, plastic sheets, and children's clothing were imported and dispatched to partners across Pakistan and Afghanistan.

Offices

In order to meet effective programming needs, new offices were set up in Besham, Thatta, Makli, Khairpur, Mirpurkhas, Tando Jan Mohammad, and Umerkot. Due to space limitations at old offices, the operations team also efficiently facilitated the relocation of the Islamabad and Lahore offices.

Security

CWS-P/A's security department monitored the security and travel situation in Pakistan and Afghanistan round the clock. It also assisted in the obtainment of 51 visas for international staff and visitors as well as 20 travel No Objective Certificates (NOCs). When necessary based on local context, the standard operating procedures were reviewed and revised accordingly.

In order to provide resources and information to staff and partners, CWS-P/A translated its security manual into Urdu and Dari and its newly published Safety and Security Handbook for NGOs in Pakistan and Afghanistan into Urdu. Training for personal safety and emergency evacuation was provided to staff. The security department also assisted in the facilitation of a workshop on building organizational risk management for organizations aiming to develop long-term and short-term security plans.



Finance

CWS-P/A remained accountable to its stakeholders through the facilitation of 20 external financial audits during 2011.

The finance department also initiated its new online financial software in Karachi and Islamabad. The operation of this system enables the finance departments at various locations to save time and allow for more efficient accounting for all its programs.

Global Funding Unit

The former Program Development Unit evolved into the new Global Funding Unit (GFU) during August 2011. GFU has a broader focus and aims to contribute toward enhanced effectiveness and quality service delivery from CWS-P/A through excellence, document quality, capacity building of staff in key technical areas, value addition in fundraising, strategic planning, organizational development, and strengthening of monitoring and evaluation (M&E) tools.

GFU developed approximately 25 proposals, emergency appeals, and concept notes that were submitted to various bilateral, multilateral, and international donors. It also responded to 125 requests for technical assistance from partners of the Euroleverage project. GFU also helped build the capacity for some CWS-P/A staff with respect to M&E.

Advocacy and Research Unit

During 2011, a research, Observance of Quality and Accountability Principles in Humanitarian Sector in Pakistan, was finalized, published, and disseminated. The research identified the compliance, gaps and their causes, challenges, and the way forward with respect to Sphere and Humanitarian Accountability Partnership standards, with focus on the response to the 2010 floods.

Articles on the subject matter appeared in English and Sindhi dailies. A presentation was made to a group of INGOs in Islamabad, and the need for the establishment of a U.N. cluster for quality and accountability was proposed.

Work on two additional research topics was underway in 2011. A research on the taxation system in Pakistan and a study on urban refugee-host community relations are expected to be finalized in 2012.



Communications

The communications team facilitated an abundance of information, stories, photographs, videos, and other material so that the organization remained accountable and shared time-relevant information with its stakeholders. It produced three editions of the newsletter, 12 monthly bulletins, 25 emergency alerts and updates, 7 presentations, 7 videos, the annual report and yearly calendar, and more than 100 stories and interviews. It regularly updated its website with new and relevant information so that it remained a resource for information for staff, local and international partners, and the broader humanitarian community. Printed material including publications, banners, and posters that was developed with support from the communication team totaled 55 individual items. The team also received more than 10,000 photographs during the year. The tracking of online and print news regarding CWS-P/A reflected more than 100 instances of CWS-P/A in the media.

During 2011, 27 visitors were hosted by the team, which included communicators, media, and partners. These visits resulted in mutually beneficial visibility material for international partners and CWS-P/A.

In order to further strengthen its capacity and institutionalization, the communications office developed a new online, internal recordkeeping system. The system is designed to maintain efficient records and logs of all communications requests and materials.

Coordination

In addition to the support departments, CWS-P/A relies on coordination as a means of enhancing the efficiency, transparency, and accountability of its work. Coordination is an integral component of effective project implementation and essential for maintaining accountability. Throughout the year in Pakistan and Afghanistan, CWS-P/A participates in and sometimes takes the lead to initiate various levels of coordination, which include meetings, forums, and information sharing. CWS-P/A actively participates in the U.N. clusters including food, health, water and sanitation, shelter, and protection. It is also an active member in the Pakistan Humanitarian Forum which has 33 international NGO members. CWS-P/A also helped establish and actively engages in the Accountability Learning Working Group which focuses on coordination of quality and accountability of humanitarian action. CWS-P/A also coordinates with International Council of Voluntary Agencies (ICVA), with particular focus on humanitarian issues, coordination, collaboration, and quality and accountability.

CWS-P/A also coordinates with the National Disaster Management Authority and Provincial Disaster Management Authorities during emergencies and for travel and project No Objection Certificates (NoCs). At the local government level, the organization coordinates with line departments to ensure actual gaps at the community level are being met, to ensure activities are in line with district plans, and to remain transparent and accountable.

'We received the token for food assistance the very next day after the visit. Four days later we collected the food package which is both good in quantity and quality.'

Athum Kumar, a forty year old tailor and father of six children from Mirpurkhas District, Sindh Province



Disaster Management

Disaster Risk Reduction and Preparedness

In Herat, Badghis, and Farah provinces in Afghanistan, CWS-P/A completed a project that aimed to improve the skills and capacity of disaster management stakeholders so that they could develop strategies for disaster management, preparedness, response, contingency planning, and early warning systems at the district and provincial levels. Through a series of workshops and sessions, CWS-P/A facilitated in the development of nine district disaster management/contingency plans for three provinces, formation of district disaster management committees, and updated the provincial disaster management/contingency plans for Farah and Badghis. The lists of members of the provincial disaster management committees were also updated. Participants from neighboring Ghor Province also benefited from attending the workshops in Herat.

District and provincial disaster management/contingency plans for Herat, Badghis, and Farah were submitted to Afghanistan National Disaster Management Authority (ANDMA) Kabul for review, input, and further sharing.



Mobile Knowledge Resource Center (MKRC)

CWS-P/A in collaboration with SEEDS Asia developed the first mobile knowledge resource center in Pakistan. A truck was transformed into a knowledge center that will travel to flood-affected communities in Thatta District, Sindh. Through the MKRC, rural communities will access information on safer housing construction, how to reduce risks to disasters, and how to prepare for future disasters.

Upcoming in 2012: Starting in January, the MKRC will travel to remote areas in Thatta imparting training including training of trainers (ToTs) and widely disseminating knowledge on disaster risk reduction and preparedness.

The MKRC contains educational materials and simulation models that are used to engage students, teachers, and community members and teach them techniques such as making life-saving bottles and boats from locally available materials. A pilot trip took place and the official launch was held in Karachi during December 2011.

