



# Joint action for relief and development

**PHF**

Pakistan Humanitarian Forum

PAKISTAN REPORT 2013

# PHF - a collective voice

The Pakistan Humanitarian Forum (PHF) represents an alliance of more than 50 International Non-Governmental Organisations (INGOs) delivering humanitarian assistance and development projects in Pakistan. The PHF was formed in June 2003 as an acknowledged coordination forum, to address the needs for increased cooperation and information sharing between NGOs that had been identified during the earthquake in the northern areas in 2002. All the leading INGOs that responded to the humanitarian crisis signed on to an informal membership.

Today the PHF is an independent coordinating forum that supports and represents the work of INGOs to address the humanitarian and development needs across Pakistan. The PHF and its membership work closely with national and provincial government authorities, local NGOs, UN agencies, and other stakeholders in a spirit of cooperation and partnership. The PHF seeks to work with all partners with transparency, impartiality and integrity. These foundations lie at the heart of the PHF and are outlined in its vision, mission and mandate. All PHF members are required to sign and adhere to the PHF Code of Conduct. The Code is a commitment to provide humanitarian and/or development assistance to the people of Pakistan based on need alone, regardless of nationality, gender, background, political affiliations, or religious beliefs.

The PHF is supported by a Secretariat established in 2011. The Secretariat provides dedicated staff to develop and deliver the core PHF services, and is accountable to the PHF membership through the Country Coordinator and annually elected Executive Committee and Chair.

## What the PHF does

The PHF Secretariat provides a number of core services for INGO members:

**Coordination and Information**, includes positioning the PHF and the membership on operations and policies related to humanitarian and development assistance. The PHF also carries out data collection, analysis, assessments and compiles reports for its members on priority topics.

**Policy and Communications**, includes raising issues and ensuring representation for members through established relationships with key stakeholders and seats at policy and operational meetings. PHF develops external positions, briefing papers and information sheets on priority subjects and distributes to relevant audiences. PHF also engages in media outreach to increase wider understanding of the way in which the work of its members is coordinated and delivered.

**PHF Safety**, includes the collection and sharing of information on the operational environment to alert and advise members working in some of the most challenging areas of Pakistan to deliver assistance. Regular updates, messages and additional resources through PHF help minimise risks to staff, assets and beneficiaries in the field.

“PHF strengthens the humanitarian voice in Pakistan. Its capacity to bring together the opinions of its 53 INGOs and forging joint positions reflected in informal and public advocacy, including press releases, is invaluable. Most of all, people in need are given a voice by organisations working with them on the ground”

UN OCHA, Pakistan

PHF member organisations work to rebuild lives in vulnerable communities across Pakistan, coordinating with the government and other humanitarian actors



## Progress made, but challenges ahead

It is just over a decade since the idea of creating a member-led organisation to represent and coordinate international NGOs (INGOs) in Pakistan was first considered.

The idea was simple: to have a forum where information could be shared, coordination could be improved and organisations engaged in humanitarian assistance and development could be effectively represented with one voice.

The Pakistan Humanitarian Forum (PHF) has come a long way since it was formed in June 2003 as an informal network of some 20 INGO members who had been responding to the earthquake in the Northern Areas the previous year.

Today the PHF has a membership of more than 50 international organisations working in partnership with the Government of Pakistan, UN agencies, local NGOs and other stakeholders to help improve conditions for vulnerable communities across Pakistan.

The PHF has a staffed Secretariat to deliver core services with and for its membership, embracing information and coordination, policy and communications, and NGO safety support.

The Forum has become a respected voice for its membership, represented on major policy and operational fora across the humanitarian coordination structure, working with the Government of Pakistan, UN agencies and other stakeholders.

And the need for such a forum has never been greater. Pakistan is in the frontline for both natural and man-made disasters. There was the massive earthquake of October 2005. We have seen successive devastating floods following the monsoons in 2010. There has been significant displacement of populations, fleeing violence and the threat of terrorism. And in some remote parts of



Pakistan, improved access to health and education remain key priorities for long-term development assistance.

The requirement for increased disaster preparedness and resilience is also a major priority, to help plan and safeguard against disaster. I am happy to report that since the establishment of the Disaster

Risk Reduction (DRR) Forum, its membership and credibility has grown, as indeed has coordination with the Government of Pakistan and other agencies on DRR.

Against this backdrop of humanitarian and development need, Pakistan is a complex and sensitive operating environment for PHF members. Humanitarian access to some areas facing the greatest hardship is challenging. Tensions and unpredictable security are major concerns.

But we hope, with the help of all stakeholders concerned with the welfare of people in hardship, the months and years ahead will see even greater efforts of cooperation in the working partnership which must succeed.

The following pages of this report seek to highlight that partnership and spotlight the work of PHF members to help create a better understanding of what we do, how we work – and ultimately, show the impact of that work on beneficiaries.

It is they, who must remain firmly in focus in all our efforts.

**Fayaz Ahmad**, PHF Chair 2013

## Government values humanitarian partnership

Pakistan has faced a disproportionate share of disasters in recent years, resulting from natural hazards and accentuated by the impact of global climate change. The 2005 earthquake and unprecedented heavy floods of 2010 followed by the erratic pattern of monsoon rains during 2011 and 2012 have severely impacted vulnerable communities.



The National Disaster Management Authority (NDMA), being lead national agency on disaster management together with the PDMA/DDMAs, government departments, UN agencies and other stakeholders, has played an effective role in delivering humanitarian assistance to affected communities.

We recognise the valuable role played by INGOs from the PHF platform in our endeavors; and significant contribution in coordinating humanitarian assistance from their partner INGOs. The PHF platform has helped mobilise valuable humanitarian assistance and eliminate duplication of efforts.

While valuing contributions of the PHF, we would appreciate greater visibility on humanitarian activities and capacities of its partners in the field of disaster management. The NDMA will continue to play a lead role in this partnership to encourage cooperation and transparency to support beneficiaries of humanitarian assistance and long term-development. I am sure publication of this report will appropriately highlight the partnership between the Government of Pakistan and PHF members.