Safer Housing Construction

Although housing construction in Thatta District, Sindh will take place in 2012, months of preparation work occurred during 2011. Thirty-five village organizations were established through which the identification of 500 beneficiaries was facilitated. CWS-P/A also trained more than 300 men, women, and children on good health and hygiene practices, which has already impacted the health standard at the household level.

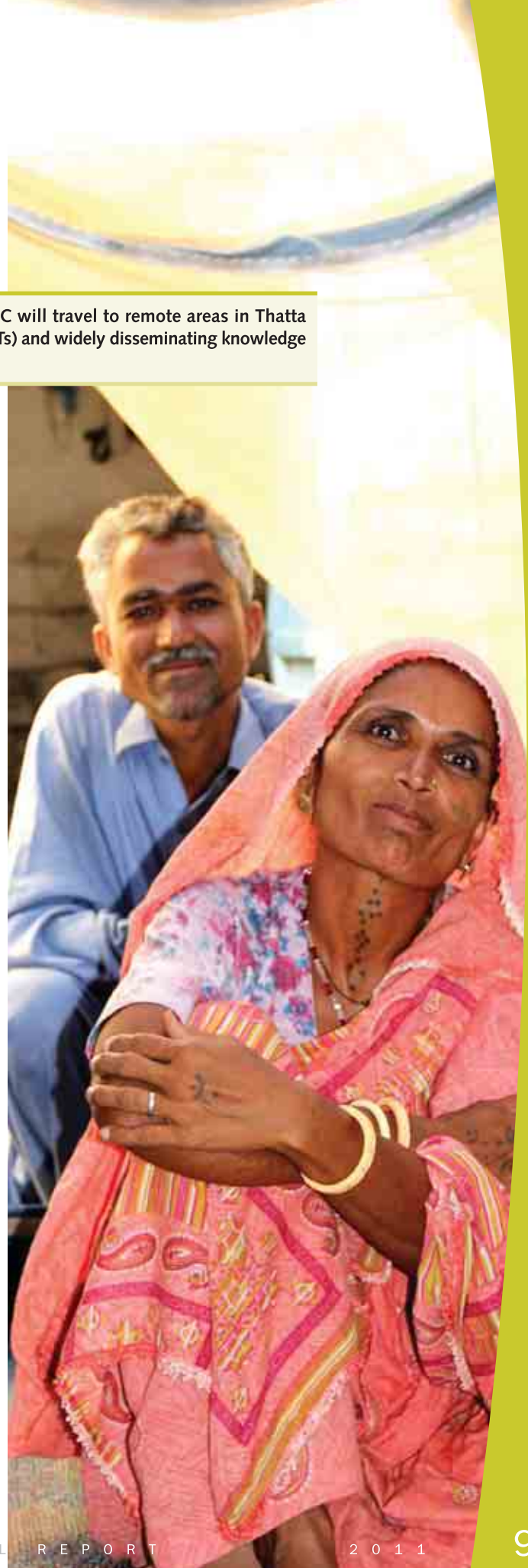
The housing design, which considers safer construction as a way to reduce vulnerabilities to disasters, also adheres to cultural preferences. Every house will contain two rooms, a kitchen, and separate washroom. The ground breaking ceremony was conducted in December 2011.

School Safety and Disaster Preparedness

Three schools in Swat District benefited from new fire extinguishing kits, first-aid kits, and alarm systems that will help protect teachers and students in case of future emergencies. CWS-P/A on a wider scale provided awareness on disaster preparedness to help make school a safer place for teachers and students.

2011 Flood Response

CWS-P/A helped address food security and other basic needs for more than 44,000 individuals following the devastating floods of 2011. The response focused on four districts in Sindh: Thatta, Badin, Mirpurkhas, and Umerkot. CWS-P/A provided 5,500 food packages that amounted to approximately 770 metric tons of food. It also distributed 2,000 non-food item packages which included kitchen sets, hygiene kits, mosquito nets, and sleeping mats. Five hundred families received shelter kits which included a tent, plastic sheets, and blankets.



"When my teacher assigns me classroom responsibilities, I feel very happy. I like to participate in drama, and singing poems is also one of my favorite things. From CWS-P/A given supplies I like colors [crayons], and drawing is my favorite activity."

Kalash Kumar,
seven years old,
from Mirpurkhas
District, Sindh



Education

Girls' Education in Afghanistan

The holistic approach to encouraging the enrollment of girls in 15 schools in Laghman Province is positively affecting the community on various levels. The new enrollment increased approximately 95% of the increase from the first phase which ended in mid-2010, bringing the total new enrollment to 2,630 students.

The initiative received support from parents, teachers, students, the *shura* (religious council), and the community at-large. Through awareness sessions, teacher training, parent-teacher committees, and engagement with the *shura*, the community understands the significance of education and child rights. The encouragement to send children to schools is helping more girls and boys to access their fundamental right.

Teachers benefited from increased knowledge of child psychology, child rights, gender, peace, and teaching methodologies. Trained teachers incorporated their knowledge in ways that improved the quality of education and the conduciveness of the learning environment. They also conducted 57 awareness sessions with students which directly benefited 3,420 girls.

Helping women realize their potential, CWS-P/A successfully completed training courses for 30 women on basic literacy and an additional 30 women on tailoring as a life skill in July 2011.



Early Childhood Education

Teacher training initiatives focused on 185 teachers from Swat District, Khyber Pakhtunkhwa Province and Punjab and Sindh provinces, but the broader impact on the quality of education and positive changes in the classroom environment is more significant. In rural areas of Pakistan and Afghanistan teachers learned new skills that focus on early childhood education and creating a child-centered classroom. Many of the teachers never attended formal teacher training; therefore, the workshops were their first introduction to teaching methodologies, classroom management, and the implementation of student-centered activities. Through monitoring visits, evidence showed that teachers are effectively and creatively implementing the techniques.

Included in the number of teachers is a select group of coordinators and government officials whose influence on education and policies greatly affect overall education in their respective regions. In addition to introducing topics such as pedagogical methodologies, CWS-P/A provided training of trainers (ToTs) sessions so that participants can effectively share knowledge with other teachers.



A 15% increase in student enrollment occurred in three schools in Swat where teachers and students attended training and schools kits were distributed.

In Swat, 100 female students participated in two-day workshops on cooperative learning. In addition, 15,706 school kits including notebooks, other stationery items, and bags were distributed as a material aid contribution to further strengthen the project's impact. CWS-P/A also distributed school kits to 45 schools in Sindh and Punjab to provide classrooms with 30 different types of items including a wall clock, stationery, and art supplies. The 45 kits directly benefited 1,125 primary school children.

'The increase in girls coming to school is because of the acquired awareness, and the parent-teacher committee is going door-to-door to solve problems that cause restrictions for girls.'

Liluma, a headmistress at Qarghai Girls' High School in Laghman Province, Afghanistan



School Reconstruction

CWS-P/A successfully completed the reconstruction of the final eight out of ten schools in Mansehra District in Northern Pakistan for which work began in 2010. The schools which were destroyed during the 2005 earthquake required significant planning and construction that accounted for reducing disaster risks, creating classrooms conducive to learning, and the consideration of physically challenged children.

Child Rehabilitation Center (CRC) Bamyan

CRC, an initiative to support war-affected children in Afghanistan, provided 50 girls and 50 boys with access to basic education, arts, and sports in addition to proper meals and health checkups. For many of these children, CRC was their only opportunity to learn to read and write. The nurturing environment helps children cope with the challenges of living in poor, war-affected communities while building their confidence and skills to overcome them. Outreach initiatives resulted in community support for the program, and during 2011, project staff and teachers organized, conducted, and attended meetings that related to children's education.

Materials and interactive activities such as role plays were developed so that parents, students, and community members could understand issues that affect children's security and mental, physical, and emotional well-being. In total 236 parents and other community members participated in these activities.

CRC has become a focal point for community strengthening activities including the celebration of the International Day of Peace.



'We are poor people and cannot afford any more spending in private clinics. Now, I feel relieved because of CWS-P/A's health facility that provides the community with free treatment and medicines.'

Meena, a girl who received dental treatment in Afghanistan

Health

HIV & AIDS

CWS-P/A surpassed its targets for 2011 with regard to increasing awareness of HIV & AIDS in rural areas of Punjab and Sindh. A total of 990 participants attended five sessions conducted throughout the year which was 9% more than planned. Not only did CWS-P/A observe an increased willingness by communities to allow adolescents to attend the workshop, it found that in Kasur, Punjab, where girls are not permitted to leave home unaccompanied, elders from the households also attended the session. For many participants, particularly in parts of Punjab, the session was their first introduction to HIV and AIDS, thus, making it all the more significant.

For the first time, CWS-P/A organized a three-day youth camp that brought twenty-three adolescents from Sindh and Punjab together. The goal was to increase their awareness of HIV and its prevention. They also received basic training in facilitation skills so they will be able to continue raising awareness within their communities.

Reproductive Health

Continuing the implementation of the Euroleverage project in Pakistan, CWS-P/A provided the most instances of technical assistance out of the ten participating countries. The project aims to increase access to funding for family planning and reproductive health, and CWS-P/A is guiding NGOs in Pakistan through technical assistance and coordination. Throughout the year, nine presentations designed for advocacy for reproductive health and to raise awareness on the need for consortia proposals were arranged for 389 staff members from partner NGOs. Discussions were also conducted with members of parliament, donors, and civil servants to work toward technical improvements in policies for reproductive health and family planning.

USD 5,912,681 worth of proposals for which CWS-P/A provided technical assistance were approved in 2011, which was 85% of the submitted total.

'Time was when bathing and changing clothes was a rare occurrence among refugee women and children. Today, this is a regular daily ritual, and I can be credited with having done my work for it.'

Zar Bibi, a female community health worker for CWS-P/A's Mansehra Health Program



Long-term and Emergency Health Services

In Laghman and Nangarhar, Afghanistan and in Mansehra, Pakistan, the long-term health programs continued to see improvement in child vaccinations, mortality rates, and disease control. In Mansehra, there were no outbreaks of diseases such as cholera or scabies. In Afghanistan, the mortality rate from diseases reduced by 0.02% from last year's reported 2% mortality rate. The main factors contributing to the success of the long-term health programs are the quality of services and the significant emphasis on health education and awareness within the communities.

Through the long-term health programs, 398 health workers, a majority of which were women, received training. The resupplying of 495 health kits also equipped health workers with the supplies they require to effectively do their work.

CWS-P/A responded to the needs of disaster-affected communities in Khyber Pakhtunkhwa, Punjab, and Sindh by operating eight mobile health units and restoring services to nine static health facilities. By providing health services in some of the remotest areas of Pakistan such as Kohistan in the North, CWS-P/A not only assisted the communities to access quality health services but in many cases their only available health facilities.

The long-term and emergency health initiatives made health services available to a total population of 613,575, approximately one-third being in Afghanistan.

| Consultations | Antenatal Consultations | Postnatal Consultations | Attended Deliveries | Distributed Delivery Kits | Health & Hygiene Sessions (individuals) | Reproductive & Health Procedures | Lab Tests |
|---------------|-------------------------|-------------------------|---------------------|---------------------------|---|----------------------------------|-----------|
| 444,499 | 20,948 | 7,427 | 1,442 | 317 | 124,995 | 905 | 389,209 |

Nutrition Education in Nangarhar

In November 2011, CWS-P/A initiated a campaign to improve health and nutrition of children in Nangarhar Province, Afghanistan. The establishment of 10 child clubs at 10 schools and the formation of 10 health education corners at CWS-P/A's health facilities are rapidly increasing awareness of good health and nutrition practices. The involvement of teachers in awareness sessions also increases attention to students' health statuses. The members of the child clubs received training on how to disseminate information through dramas, monthly bulletins, and extracurricular activities. Follow-up with five of the groups showed that 300 students so far have benefited from learning nutritional information from their peers. At CWS-P/A run health facilities in the area, two early childhood care and development centers (ECD) were established, and health campaigns to monitor the nutritional status of children under the age of 5 was initiated.

Each ECD provides a group of 20 undernourished children between the ages of 3 and 5 a safe, caring environment where they receive mid-day meals and participate in physical and recreational activities. Mothers assist the facilitator on a rotational basis, learning how to prepare balanced diet meals and helping keep the center clean.

Community Basic Health Center (CBHC) Badin

A population of 27,000 residing in 25 villages close to the CBHC in Badin benefits from unmatched health services and health awareness in their area. The majority of the population consists of marginalized, minority communities including Hindus. The quality of health services increased with the training provided to staff on HIV & AIDS as well as basic health center management.

Participation of the community in the newly established community health management committee enables communication and the redress of concerns, needs, and enquiries. It also promotes access to the free of cost, quality health services which were not previously available to these communities.

5,430 women and children received preventive and curative health services from the CBHC.

During the flood emergency, the area surrounding the CBHC became home to thousands of displaced persons who were in need of health care. CWS-P/A through the center, its staff, and available resources quickly established mobile health services for the disaster-affected population. These activities were in addition to the regular services provided by the CBHC.



'I have been getting orders for door and windows from a carpentry shop in the city. Since graduation, I have also received occasional contractual orders from NGOs.'

Mohammad Essa, a graduate from CWS-P/A's construction trades training center in Thatta District, Sindh Province



Livelihoods

Food Security in Afghanistan

A three-year food security initiative in Laghman Province is well underway. By the end of 2011, the number of farmers who received agricultural inputs reached 1,200. The distributed items included 50 kilograms of certified wheat seed, 50 kilograms of Urea, and 50 kilograms of DAP fertilizer for each farmer. The farmers also participated in training on the method of wheat cultivation, irrigation, and fertilizer use.