**Major General Muhammad Saeed Aleem**,  
Chairman, NDMA

# Pakistan - the need for partnership

**P**akistan is a vast country of almost 180 million people. From the Himalayan peaks in the north to the flatlands of the south where the Indus delta meets the Arabian Sea, it embraces a rich diversity of peoples, languages and customs. In the north-west lie the mountainous tribal areas bordering Afghanistan, the rugged landscape of Balochistan in the west, while the fertile plains of the Punjab and Sindh form the country's agricultural heartlands.

The challenges to its people and its government are many and varied. Many millions face poverty, food insecurity, health and education shortfalls. Some of these issues are attributable to climate and terrain. Others to geographic location in a region prone to natural disasters, primarily from earthquake and flood. Further factors include a fragile infrastructure and a requirement for greater investment, for example, in public health and education – currently at 0.8 per cent of Gross Domestic Product (GDP) and 2.4 per cent respectively, according to the United Nations Development Programme (UNDP) Human Development Report.

Pakistan ranks at 146 out of 187 countries in the Human Development Index (HDI), which aims to broadly define national wellbeing with measures across three basic aspects of development: health, education and income. The HDI for South Asia as a region increased since 1980, but Pakistan is below the regional average. In the last decade earthquakes and repeated wide scale flooding following the annual monsoon rains have compounded the problems of many vulnerable communities already facing hardship across Pakistan. That's why, more than ever, efforts on a joint national and international basis are required. INGOs, along with the UN and other stakeholders across the wider humanitarian community are committed to working alongside the Government of Pakistan in a spirit of partnership and cooperation to meet the challenges together.

The task facing the Government of Pakistan and its partners is immense, but there is hope in the shape of improved coordination and a determination by all stakeholders to meet humanitarian relief needs and long-term development goals more effectively.

## Pakistan humanitarian architecture

Pakistan has been affected and is at risk of both natural and manmade disaster. Recent examples include the earthquake of 2005, the ongoing internal displacement due to conflict in the north-west of Pakistan, and recurring wide scale monsoon flooding. To respond to the needs of those affected the humanitarian community and government agencies work together to minimise the negative impact of the disasters and provide assistance.

The humanitarian community does this by close coordination of all stakeholders through an established framework. This 'humanitarian architecture' allows an effective, timely and coordinated response to support vulnerable communities.

## Key facts

- More than 40 million Pakistani's live on less than \$1.25 a day, which is below the internationally defined poverty line<sup>1</sup>
- One out of 10 children die before their fifth birthday, with more than 30 per cent through treatable illness and 60 per cent of deaths attributable to water and sanitation-related disease<sup>2</sup>
- Less than half of Pakistan's children are fully immunised. Pakistan is one of only three countries (including Afghanistan and Nigeria) in which polio is still endemic<sup>2</sup>
- Almost 50 per cent of all primary school-age children are not enrolled in education, and among eligible girls this figure is closer to three-quarters<sup>2</sup>
- More than 50 per cent of all adults, aged 15-plus years, are illiterate; the figure for women is closer to three-quarters<sup>3</sup>
- The Kashmir earthquake of 2005 killed almost 75,000 people and left 3.5 million without shelter<sup>4</sup>. Thousands of schools, hospitals and government buildings were destroyed. Many of them have yet to be rebuilt.
- The Monsoon floods of 2010 affected 20 million people<sup>5</sup>. Repeated flooding in consecutive years means that full recovery has not been possible and many thousands of families remain without basic amenities.

<sup>1</sup> OCHA Pakistan, March 2013

<sup>2</sup> UNICEF Pakistan, 2012

<sup>3</sup> International Human Development Report, 2013

<sup>4</sup> ERR, 2007

<sup>5</sup> NDMA, 2011

“ *People are the real wealth of a nation* ”  
UNDP Human Development Report

## UN OCHA and the cluster system

The cluster approach is a coordination mechanism involving UN agencies, government authorities and national and international NGOs to make humanitarian response better planned, more effective and accountable by improving partnership working. This joint approach – overseen by the UN's Office for the Coordination of Humanitarian Affairs (OCHA) - also helps to avoid overlapping and identification of gaps across all areas and sectors of the response. Each cluster covers a thematic area such as Protection or Shelter.

Cluster meetings are held at district, provincial and at federal level. District clusters are linked with provincial clusters and provincial clusters to their national counterparts.

The PHF has a membership of international NGOs working to deliver humanitarian assistance, disaster recovery, risk reduction and long-term development programming in Pakistan.

Non-government organisations (NGOs) are organisations that have not been set up by agreements with government authorities, and are principally and programmatically independent. The World Bank defines an NGO as ‘an organisation that pursues activities to relieve suffering and/or promote the interests of the poor and/or protect the environment and/or provide basic social services and/or undertake community development.’ International non-governmental organisations (INGOs) are similar to national non-governmental organisations (NGOs), but are international in scope and have offices and programmes around the world to work on specific priorities in different countries.

In accordance with Article 71 of the United Nations Charter, NGOs can have consultative status with the United Nations Economic and Social Council (UN ECOSOC). As such they are increasingly involved in international policymaking as partners of the UN.

Many INGOs apply for specific programme funding from government departments responsible for humanitarian and development assistance, such as the UK’s Department for International Development (DFID) or Canada’s International Development Agency (CIDA), and from UN agencies. INGOs also often have funds raised through voluntary corporate, public, and private donations globally.

In Pakistan INGOs have a Memorandum of Understanding (MoU) with the government’s Economic Affairs Division (EAD).

INGOs frequently work in close partnership with communities, national and local authorities, UN agencies, national NGOs and other relevant stakeholders. These partnerships are vital to working effectively in challenging environments, coordinating approaches and work.

## What kind of work?

INGOs provide many different forms of humanitarian assistance and long-term development support across Pakistan, from the remote mountain areas in the north to southern Sindh, western Balochistan, and eastern Punjab .

The work they do varies according to need and priorities, from emergency assistance, providing water, sanitation and hygiene (WASH) programmes or emergency food and shelter, to training teachers on child centered approaches, to learning or working with communities on community-based disaster risk reduction. Members work with a wide range of partners, including local NGOs and work closely with the communities themselves to identify needs, priorities and approaches.

Importantly, PHF members are not in Pakistan only to respond to disasters. They are also engaged in long-term projects for example on health or education, working in partnership with

*“The DRR Forum exists outside of individual ‘development’, ‘early recovery’ and ‘emergency’ contexts and coordination mechanisms, to serve as a consistent, longer-term body for coordination on Disaster Risk Reduction/Management and Climate Change Adaption issues and knowledge sharing ”*

**DRR Forum**

# PHF members – what are INGOs?



many stakeholders to build capacity over many years. Others strive to create training and livelihood opportunities to break the cycle of poverty, or work to provide basic human rights for those whose voices have often been unheard. The following pages of this report highlight in more detail the kind of work INGOs do across Pakistan.

## Disaster Risk Reduction

While responding to emergencies in Pakistan has seen a sustained and exhaustive effort by the Government of Pakistan, UN agencies, civil society, including NGOs and other stakeholders across the humanitarian community, one issue has been gaining prominence over the years: Disaster Risk Reduction (DRR). In other words, working on preparedness and increasing resilience, particularly in vulnerable areas, to reduce the impact when disaster strikes.

Currently only two per cent of humanitarian assistance and development budgets are invested in DRR. But why wait for the next disaster to happen, when its impact can be reduced by preparing for it in advance?

That’s the question gaining resonance with the Government of Pakistan and the wider humanitarian community which is considering major new investment in areas at risk of disaster. DRR is about assessing risk and investing in preventative measures, strengthening existing infrastructure, and preparing communities to cope better with emergencies – before they occur. This includes, for example, putting early warning systems in place, such as those now active globally following the devastating December 2004 Indian Ocean Tsunami.

In September 2011 a civil society DRR Forum was set up with the backing of the PHF to work with the Government of Pakistan and other stakeholders to help raise preparedness and resilience on the national and international agenda.

The DRR Forum has a current membership of 69 national and international NGOs. Already it works in close partnership with government agencies, sharing information and strengthening capacity.

DRR is a good investment: risk reduction is sustainable and building capacity in resilience can save lives and infrastructure. And that makes absolute sense for those working to minimise the potential impact on Pakistan of future disasters.

## AJK (Azad, Jammu and Kashmir)

### Long-term child welfare support

Islamic Relief's Child Welfare Programme (CWP) ensures orphaned children and their families have access to food, clothing, education, healthcare, and shelter. The organisation also keeps families together by providing support to widows. Islamic Relief has implemented its Child Welfare Programme (CWP) across Pakistan for more than 20 years.

The poorest families are targeted and financially supported in meeting their basic needs. Currently Islamic Relief is supporting 3,057 children through CWP (1,415 girls and 1,642 boys) across the country. The programme aims to meet educational, nutritional, and other basic needs for its sponsored children. The aim is to ensure that they have the same opportunities as other children and comprehensive support is provided for them to become active citizens in society.

Shahzeb, 16 years, is sponsored by Islamic Relief in Muzaffarabad, AJK, who shares his story. "Serving the community through public health is my aspiration," he says. Recently, I have come up with flying colours in my intermediate (First Year) exams.

"I live with my mother and a brother and my family struggles to make ends meet as we have a very low income. My father died in an accident in 2002.

"Islamic Relief took me in its support programme in 2004 when I was a student of



Shahzeb today, shows a picture when he first received support as a young boy

grade three. I have been receiving sponsorship for the last nine years and now I am grown up and ready to make a difference to people's lives," he said.

"Without Islamic Relief's support, I really don't know what I would have done. My mother's financial burdens were so great but Islamic Relief's moral and financial support helped us to keep going. I cannot express in words what I owe to them. I have been receiving adequate healthcare, clothing, gifts and I am still enjoying the recreational activities, which is organised for children like me. I am thankful to the donors whose support helped me continue my studies."

"Over the years, I have learned that education is one of the primary tools to break the vicious cycle of poverty. The financial support from the donors is not just a sponsorship to me; it's a future investment of those people who have supported me. I was a student of grade three and now I am a student of pre-medical. I shall pay back this investment by serving the communities through public health Insha Allah!" Shahzeb has vowed.

#### SECTORS

Child Protection

DRR/DRM

Education

Food Security and Livelihoods

Health

Other

WASH

"My mother's financial burdens were so great but Islamic Relief's moral and financial support helped us to keep going. I cannot express in words what I owe to them"

## Earning through new skills

**Q**atar Charity (QC) has been working in the Leepa Valley since 2010, supporting sustainable development by adopting a social mobilization approach, providing new skills and business opportunities for local people.

Mr Irshad is a resident of Moji Chattergam village and the only bread winner for his seven family members. Three years back he was running a small vegetable shop to make a living. But the monthly income from the shop was insufficient to meet the basic needs of his family. His business began to lose money and he was forced to take loans from relatives which made his economic circumstances even worse.

Due to QC's strong social mobilisation approach in this area, it became possible for Mr Irshad to develop an idea for a new business venture in the village with the local community organisation – an idea to run a much-needed veterinary service and provide a means of income for his own family at the same time.

Community Organisation Chattergam passed a resolution for the establishment of veterinary medicine shop in their village and strongly recommended Mr Irshad for the role. Qatar Charity is implementing different development projects in which supporting small/medium enterprises and capacity building are key components. Through such a project QC provided Mr Irshad with veterinary medicines for the shop - and he was able to start his new business in his native Bazaar Hochri.

This support played a vital role in launching his fledgling business, enabling him to repay debts to his relatives, but also to return a recovery installment to QC.

Mr Irshad also participated in one-month Community Livestock Extension Workers (CLEWs) training course, which enhanced his skills in veterinary care. Through this training he was able to carry out a deworming and vaccination campaign within seven days in Union Council Banamullah and earned additional income. Now his life has been transformed.



*Mr Irshad says his new enterprise is much needed*

He said: *"I am very thankful to QC for this innovative support which empowered me in such a different way. Now I can not only run my business on a self-help basis but also cope with my financial problems."*

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## PHF member organisations working in AJK: 7

## Beneficiaries reached: 649,708

## Balochistan

### Emergency relief after Balochistan 'quake

The earthquake of magnitude 7.8, which struck inside the south-eastern border of Iran in April 2013, severely affected the Mashkhel area of Washuk district of Pakistani Balochistan. Government authorities in coordination with humanitarian partners in Balochistan responded to the humanitarian needs of an estimated 30,000 people. According to the Provincial Disaster Management Authority (PDMA), a total of 2,250 houses and shops were damaged. Of those 1,500 were completely destroyed.