A technical engineering survey of canals was completed. Through cash-for-work that will directly benefit 433 families, the irrigation systems will be reconstructed and benefit farming practices in two out of four targeted districts. Additional cash-for-work initiatives are planned in the remaining two districts.

Ninety women were identified for training in poultry for which 30 were participating by the end of the year. An additional 180 women were identified for an upcoming distribution of goats and animal feed as well as relevant capacity building in animal rearing.

Other activities included the site selection for two nurseries and 20 orchards, which is 50% of the planned total for the three-year project. Forty-five veterinary extension workers were also identified.

11,355 animals received treatment while 14,949 were vaccinated and 6,926 were de-wormed at three newly established veterinary field units in Laghman.

Expanded Dairy Development

In Mansehra District, Pakistan, the capacity for livestock rearing and dairy production increased for 1,630 female heads of household. The training conducted at CWS-P/A's model dairy farm included livestock management, animal health and care, and feed and fodder development. They also learned the value of cultivating a new variety of fodder and the use of bio-gas plants as a cost-effective, alternative energy source. Three bio-gas plants were constructed which have the capacity to benefit 300 families.

The veterinary services also improved during the year. Ten veterinary extension workers (VEWs) received refresher training throughout the year. In addition to promoting regular treatment and health of beneficiaries' livestock, the VEWs provided services to other community members. This not only increased the VEWs' income but also helped improved overall animal health in the area.

The main objective to increase income by at least 30% was supported by the establishment of three dairy business groups. Prior to the establishment of these groups, the participants were reluctant toward the concept of joint marketing. However, when the first milk collection and sale took place in December, it was evident that the community will increase its participation in the coming months due to the profitability. The better quality of milk products gives the community an advantage over other milk suppliers in the area.

'I am very thankful to CWS-P/A for the help which they have given me. Now, my children are very happy that they can drink milk at home, and now, we do not have to wait for months for someone to give us charity so that we can buy our needs.'

Kamila, who received livestock and training from CWS-P/A



Restoring Livestock-based Livelihoods

In Shangla District, Khyber Pakhtunkhwa, CWS-P/A distributed 414 milking cows and calves but more importantly built the capacity of flood affected families in livestock management, animal health, breeding, improved fodder, and marketing. Livestock rearing was common in the area; however, many practices were based on myths and resulted in low milk production, undernourished animals, and health disorders. It was not custom to sell milk products due to myths; however, after training, the community started earning income by selling excess milk products.

Aside from training sessions, CWS-P/A organized an exposure visit to Peshawar where farmers could see firsthand improved breeds, livestock management, animal nutrition, and bio-gas plants. It also helped bridge the gap between the community and the livestock department.



In addition to the distribution of livestock, 414 families benefited from fodder distribution, tool kits, and a grant to construct an animal shelter. Improved animal health also stemmed from the distribution of veterinary kits and training for thirty VEWs. To further fill gaps in animal health and veterinary services, health camps were organized where a total of 4,000 small and large animals received treatment. This was in addition to the 600 household who benefited from vaccination and deworming campaigns.

In a neighboring district, Kohistan, CWS-P/A began training the community on basic livestock management ahead of livestock distribution to take place in 2012. Following training, better practices were observed in the area, and notably women participated in training as well.

CWS-P/A became the first organization to arrange a platform where women gather together in the target area, where they participated in livestock training and where CWS-P/A also provided sessions on gender issues, sanitation, hygiene, and mother and child health care.



'If CWS-P/A had not helped me, I would not have been able to cultivate my land; I would have to rely on the high interest rate loans from vendors with strict conditions. The beauty of the scheme was that we were free to purchase at our own will during the market day.'

Nazmeena, a sixty-five year old woman who received agricultural inputs through the voucher scheme in Swat District, Pakistan

Agricultural Input Distribution through Voucher Scheme

In Swat District, Khyber Pakhtunkhwa, CWS-P/A restored livelihoods to 7,350 farming families by distributing agricultural inputs through a voucher scheme. The voucher scheme enabled farmers to select goods from pre-selected local vendors on market days in order to address their individual needs. Purchases included seeds, fertilizers, and tools, and 100% of vouchers were redeemed.

Farmers also received training on how to redeem the vouchers as well as ways to enhance their agricultural productivity and income. The local vendors benefited from the income they earned during market days.

Cash-for-Work

The restoration of agricultural livelihoods in Swat District was further enhanced through cash-for-work initiatives that directly benefited 1,637 non-farming laborers. Through more than 75 established village committees, beneficiaries and cash-for-work projects were identified. The work contributed to restoring and improving livelihoods and included activities such as the rehabilitation or construction of farm to market roads, restoration of irrigation channels, and the construction of retaining walls.

In the areas where cash-for-work initiatives were completed, agricultural yields showed improvement, farmers reported saving costs and time for transporting goods to the market, and the communities are better protected from future disasters.

Cash Grants

CWS-P/A further assisted the restoration of small enterprises in Swat District through cash grants. In total 85 individuals, including men and women, received cash grants to start or reestablish businesses that included grocery shops and other enterprises. The community members selected for this intervention were those who lost their shops during floods or extremely vulnerable, poor families, with particular emphasis on women led households.

Food Security in Umerkot and Mirpurkhas

Unfortunately, the new phases of the successful food security initiatives in Umerkot and Mirpurkhas were suspended in the middle of the year due to complete devastation of the area from the 2011 floods. A survey prior to the floods indicated improvements in food security in both districts. Several initiatives were underway when the floods began including the purchase of a tractor and the lining of six irrigation ponds. Seventy-five individuals participated in training on seed storage, vegetable production, and water canal improvement.

Some of the affected areas of the food security project became target areas for CWS-P/A's emergency response, which helped the project beneficiaries face their food security challenges in the months following the devastating floods.



Construction Trades Training

The success rates for passing the Technical Training Board exams and improved income through employment as skilled labor reflect the importance of providing the disaster-affected and the Afghan refugee communities courses in skilled trades. In Mansehra District, 240 Afghan refugees and 60 individuals from the host community graduated in one of five trades: masonry, welding, electric works, plumbing, and carpentry.

Building on past experience and through intensive research, CWS-P/A developed a syllabus that exceeds the standards of the provincial technical board. All 300 participants at the training center in Mansehra, which included 240 Afghan refugees and 60 members from the host community, passed the government exam with an average score of 85%. More importantly, the capacities are being put into practice; 208 graduates secured employment and 180 have increased family income. Sixty-five graduates returned and are working for development in Afghanistan.