PHF Members Norwegian Refugee Council (NRC), Islamic Relief (IR) and Catholic Relief Services (CRS) provided immediate relief assistance to the affected people in Mashkhel area, District Washuk.

An assessment group formed by PDMA Balochistan to identify a better overview of support needs and also included representatives from NRC, IR, Médicines Sans Frontières (MSF), and the Balochistan Rural Support Programme (BRSP), and the PDMA.

The government authorities took the lead in providing food, tents, blankets, hygiene kits, medical supplies and other relief items in the affected areas, supported in their response by humanitarian partners locally. The response has



Muhammad Omer receives relief items at a distribution point in Mashkhel

*“In this time of trial, I am very happy to have received essential household items and a tent in which to live”*

been affected by the inaccessibility of the affected area due to the poor condition of roads, a tough mountainous terrain and safety concerns in what is a difficult area to reach.

In the worst affected areas of Mashkel, 85 per cent of families suffered from the quake, with half of these losing their homes.

Muhammad Omer, is a 70-year-old is blind person and a resident of East Zawag, Mashkhel. He has six daughters and the family has no source of income. His two-room mud house was ravaged in the earthquake and the family had no choice but to live in the open.

An international NGO emergency response team provided help within a few days following the disaster and Muhammad Omer received a family-sized tent for shelter, kitchen kits and household items at a distribution point in East Zawag.

Muhammad Omer was not born blind, losing his vision 20 years ago. He said: *“I was a mason and I could earn my living with respect and dignity. But now, I have no other source of income and I have to depend on the help of community, and my two daughters who work in the fields.”*

He added: *“It is quite difficult to me build back my home especially when you have a small income. In this time of trial, I am very happy to have received essential household items and a tent in which to live.”*

#### SECTORS

Education

Health

Food security and livelihoods

Child protection

Nutrition

Protection

Emergency shelter

WASH

DRR/DRM



## Assistance for working children in education

**A**fter fleeing the war in Afghanistan, Maryam Bibi's parents migrated to Quetta in Balochistan Province in search of better opportunities for their children. Yet, life in their new city was not as they anticipated: Maryam's father worked tirelessly but could barely earn enough to feed his family. At age five, the family was forced send Maryam to work, cleaning and cooking for three families. She dreamed of learning to read and write, but her family could not afford to send her to school.

*"When I looked at the children going to school in the homes where I was working, it was all I ever wanted,"* she remembers.

Then a friend told her about the Drop-In Centres (DICs) run by Concern and its local partner, the Water, Environment and Sanitation Society (WESS). Together, through their Working Children's Protection Programme (WCPP), Concern and WESS are operating three Drop-In Centres and nine Outreach Protection Centres in Quetta, providing children with shelter, food, literacy and numeracy courses, skill-specific training and life-skills/health education, while also working on the underlying causes that force families to send their children out to work. Since 2003, the programme has supported 166,747 working children and their families.

Maryam managed to enrol in the Drop-In Centre's basic education programme, attending diligently for two hours each day, while still working to earn essential income for her family. Over the next three years, she participated in the centre's education programmes, health and hygiene classes and recreational activities.

Her teachers recognised Maryam's potential; however, full-time study seemed an impossibility. Maryam's parents encouraged their daughter's education, but they could not afford the cost of tuition, uniform and books. Concern/WESS assisted the family, paying her school fees and purchasing her uniform and books. When she was 10 years old, Maryam proudly attended her first day of school.



*Maryam, pictured right, has new dreams now she is able to study*

Maryam is just one of many working children in Balochistan who cannot realise their educational dreams due to extreme poverty. An estimated 47 percent of Balochistan's population lives on less than \$1.25 per day, and only 27 percent of students complete primary education. Female literacy is 20 percent – well below the already low national average of 42 percent.

Now 12 years old, Maryam dreams of becoming a teacher. With a little support, and such strong personal determination, she and other working children across Balochistan may one day achieve their dreams.

*“When I looked at the children going to school in the homes where I was working, it was all I ever wanted”*

PHF member organisations working in Balochistan: **14**

Beneficiaries reached: **1,841,720**

# FATA (Federally Administered Tribal Areas)

## Community partnership to rebuild lives

**A**CTED has been working in Pakistan since 1993, and over that time has developed close relations with local authorities and communities. In recent years, the organisation has supported the conflict affected communities in Khyber Pakhtunkhwa (KPK) and the Federally Administered Tribal Areas (FATA), both in displacement, as hosts and upon return. The organisation has also supported those communities affected by the floods of 2010, and Afghan refugees and their hosts.

In 2012, as part of the Refugees Affected and Hosting Areas programming in coordination with UN Food and Agriculture Organisation (FAO), the organisation supported 1,120 households in Khyber Agency by providing them with support to strengthen their livelihood. Activities included the provision of wheat seeds, fertiliser packages, vegetable seeds, tool kits, orchard inputs and nursery inputs - all based on pre-assessed beneficiary needs. Trainings were also conducted on agricultural best practices.

This project was notable for two reasons. Firstly, the project included close and cooperative partnership with the local authorities. The activities were jointly implemented with the relevant line departments, including the Agriculture department, the Forestry department and the Livestock department. Furthermore, the organisation engaged with the Political Agent and Additional Political Agent to explain the purpose of the project and the intended outcome. Their joint interest in the project resulted in staff from the Agency office supporting the distributions. Secondly, the project was conducted in a relatively insecure area. The organisation managed the security by working closely with



*Muhammad Khan with his new crops, thanks to ACTED*

*“By re-establishing his livelihood, Muhammad Khan feels confident that he can better support his family”*

the communities to build acceptance. Furthermore, by engaging local staff within the project team, the organisation was able to quickly identify and liaise with the community structures in place. This was essential given the short timeframe of the project, just two months.

Muhammad Khan, an elderly farmer, was one of the community members supported through this intervention. His eldest son died in a suicide blast in 2012. In addition to his immediate family, Muhammad Khan was also responsible for the support of his daughter-in-law and four grandchildren, adding further constraint to his resources. Last year he was unable to cultivate his land due to unavailability of seeds and inputs. Through the project, Muhammad Khan received wheat and vegetable seeds to enable him to plant his winter harvest. By re-establishing his livelihood, Muhammad Khan feels confident that he can better support his family.

Following the successful completion of this project, the organisation is now working further with the FAO-local authority partnership to help establish local enterprises within the communities. ACTED intends to provide other support to the population of Khyber Agency through its ongoing programming.

### SECTORS

Emergency shelter

Food Security and Livelihoods

Health

Other

WASH

## Shelter support in Central Kurram Agency

Following military operations against insurgents in Kurram Agency in northwestern Pakistan, families are returning to their villages with fears, hopes and basic needs to rebuild their lives.

Pir Muhammad, a 65-years-old resident of Laghar Pakha village lived peacefully with his wife, two married sons and their families in a joint family housing unit. Small scale agriculture from a nearby plot of land was sufficient for the whole family to meet their needs in food, shelter and other basic necessities. But Pir Muhammad's is one of 30,000 families that left Kurram agency as fighting intensified in June 2011 as their lives became endangered. While displaced in Peshawar, he sustained his family by working as a daily labourer and selling off the only livestock he had.

In August 2012, the areas in central Kurram were declared by the government as safe for the return of displaced families like Pir's and he was eager to initiate the journey back home. *"It was a kind of mixed feeling: on one hand I was happy to return and on the other hand there was an unknown fear of what we would find after one year of living so far away"*, he said.

As soon as they reached the edge of the village, Pir Muhammad fears turned into reality as he saw the remains of burned houses. Laghar Pakha, a small village of around 70 families, had been burned to the ground. His six-room house made of mud, stones and wood was reduced to ashes.

*"After spending a year of hardship during displacement, I had no money and energy to reconstruct my house and no means to earn a living"*, he said.

Norwegian Refugee Council (NRC) initiated a community-based shelter programme helping families returning to central Kurram. Pir Muhammad's family was among 29 beneficiaries from Laghar Pakha provided with a shelter repair kit, including items like doors, windows, T-Iron, sand, cement and other materials for washroom and kitchen to rebuild his damaged house. NRC's engineering team provided technical advice, disaster risk reduction



*Pir Muhammad with the new home he was able to construct*

tips and trainings during the different phases of reconstruction and Pir Muhammad was able to build a shelter equipped with a kitchen and washroom for his family. NRC also encouraged local employment and initial income by providing him with a "cash for work" payment.

Pir Muhammad has started to live a normal life again. He said: *"I am thankful to NRC as without its assistance, it was impossible for me to re-build my damaged house. NRC also gave me energy and hope to start reconstruction of other rooms for my family."*

NRC works in close coordination with the FATA Disaster Management Authority (FDMA) and local village committees to ensure smooth execution of the programme. NRC has so far supported 2,250 families returning to their villages of origin with permanent shelters and latrines mostly in the area of Kurram, Mohmand and Bajaur Agencies in FATA and in Khyber Pakhtunkhwa.

*"After spending a year of hardship during displacement, I had no money and energy to reconstruct my house and no means to earn a living"*

## PHF member organisations working in FATA: 7

## Beneficiaries reached: 1,552,218

# KPK (Khyber Pakhtunkhwa)

## Overcoming tragedy by helping others

“I had two options when my husband and two children (Sana Ullah, 4, and Sami Ullah, 2) died in the devastating earthquake 2005; either mourn over the dead ones or struggle and fight for a better future,” said Abeela Shaukat.

Abeela, 33, resides in Balakot District, Khyber Pakhtunkhwa (KPK). She lost everything during the earthquake, including her husband’s catering business and general store. The loss included the death of both her children who died in school along with other classmates as the roof collapsed over their heads. Before the earthquake Abeela was a housewife and her responsibility was to look after the house and children.

Following the tragedy, Abeela moved in with her parents who have a transportation business and also earn some money through crop cultivation.

Abeela was selected for the Church World Service-Pakistan/Afghanistan’s (CWS-P/A) initial livelihood restoration activities in January 2006. Through the project, Abeela received one male and three female goats which became her source of income. When the goat had offspring, she sold all of them and bought a cow for milk and other by-products.

She admits she had a miserable life after the earthquake. But when she met with other people in surrounding areas and heard about their losses, she felt that others suffered more. She



Children now enjoy a safer future, due to Abeela’s help

“My loss and their loss were similar, but I had education which they did not have. So, I decided to work for their relief and betterment as I do understand their suffering and pain”

said: “I spent most of my time at home, but when I went to camps nearby, I observed the scale of the tragedy in others who lost not only lives but their entire land which was buried under landslide.” That was the time when she decided to do something for the affected and vulnerable communities. “I fought with my fears and planned to work for others, as I was a graduate and also had support from my parents.”

In January 2008, her second experience with CWS-P/A began when she joined as an extension worker and participated in a seven-day comprehensive Veterinary Extension Worker (VEW) training on deworming and vaccination of animals. She said: “My loss and their loss were similar, but I had education which they did not have. So, I decided to work for their relief and betterment as I do understand their suffering and pain.” For 18 months she worked as a VEW. She later rejoined as a community mobilizer in July 2012.

Abeela is one example of resilience among the widows in Balakot. She not only survived the devastation, but helped others to get over their fears and to start new life. She said: “If I did not opt for working in the development sector, then I would have opted for teaching as education was the only factor which led me on the right path. If I was not educated, then I might be still mourning over departed souls.” Her future plan is to establish a community centre to empower women with embroidery and marketing skills. She also intends to continue promoting better livelihood practices and to additionally provide free quality education for her community.

Abeela is an inspiration for other women in her community. Initially a recipient of livestock, Abeela grew with the project and became an active participant in the effort to revive livelihoods in Balakot. Although CWS-P/A’s project ended, Abeela’s journey of giving to her community is only just beginning...

### SECTORS

Child Protection

DRR/DRM

Education

Emergency Shelter

Environmental Health

Food Security and Livelihoods

Health

Nutrition

Protection

Other

WASH

## Emergency WASH assistance for displaced families

The security operation in the Federally Administered Tribal Areas (FATA) and some parts of Khyber Pakhtunkhwa (KPK) has led to large scale population displacements across the region since 2009. From January 2012, the number of displaced persons arriving from Khyber Agency increased dramatically.

To help displaced people cope with the catastrophic aftermath of the security operation Norwegian Church Aid (NCA), along with implementing partner Peace and Development Organization (PADO), implemented water, sanitation and hygiene (WASH) interventions to meet a desperate need for displaced families in Nowshera district.