In Sindh Province, 300 men graduated from training centers in Khairpur and Thatta, which were initiated to help restore livelihoods in the flood-affected area. All trainees receive a tool kit for their trades which helps them work as entrepreneurs or improves their employability in the job market.

Safety comes first. In addition to skills, participants learn health and safety measures which they practice including wearing safety gear and protective clothing. It was also observed that nonparticipating community members followed the good example and also started wearing protective gear which is an uncommon practice in the area.



'In many villages, women of ages forty and above do not have the knowledge to vote, and when girls learn from this camp, they are able to teach other women.'

Baghwan Das, a teacher who participated in the political education program's summer camp

Peace and Governance

Political Education

In total, 257 students and teachers from Sindh and Punjab benefited from workshops and training camps during 2011. The peace education curriculum aims to educate students about socio-political issues integral to the democratic growth of the country. It presents current political issues and events to young people in an accessible and relevant manner. Students are encouraged to think critically about these topics and develop their own opinions. They are taught how to use their voice to bring about change and to think about how they can contribute to the democratic processes in their region. The project's sustainable, long-term objective is to equip young people with integrated skills, knowledge, and confidence to be able to play a constructive role in the development of Pakistan's civil society.



Upcoming for 2012: Opportunities to expand the political education initiative to Afghanistan are underway.

'Coming from a non-research background, I have learned how to do research through the course components, and the learning has been in a participant-friendly environment. CWS-P/A's designed course has been comprehensively framed and well-scheduled and such courses should be continued.'

A participant of the twenty-two-week Action Research Course

Peace Education

Already an effective initiative, particularly in rural Sindh, the peace education initiative underwent some developmental changes in 2011— a landmark peace festival, a new trainer of trainers (ToT) approach, and a reprinting and distribution of 1,000 peace workbooks. These components of the project significantly increased interest in the peace education curriculum. The ToT equipped twenty-one teachers with the necessary skills to confidently design and implement peace education in their schools.

The peace festival was a culmination of the effectiveness of the teachers' enhanced capacity to develop the students' knowledge and a demonstration of the important role peace plays in a country where the peace needs constant encouragement. Following the festival, several organizations approached CWS-P/A to express their interest in the program. In addition to the peace festival, follow-up visits and an impact study conducted by CWS-P/A revealed that everyday changes are also occurring. Students in several schools initiated peace committees, and parents shared that their children repeat information about peace at home. A notable decrease in the use of slang or offensive words also occurred in the classrooms.

Upcoming in 2012: A revised version of the Peace Manual for teachers and the Peace Workbook for students is being developed for the peace and civic education initiative.



600 community residents attended the festival to watch the students perform messages of peace.



Local Capacities for Peace (LCP)

CWS-P/A's participation in LCP initiatives in South Asia resulted in greater coordination and understanding among LCP member organizations. CWS-P/A was part of an assessment team for a member organization in Nepal and the same organization participated in an assessment for CWS-P/A. CWS-P/A's assessment took place in Interior Sindh, with a visit to the peace education initiative. Peace education was also recognized at a trainers' convention as a unique peace initiative with some organizations expressing interest to replicate it in their countries.

An orientation and application workshop was organized for 17 partner organizations. The 24 participants learned about the LCP tool and the concept of 'Do No Harm.' In December 2011, a follow-up visit was held in which four Sindh-based organizations provided feedback on the incorporation of LCP.

Mainstreaming LCP: CWS-P/A mainstreamed LCP into its monitoring and evaluation system by:

1. Introducing LCP into the M&E manual, describing the purpose and role
2. Planning how to incorporate LCP as a cross-cutting theme and its relevant indicators
3. Developing guiding questions to assist program staff in monitoring progress

Promoting Peaceful Coexistence

CWS-P/A aims to increase peaceful coexistence in Pakistan and, in 2011, trained 157 religious leaders, 51 youth leaders, and 15 journalists on interfaith harmony, peace building, tolerance, and conflict prevention. These activities focus on Punjab and Sindh where a majority of Pakistan's minority groups live, specifically Hindus and Christians.

The journalists' awareness of issues faced by minority communities was increased through an exposure visit. A majority of the journalists had minimal prior knowledge of other religions or of the socio-political context of interfaith harmony in Pakistan. Within a few months of the visit, three of the journalists' articles appeared in media, highlighting the importance of interfaith harmony and appealing to authorities for the equal rights of minorities.

Religious leaders participated in different religious festivals as a demonstration of solidarity and to promote interfaith relations among communities. Events included Eid-ul-Azha, Christmas, Diwali, and the birthday of Guru Nanak.



CWS-P/A produced two short documentaries on marginalized groups, 'Untouchables' and 'Gypsies'.

Strengthening Democracy

CWS-P/A works with marginalized communities in order to strengthen their participation in the democratic processes in Pakistan, which is extremely time relevant with upcoming elections in 2013. In the target areas, minority groups include religious minorities, low caste (untouchables), gypsies, people with disabilities, transvestites, and particularly women belonging to these groups. By increasing political awareness, improving support structures, and advocacy, the activities work for the reduction of intolerance and discriminatory practices toward the marginalized as well as enhance their participation in the electoral process.

Activities focused mainly on developing the awareness of democracy, peace, and tolerance among youth groups in Sindh and Punjab. Capacities were also built to transfer this knowledge to peers and the community at-large. Following training, the seven participating youth groups produced theater plays, short documentaries, and articles which were shared with high school and university students.

Upcoming in 2012: Publishing a research on the participation of marginalized groups in the electoral process.

Promoting Good Governance

CWS-P/A continued to build the capacity of partner organizations throughout Pakistan. In total, 542 individuals representing more than 200 organizations participated in training during 2011. Various workshops focused on topics including financial management, security management, strategic planning, communications strategies, organizational development, and action research. Eight thematic sessions were conducted out of which four regarded the 18th Amendment and civil society and the remaining four were about budgetary analysis.

Benefits to Civil Society Organizations Include:

- 1. Increased capacity to improve governance and management structures**
- 2. Enhanced capacity to engage with the government at different levels for people centered change**
- 3. Ability to promote a culture of transparency and accountability through strengthened organizational management systems**
- 4. Broader awareness of good governance, peace, gender, and rights at institutional levels**

CWS-P/A also operates an internship program that aims to build capacity and provide experience to individuals starting their careers in civil society and development work. Fifteen interns, including two international interns, entered the program this year.

A user-friendly, country-specific handbook, *Safety and Security Handbook for NGOs in Pakistan and Afghanistan*, was published. The illustrated handbook guides organizations so they can assess and minimize their security risks. A one-day workshop on risk management was also provided to partner organizations.



'The plantation will help in controlling soil erosion and will also benefit the nearby households in meeting their firewood requirement.'