NCA planned to provide water and sanitation facilities for 7,000 people: 1,000 men; 1,500 women; 2,000 boys; and 2,000 girls.

As a Humanitarian Accountability Partnership (HAP) certified organisation, NCA ensures compliance with the basic commitment of ensuring rights and dignity of crisis affected communities and making humanitarian action accountable to them. The organisation designed and launched its WASH activities with HAP benchmarks and standards as its guidelines.

With full commitment to NCA principles of equality and non-discrimination a 'beneficiary selection criteria' was developed. Adherence to established criteria was ensured through the support and involvement of village committees. Compliance to Emergency Relief Fund (ERF) gender mainstreaming standards was also a prominent feature of the project.

In order to develop a sense of ownership and to listen to beneficiary views, nine male and eight female village committees were formed among the IDP communities. These committees supported and participated in all the project activities throughout every phase.

In addition, to enable beneficiaries to voice their opinions and register any complaints, a comprehensive complaint referral mechanism was established, ensuring a transparent and timely process of response.

Two-way communication is extremely important



Clean water is now available to displaced families in Nowshera

in setting objectives, monitoring progress and achieving results. Therefore several communication methods were used with the community to inform, but also to canvass feedback. They included awareness sessions, pictorial charts and posters and village committees.

The project saw the completion of 250 latrines and 75 hand pumps. The construction of these also provided Cash for Work for 81 local men (for the latrines) and a further 51 local men (for hand pumps). In addition, 76 awareness sessions on health and hygiene were held. Eight female village committees and nine male village committees established and 10 caretaking committee trainings took place.

*“In order to develop a sense of ownership and to listen to beneficiary views, nine male and eight female village committees were formed among the IDP communities”*

PHF member organisations working in KPK: **38**

Beneficiaries reached: **6,513,690**

## Punjab

# Campaign success for workers' rights

ActionAid in partnership with the European Union has been supporting the Bonded Labour Liberation Front (BLLF) to implement minimum wages in brick kilns across Punjab. Bonded labourers live in a cycle of indebtedness. They do not 'earn' enough to pay-off the advances and loans they borrow from the factory owners, so they, and their children after them, continue to have to work to pay the ever-increasing debt. The long-overdue implementation of a minimum wage for brick-kiln workers would contribute to breaking this vicious cycle. ActionAid also aims to help promote better employment standards in thousands of brick kilns operating across the province.

Bonded labour is widespread in the brick kiln sector because of the informal economic market. Many brick kiln owners prefer to keep their brick kilns unregistered to avoid implementation of labour laws and to evade taxes. Brick kilns are mostly located in the rural areas or on the outskirts of cities, due to the ready availability of cheap land and labour. Therefore, the issue bonded labour often remains invisible and unnoticed. According to ActionAid Pakistan and their partners there are more than 10,000 brick kilns operating in Punjab. It is estimated that about 2.1 million people work directly in the brick kiln sector. Over 50 per cent of workers are women and children.



*It is estimated more than two million people work directly in the brick kiln sector*

They do not have set working hours, social security services, minimum wages and other related benefits as stipulated under the Registered Factories Act. Kiln owners very rarely pay the minimum wage of Rs. 517/- per 1000 bricks as set by the wage board of Punjab.

The project - Support Social Protection and Decent Work of Brick Kiln Workers and Bonded Labourers in Pakistan" - identified a cluster of 10 brick kilns each in Tehsil Jia Bagga of Lahore district and Tehsil Arifwala of Pakpattan District with the aim of ensuring all brick kiln workers receive a minimum wage. The project intervention required awareness and involvement of the workers throughout.

Project team members regularly visited selected brick kilns, conducted corner meetings, focus group discussions and raised awareness among workers through presentations and theatre performances on basic rights, such as minimum wages and social security services. At the same time the partners carried out a series of meetings, consultations and seminars with the government to ensure they were taking up their responsibilities to support and protect basic rights of brick kiln workers. Brochures, posters, radio, TV programmes and presentation of documentaries in local languages were all used to heighten awareness.

Letters were also sent to relevant government officials followed by meetings, advocacy and lobbying campaigns, consultations, seminars and press conferences. Support was also canvassed from the Brick Kiln Owners Association, government agencies, Benazir Income Support Programme and NADRA, with the objective to highlight the issues to a broader audience.

As a result of these campaigns the project succeeded in implementing minimum wages in Punjab; a major milestone for this project. A further project aim is that trade unions will become a sustainable platform for brick kiln workers to voice their issues and be heard.

Muhammad Sadiq, a brick kiln worker in Ittefaq, said: "We did not know what our basic rights were. Now we have our own trade unions established under this project, our community groups and District Vigilance Committees, where we can raise our voices."

### SECTORS

Child Protection

DRR/DRM

Education

Emergency Shelter

Food Security and Livelihoods

Health

Human Rights

Nutrition

Protection

WASH

## Mudassir shares the gift of education

**E**ducation is often a pathway out of poverty for children, especially those who are orphaned and vulnerable. Making high quality education accessible to all is the aim of the Muslim Hands education programme, which can change lives.

Take Mudassir Hussain, 26 years, as an example. He was raised in the rural of Sara-e-Alamgeer, District Gujrat and never believed he would have an opportunity to achieve an advanced level of education.

Mudassir was among the very first children from Pakistan to be enrolled as a sponsored child under Muslim Hands' education programme. He was supported by the organisation on school fees, uniforms, learning materials, healthcare facilities and received family support intermittently.

*"I was supported in a way which always made me feel privileged, so that I was able to forget a sense of hopelessness from the past and the darkest hours when I was little,"* says Mudassir with a smile.

With sensitive and culturally appropriate support from the Muslim Hands Education Programme for 12 years (1999 to 2011), Mudassir was able to fulfil his mother's dream and overcame many challenges, including the death of his father, to gain a good education. Perhaps owing to his own distinctive abilities and determination to succeed, those who knew the 11-year-old Mudassir speak glowingly of his drive to educate himself and commitment to serve his own community, despite his own difficult circumstances.

*"Muslim Hands made my acquiring an education possible. I was in the world of sorrow and it was seemingly impossible after my father's demise, to continue learning. But acquiring an education was my mother's dream,"* says Mudassir.

Mudassir completed school at the age of 16 with exemplary marks. His mother hoped her son would take up advanced study, so the family requested further support from the organisation, which was granted. His hunger for education led him to pursue a Bachelor's Degree in Software Engineering from Mirpur University of Science and Technology (MUST).



*Mudassir now shares his skills with others*

He said: *"I feel honored to have made it this far. Where I grew up children were not able to achieve an education of any substance; it is tough for a struggling family to educate their child,"* he says.

Fulfilling a dream to serve his own community, Mudassir is currently a Mathematics and Physics Instructor teaching O' and A' Levels at The Guardian House College, Mirpur (affiliated with Cambridge University, UK), having obtained certification from Cambridge University.

As a result of his own experience he has a strong passion to help children and marginalised groups and is actively engaged in offering voluntary support to Muslim Hands in its work, to give something back in return for the chances he himself received.

*"I was supported in a way which always made me feel privileged, so that I was able to forget a sense of hopelessness from the past and the darkest hours when I was little"*

## PHF member organisations working in Punjab: 25

## Beneficiaries reached: 4,049,990

# Sindh

## Rebuilding lives after the floods

Shahzadi, lives with her three siblings and parents in a hut built of straw and mud in Union Council Jangu, district Jacobabad in Sindh. In September 2012, over 5 million people were affected due to heavy floods in Pakistan with more than 900,000 in Jacobabad.

Flooding caused massive devastation, damaging houses and ruining standing crops. Shahzadi's family was displaced during the catastrophe.

*"Before the floods we were living happily and satisfied. I was earning enough from my land, poultry and livestock - and life was good,"* says Ismail, Shahzadi's father.

*"However things changed suddenly; one day I was working in my field and saw thundering dark clouds come over us. Within no time, it started raining heavily. The rain only allowed us to save our lives; we lost everything else. Our house collapsed and the crops were destroyed. Now is difficult to provide appropriate food for my family."*

Ismail adds: *"Shahzadi was quite disturbed and shocked by the losses we had endured during floods. She got sick due to stagnant flood water and scarcity of food; she lost her appetite."*

Save the Children launched an integrated response to meet immediate needs of the



Shahzadi and her younger brother received assistance after the 2012 floods

*"The rain only allowed us to save our lives; we lost everything else. Our house collapsed and the crops were destroyed"*

affected population and reached to more than 500,000 people by providing food aid, health care, emergency shelter, education, psycho-social services and livelihood support. Shahzadi's family received a World Food Programme (WFP) food pack, emergency shelter and other Non-Food Items (NFIs) from the International Organisation for Migration (IOM), to meet the immediate need of appropriate food and shelter, all distributed by Save the Children teams in Jacobabad.

*"The assistance I received from Save the Children gave me and my family a sense of relief."*

Munir Ahmed, the representative of Shahzadi's village said. *"The affected population of our union council received assistance by Save the Children, WFP, Devcon and other organisations. This has included food, water, sanitation and hygiene (WASH), non-food items, health support and emergency shelter. However, a lot of effort is required to ensure a free and safe future for our generations."*

Floods are a recurring disaster in Jacobabad and have a long-term impact on the people. Making these communities more marginalised and impoverished. Considering the high vulnerability of the region to floods and drought, more coordinated efforts are required by the government, national and international NGOs to channel their resources to avoid recurring devastation. At the same time a focus on improving long-term development, including poverty reduction, literacy and gender equality remain big challenges for organisations seeking to support many thousands of families hoping for a better future.

SECTORS
Child Protection
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Education
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WASH



## Vital health and hygiene awareness

“ We had so much water all around us. But we were still thirsty.” The flood water had forced Salma and her family to evacuate their village in district Kashmore, in Sindh. Along with other villagers the small family had taken refuge on the roadside. On the fourth day the food they were able to carry away with them had finished and there was no clean drinking water available.

“I was looking at my son crying and didn't have the strength to comfort him. We were all hungry and thirsty. Aftab was crying constantly. After a while I noticed that his voice had changed as well. Maybe he was dehydrated,” said Salma.

After a few hours of feeling helpless to comfort her son and after her husband had been unable to find water, she went near the flood water and started drinking.

“I thought how good the water tasted and how people are crazy not to be drinking from it. I carried some water and made Aftab drink it. He was asking for more, so I gave him more water. After that he settled down.”

It was middle of the night when two-year-old Aftab started crying again. “At first I thought he was scared. But then I realised he had loose motions. I thought that everyone in Kashmore could hear his crying.”

Salma adds: “It was sometime around dawn when Aftab's stopped crying. He was still making tiny sounds. I didn't notice when they stopped. I saw my son die and there was nothing I could do.”

The news of Aftab's death spread quickly in the area. Oxfam's partner, Research and Development Foundation, was the first team to reach the village and start a response in the area. Boats and tractors were used to reach the communities, to provide food and clean drinking water to the displaced people.

Medicines for malaria, diarrhea, fever and other



Sindh was devastated by repeated monsoon flooding

seasonal illnesses were given. RDF teams opened an Oral Rehydration Solution corner in the tent village. A committee of local people was established who were educated how to manage the situation. Salma was part of the committee who informed people, regarding various issues such as effects of water contamination, how to stay away from unhealthy and unhygienic elements.

She said: “It feels nice when I see children recovering from whatever diseases they had during the floods. I just wish I had known earlier what the flood water does and how dangerous it can be. I never would have given it to my Aftab.”

“ We had so much water all around us. But we were still thirsty ”

PHF member organisations working in Sindh: **32**

Beneficiaries reached: **5,163,650**

## Gilgit-Baltistan

Disaster Risk Reduction (DRR) and preparedness is becoming an increasingly important element in the work of International NGOs, along with a growing recognition that investment in such projects before disaster strikes can save lives and money. One such project is operating high in the remote mountains of northern Pakistan...



*The monitoring station, high above the lake at Attaabad, keeping a watchful eye on the water level*

### Attaabad - Hunza lake monitoring and Early Warning System

**T**he Attaabad landslide of January 4, 2010 blocked the Hunza River in Gilgit-Baltistan and created potential hazards for people living in the upstream and downstream localities as a huge volume of water built up behind the natural damming. Therefore it was imperative for the safety of vulnerable communities threatened to devise an emergency communication and preparedness mechanism that could be used to raise the alarm in case of a lake outburst or overtopping.