A community representative from Urdam Village, Swat District

Water, Sanitation, and the Environment

Water Supply and Latrine Construction

Flood-damaged water supply schemes were reconstructed in Kohistan District, Khyber Pakhtunkhwa benefiting 37,854 individuals. The construction of household level latrines and sinks provided proper sanitation facilities for more than 6,300 individuals. In order to improve overall sanitation and hygiene practices in the target area, CWS-P/A also conducted awareness sessions for more than 3,200 individuals and provided 4,500 families with nonfood item kits (NFIs) including hygiene kits.

Protecting the Natural Environment

In fifteen villages of Swat District, communities received training on community based disaster risk management. With enhanced knowledge of how to reduce risks by preserving and protecting their natural environment, the village organizations identified several activities as part of CWS-P/A's cash-for-work activity in the area. Among them was the plantation of 20,000 tree saplings in three villages to regenerate the forests which were destroyed during the 2009 conflict. A second round of tree planting will take place in the spring of 2012 to further strengthen growth and sustainability of the forests. This initiative will protect the communities from landslides and soil erosion which were occurring following the depletion of the forests.

'There are already a lot of inbuilt mechanisms in our organization, but in the context of disasters, organizations need these quality and accountability tools.'

A participant in a lessons learned workshop



Quality and Accountability

Strengthening Humanitarian Assistance

Continuing its endeavor to increase and mainstream quality and accountability (Q&A) of humanitarian response, CWS-P/A provided training to 61 staff members from six partner organizations on Q&A including Red Cross/Red Crescent Code of Conduct, Sphere, and Humanitarian Accountability Partnership (HAP). An orientation to CWS-P/A's Q&A strategy and how to replicate it also benefited the six partner organizations.

In 2011, CWS-P/A trained 1,130 individuals in Pakistan, Afghanistan, and throughout Asia on quality and accountability. More than 1,500 Sphere Handbooks and close to 400 HAP Standard Booklets were distributed.

Mainstreaming Quality and Accountability

Cooperation between the Strengthening Humanitarian Assistance department and the Disaster Management Program helped revise 15 tools with respect to quality and accountability practices and procedures. In Swat District alone, close to 250 complaints were handled through complaints boxes established in DMP's target areas.

Information and Complaints Handling Centers

Four complaints handling centers were established in four flood-affected districts of Pakistan. The centers helped facilitate and register complaints for individuals and communities. In total, 15,742 complaints were processed through the centers with a number of them being resolved to the complainants' satisfaction through verification and referrals to the relevant agencies.

Lessons Learned Event

In the first quarter of 2011, CWS-P/A organized a two-day lessons learned event on Q&A for organizations actively involved in the response to floods. Forty-eight participants from 28 organizations attended the event. The event allowed for networking between experience and less-experienced organizations with respect to implementation of Sphere and HAP. Following the event, more organizations joined the Accountability Learning and Working Group (ALWG) at the national level and the sub-ALWG at the district level.

The lessons learned event led to six best practices: information sharing; mainstreaming Q&A; Q&A in harsh conditions; humanitarian quality management system; minimum standards during disasters; and information and complaints handling.



Sphere Handbook 2011 Edition (English version) Launch

In April, CWS-P/A joined the global community in launching the Sphere Handbook 2011 Edition by organizing an event in Islamabad, where approximately 100 individuals representing 40 organizations attended the event. In Kabul, CWS-P/A collaborated with ACBAR, the Sphere focal point in Afghanistan, to launch the revised handbook.

Launch of Q&A research findings

CWS-P/A formally launched its research, *Research on the Observance of Quality and Accountability Principles in Humanitarian Sector in Pakistan*, in June 2011. The event attracted 47 participants and the published report was disseminated widely in Pakistan and at the international level.

'I think this forum can help us in terms of actually going back and doing a lot of advocacy and actually putting Sphere more on the agenda.'

A participant at the Sphere Focal Point Forum



Regional

HIV & AIDS Education in Sri Lanka

In its third year, CWS-P/A's initiative in Sri Lanka increased its outreach significantly. Trainers who attended training of trainers (ToTs) during 2010 were busy conducting sessions across the country. In addition, CWS-P/A organized awareness sessions for 17 teachers and 143 adolescents.

The participation of 140 adolescents in a poster competition reflected the interest level to learn in an informative yet creative way and demonstrated that participants understand the information they acquired during the sessions.

Teachers who participated in awareness sessions found the information very important and relevant; therefore, they are planning to conduct health camps at their schools and invite students from other schools to participate in order to share information on HIV & AIDS.

Quality and Accountability

Training

CWS-P/A provided training to 300 participants at various events in Thailand, Cambodia, and the United States. The workshops and sessions related to orientation to Sphere and Humanitarian Accountability Partnership standards with special emphasis on responsibilities and response, organizational excellence in humanitarian aid, and quality and accountability management. Participants to different workshops came from countries including Bangladesh, Cambodia, Japan, Myanmar, Pakistan, Philippines, Thailand, the United States, and Vietnam.

Sphere Focal Point Forum

In collaboration with the Sphere Office Geneva and as the Sphere regional partner, CWS-P/A organized the first Sphere focal point forum during September 2011. The event brought the Sphere focal points from throughout Asia together for the first time to discuss emerging challenges and to share knowledge related to quality and accountability and the role of in-country focal points.

Technical Assistance

Continuing its technical assistance to Lutheran World Relief, a region-wide needs analysis was conducted. Training for staff in the United States led to agreed upon action points to further incorporate quality and accountability into ongoing work and practices.

Upcoming in 2012: CWS-P/A and Church World Service-Asia/Pacific (CWS-A/P) are organizing a training series in Japan. The events include a Q&A conference, national and province Q&A orientations, and the first ToT on Q&A with joint Sphere and HAP modules.



'The conference is important to develop a better security strategy for my staff. The degree of insecurity has risen and NGOs continue to lose staff.'

A participant at the regional risk management conference, From Field Workers to Policy Makers

Regional Risk Management

The final activities of the regional risk management initiative brought significant knowledge and coordination in the region. Three out of four workshops on regional risk management were completed during 2010, and the final workshop took place in March 2011. In addition, a landmark regional conference on risk management awareness, 'From Field Workers to Policy Makers,' was held in February 2011. The four workshops and the conference directly benefited more than 200 participants, which was the project's target.

Following the conference, a policy paper was finalized. The paper, 'Responsibilities towards Local Implementing Partners,' was published in May 2011.