Rising to the challenge of creating such an Early Warning System (EWS) FOCUS Pakistan established a lake monitoring camp at an elevated position in the remaining part of Attaabad village, above the lake barrier. The lake monitoring camp equipped with CCTV cameras, binoculars and other devices kept a constant eye on the lake, staffed by a FOCUS team of a geologist and a geographer.

FOCUS Pakistan worked with local communities to identify 12 highly vulnerable villages in Gilgit and Hunza – Nagar district for installation of a specially designed alarm device linked with the monitoring camp.

The improvised alarm device was developed by a local manufacturer to specific needs of the region. The device comprises hooters connected to a mobile phone SIM (Subscriber Information Module). The hooters can be operated by sending an SMS (Short Message Service) from two special mobile handsets. The SMS sent to the alarm devices can then trigger the alarm bells and warn people in a radius of five miles about impending danger. The alarm devices can also be connected to amplified speakers, for greater sound impact and reach.

These devices have been tested and installed in the 12 villages of Salmanabad, Ahmedabad, Murtazabad, Sumayar, Chait, Ghulmet, Jaglote, Rahimabad, Nomal, Chilmisdas, Konodas and Danoyre. The vulnerable village of Salmanabad has benefited from the system and was completely vacated because it is located close to the lake barrier and flood water could reach it within minutes.

Two FOCUS staff members are responsible for triggering the network of 12 alarm devices. According to the standard operating procedure mutually developed by FOCUS with the local government, the staff members could trigger the alarms on the instruction of the Deputy Commissioner of Hunza – Nagar district.



The EWS alarms, placed in vulnerable village locations

### Community preparedness

In order to raise awareness about the early warning mechanism, FOCUS Pakistan also worked closely with the district administration of Hunza – Nagar and Gilgit, arranging joint training for vulnerable communities. The preparedness measures included information sharing about the EWS, developing evacuation plans and demarcation of safer and hazard prone regions in the entire downstream villages of the two districts.

*“ It was imperative for the safety of vulnerable communities threatened to devise a communication mechanism that could be used to raise the alarm in case of a lake outburst or overflowing ”*

PHF member organisations working in Gilgit-Baltistan: **3**

Beneficiaries reached: **31,273**

SECTORS
Child Protection
DRR/DRM
Protection
Other

# HUMAN VOICES

## When we needed support

"Education is one of the primary tools to break the cycle of poverty. I was a student of grade three and now I am a pre-medical student. I shall pay back this investment by serving the communities."

**Shahzeb**, 16 years (Child Welfare Programme)

"I attended seven days training in Bagh conducted by veterinary doctors and other technical people. I participated well and showed interest in running a business related to poultry, which is now a success."

**Akhlaq**, 45 years, (Community Livelihood Improvement Project)

"After spending a year of hardship during displacement. I am thankful for the help of an international NGO, as without its assistance, it was impossible for me to re-build my damaged house."

**Pir Muhammad**, 65 years (Shelter Programme)

"There was a time when no-one bothered about my needs. I was a burden on my family. Now things are different, I contribute in my household economy. I can take care of myself and also my family."

**Salma Bibi**, widow, 70 years (Community Revolving Fund)



## Who are the aid workers?

"In 2008, I was working as a journalist, writing about families forced to flee their homes in Bajaur Agency and Swat in Malakand region. I also helped foreign journalists as an interpreter. I saw the way the international humanitarian organisations were working to help our people and alleviate suffering. This is when I decided I wanted to join an INGO, for the sake of humanity, to protect our children, women and elders - my own people. It is we who ultimately have to assert our rights and stand on our feet. The relief given by INGOs to displaced families impressed me and led me to study a master's degree in human rights and humanitarian law. With my new skills I was able to work in improving the protection to the displaced persons in KPK and FATA and help them access their basic human rights."

**Human Rights Expert**

"I had studied abroad and returned home to my family in Islamabad. But I wanted to contribute something to my own country and I approached an international NGO as a volunteer. Then the 2005 earthquake happened – and I began working in KPK in child protection. Working to support people in acute need teaches you everyone has the same basic needs – we are all the same. But some of us are presented with better opportunities in life. For me, working in long-term development is about creating an environment in which our children here in Pakistan have better chances. It is my belief one of the brightest hopes for the future lies in our children. Becoming a mother myself reinforced that for me and helped me identify with parents everywhere. We all simply want the best for our families."

**Child Protection Manager**

# PHF

Pakistan Humanitarian Forum

## Members

ACF International, ACTED, Action Aid, American Refugee Committee, Basic Human Rights (BHR), Care International, Catholic Relief Services, CESVI, Church World Service - Pakistan/Afghanistan, Concern Worldwide, Danish Refugee Council (DRC), Diakonie Katastrophenhilfe Pakistan, Focus Humanitarian Assistance, Handicap International, HelpAge International, Helping Hand for Relief and Development, IMMAP, International Catholic Migration Commission, International Medical Corps (IMC), International Relief and Development, International Rescue Committee, Islamic Relief, Japan Emergency NGOs (JEN), Johanniter International Assistance, Malteser International, Médecins du Monde France, MEDA, Mercy Corps, Merlin, Muslim Aid, Muslim Hands, Norwegian Church Aid (NCA), Norwegian Refugee Council (NRC), Oxfam GB, Oxfam Novib, Partner Aid, People in Need, Plan International, Première Urgence – Aide Médicale Internationale, Qatar Charity, RedR UK, Relief International, Right to play, Save the Children (Sweden, UK, USA) Secours Islamique France (SIF), Solidarites International, Tearfund, Terre des hommes, Trocaire, VSO, Water Aid, Welthungerhilfe (GAA), World Vision





## Vision

*The Pakistan Humanitarian Forum (PHF) envisages a society where all stakeholders commit to humanitarian principles and good practice for effective and efficient assistance to vulnerable communities. Through collaboration and cooperation the forum seeks to strengthen transparency, trust and unity within the humanitarian community enhancing response to disasters, recovery and longer-term development initiatives in Pakistan.*

## Mission

*The PHF is an independent forum for the collective voice of INGOs operating in Pakistan to enable them to address the needs of communities, through coordination, advocacy and information exchange services. The forum is committed to working in partnership with each other, national NGOs, the government of Pakistan, donors and civil society, whilst strengthening the representation of PHF members at relevant fora.*



Pakistan Humanitarian Forum

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