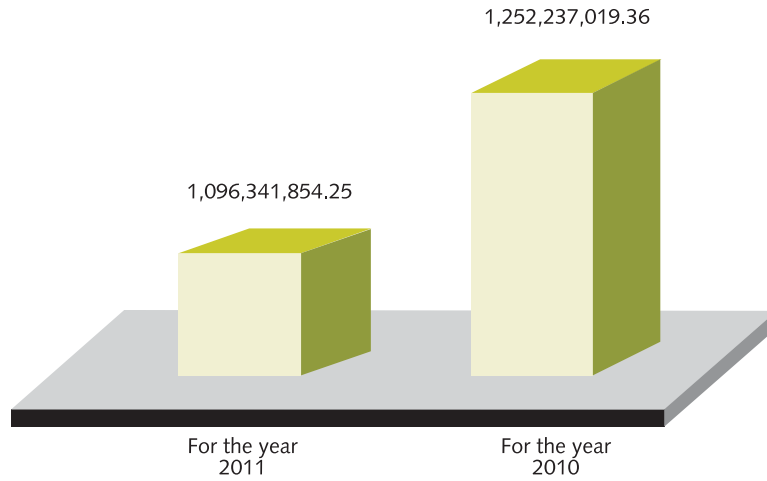
Near the end of the initiative, an aid worker security survey was distributed to 1,000 individuals, with a return rate of 10%. Indications from the survey included the indirect impact participating organizations experienced at multiple levels. This combined with the target return rate of surveys further displays the importance and timeliness of this security initiative. An additional request from a participating organization resulted in a three-day training on risk management for 25 participants in Indonesia.

Income

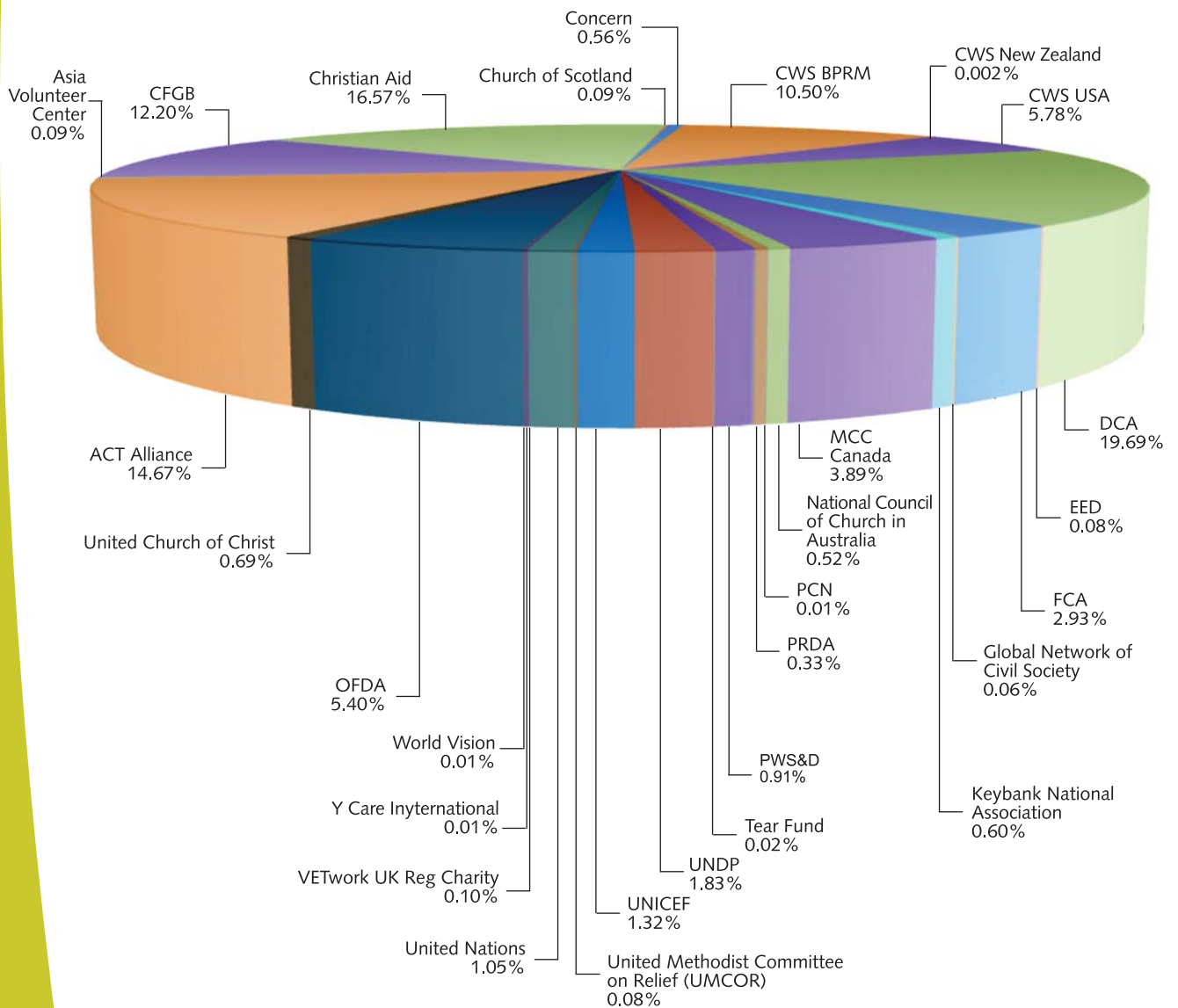
Donor wise
(amount in Pak Rupees)

Jan1 - Dec 31, 2011

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



*During 2010, several projects for Swat IDPs were in progress contributing majorly toward income for the year. The projects were completed in 2010 resulting in corresponding decrease in income for the year 2011.

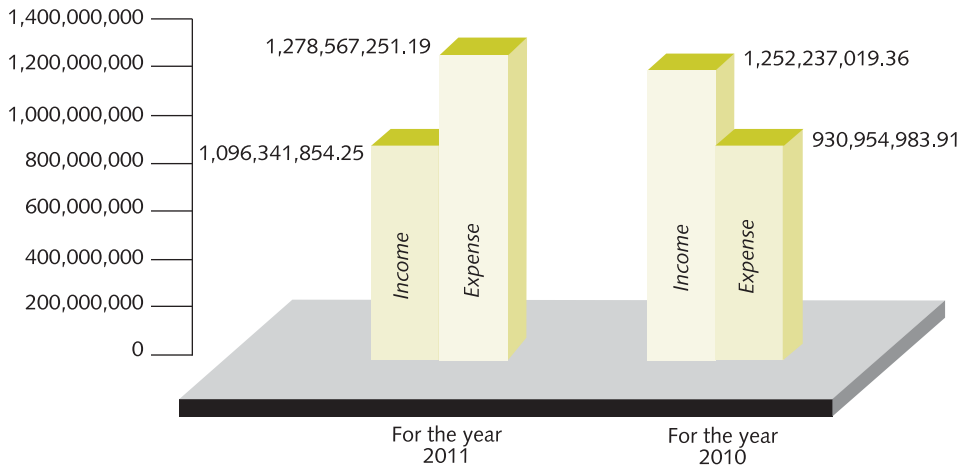


Expense

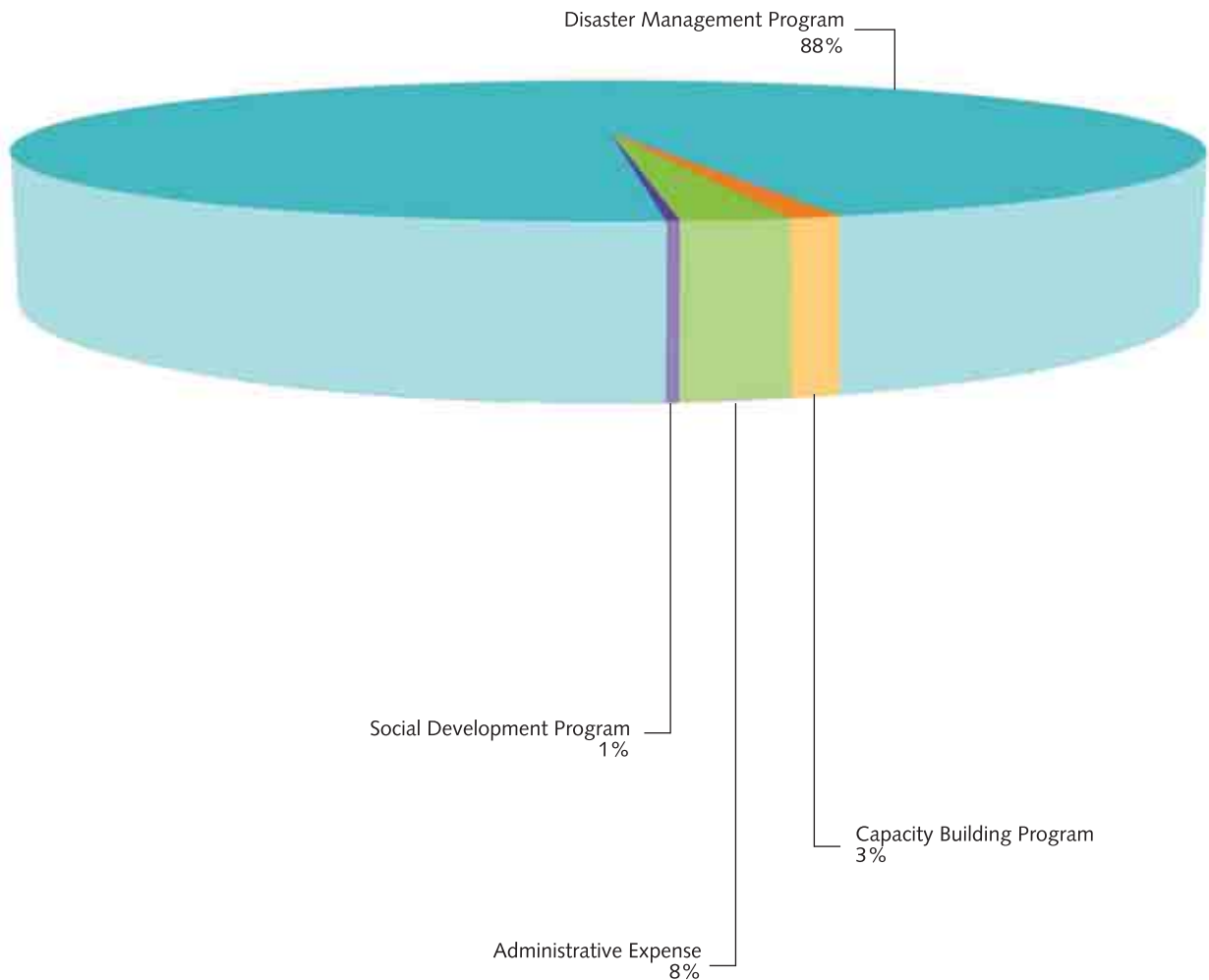
Program wise
(amount in Pak Rupees)

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

Jan1 - Dec 31, 2011



*The increase in expenditure is mainly attributable to the fact that various projects in response to floods in Pakistan were launched during the year.



Partners and Associations



- ACT Alliance
- Act for Peace-Australia
- Action Aid
- Afghans for Afghans
- Afghan National Disaster Management Authority (ANDMA)
- Asia Volunteer Center
- 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 Department of Humanitarian Aid (ECHO)
- Evangelischer Entwicklungsdienst (EED)
- 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
- Pakistan National Disaster Management Authority (NDMA)
- Protestantse Kerk in Nederland (PCN)
- Partnership for the Recovery and Development of Allai (PRDA)
- Norwegian Church Aid (NCA)
- Oxfam Novib
- Pakistan Earthquake Reconstruction and Rehabilitation Authority (ERRA)
- People on a Mission-Netherlands
- Presbyterian World Service & Development (PWS&D)
- Royal Netherlands Embassy in Pakistan
- Save the Children
- SEEDS Asia
- The Sphere Project
- Swiss Agency for Development and Cooperation (SDC)
- Tearfund
- U.N. Children's Fund (UNICEF)
- U.N. Development Programme (UNDP)
- f0 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)
- World Health Organization (WHO)
- f0 World Vision International
- U.K. Department for International Development (DFID)
- U.S. Office for Foreign Disaster Assistance (OFDA/USAID)
- U.S. State Department Bureau for Population, Refugees, and Migration (BPRM)
- VETwork UK Reg. Charity
- Y Care International

Memberships

actalliance



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.

Currently, CWS-P/A operates from its central office in Karachi and additional offices in Islamabad, Lahore, Mansehra, and Swat in Pakistan and Jalalabad and Kabul in Afghanistan. It also runs a training center in Murree, Pakistan. Projects are organized out of its three programs: Capacity Building Program, Disaster Management Program, and Social Development Program. CWS-P/A's thematic priorities include: emergency response; water, sanitation, and the environment; health; education; livelihoods; peace and governance; and quality and accountability.

With a network of close to four hundred partners, CWS-P/A adopts various approaches for project implementation. The organization can either be fully or semi-operational or work directly with an implementing partner depending on the type of initiative. This versatility enables CWS-P/A to cater to a wide range of initiatives within the scope of its thematic areas according to the needs of the communities, thus, preserving their dignity, self-reliance, participation, and ownership.

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. In 2005, CWS-P/A received ISO 9001:2000 (revised to ISO 9001:2008) accreditation and the following year was awarded USAID management standards certification. CWS-P/A is a member of the ACT Alliance. In 2008, CWS-P/A became a full member of the Humanitarian Accountability Partnership and received HAP certification in 2011. CWS-P/A is also a signatory to the Red Cross/Red Crescent Code of Conduct for NGOs in Disaster Relief.



CHURCH WORLD SERVICE
Pakistan / Afghanistan

CWS-P/A is a member of
actalliance