

Final Report

2009

IDPs Crisis Response in NWFP



Submitted by

Muhammad Qazafi

Shangla Development Society

13/08/2009

Phone: +92-91-9980000

Fax: +92-91-9980001

Website: www.sds.org.pk

Muhammad Qazafi

Shangla Development Society

13/08/2009

Table of Contents

S. No.	Title	Page No.
1	Map of Sawabi.	3
2	Summary	4
3	Background	5
4	Visit to Sawabi,	6
5	Activities Proposed	6
6	Meeting with Oxfam Novib	6
7	Objectives of NFIs	7
8	Proposed Package	7
9	Target Area	9
10	Description of the process for NFIs	9
11	Assessment	9
12	Procurement of NFIs	10
13	Distribution	11
14	Beneficiaries of NFIs	13
15	Coordination with Stake holders	16
16	Advocacy	17
17	Description of Advocacy Activities	18
18	Seminars and formation of HN	18
19	Humanitarian Network	20
20	Second Seminar	21
21	Third Seminar	23
22	IDPs Meeting	24
23	Press Conferences	26
24	Security Measures	26
25	Visibility	29
26	Achievements	29
27	Challenges	30
28	Case Studies	31

PROJECT: +(11 ' H@ 3<IGFEI < 6 / 6) 1 1?8l < +

Funded By: ON=8D / FL@i

Implementing Partner: 4? 8E>@ (<L<FGD <EJ 4F: @JO ' 4(4°

Total Cost of Project: fl, ! # ž fi, " \$ # ififiV

Project Period: . 80 flž , Ł fifi# JF , K@ flž , Ł fifi\$ı

Project Area. 5E@E ' FKE: @ 4?<M8, 18HD F@ @ ~
. 8E<HB@F = (@JH@J 48M89@

Project Beneficiaries: fifi, Ł Ž \$

Reporting period: . 80 flž , Ł fifi# JF , K@ flž , Ł fifi\$ı

Date of this report: &K>KI J flı , Ł fifi\$ı

Report author/s: . F? 8D D 8; 2 KP8=@

Designation: 1 HFA<: J ' FFH @ 8JFH

Reviewed by: 78? @ 4? 8?

Designation: 1 HF > HBD D < . 8E8><H

A-1. BACKGROUND:

The government officially announced the launch of military operation against the militants in Swat, in addition to Buner and Dir districts in the last week of April. The launch of the military operation resulted in mass migration of the affected population to other districts in search of safety and security. 80% of the population of Buner district left the area. The total number of the Internally Displaced Persons (IDPs) exceeded 3 million according to UNHCR/ national media reports.

The government initially established three camps in Swabi and two camps in Mardan district. The government provided tents for shelter, cooked food and some daily use items to the families residing in the camps. The residents of the camps were having difficulty in access to clean drinking water, sanitation and facing the hot weather in the tents. The scorching heat has been the biggest problem the residents were facing in camps, especially women and children.



Most of the displaced families (more than 70%) have opted to reside with the host communities instead of residing in the camps established by the government. The influx of the displaced families has been noted to be the highest in Swabi district followed by Mardan district.



This catastrophe faced was unprecedented in the history of North West Frontier Province (NWFP). The hot weather in the district Mardan, Charsada, Peshawar and Swabi where the displaced families were taking refuge added up additional stress on women and children who would be forced to stay in small places or tents during the hot summer days.

The hospitality spirit shown by the host community needs to be saluted as it played a vital role in reducing the impact of the disaster because the government was least prepared for the outcomes of the military operation. The scale of the disaster would have been much higher if the host communities were not supportive to the displaced families.

A-1.1. MEETING WITH OXFAM NOVIB:

A meeting was held with Mr. Iftikhar Khalid, Country Programme Manager Oxfam Novib, at ON office Islamabad on May 8, 2009. During the meeting it was agreed upon that a swift and prompt response is needed to support the displaced families. During the meeting it was also agreed upon that the local civil society organizations need to be mobilized to play an effective role in the ongoing emergency. Oxfam Novib agreed to support SDS for the emergency response.

A-1.2. VISIT TO SWABI DISTRICT:

A joint visit of Oxfam N. and SDS team, comprising of Iftikhar Khalid, Iftikhar Hussain and Navid Khan, was carried to district Swabi to carry out a rapid assessment of the IDPs in government camps and off-camps IDPs. The team visited Yar Hussain camp in district Swabi and off camps displaced families in union councils Shawa and Sheikh Janan. The team had discussions with the displaced families about their problems. The team held a meeting with Member of Provincial Assembly, Ms. Dr Yasmin Jaseem, who briefed the team about the government response to the IDPs and problems of the IDPs particularly in camps.

A-1.3. ACTIVITIES PROPOSED:

Being a right based organization and having extensive experience in relief activities SDS was determined to play an effective role in this unprecedented humanitarian crisis. SDS proposed the following activities for the relief phase I.

S. No.	Activities Proposed	Achievements	Remarks
1	Distribution of hygiene kits to 1200 IDPs families.	Provided hygiene kits to 1300 IDPs families	100 more IDPs families were covered
2	Distribution of kitchen sets to 1200 IDPs families.	Provided kitchen set to 1300 IDPs families	100 more IDPs families were covered

Objectives of the NFIs distribution:

- To reduce the sufferings of the targeted displaced families.
- To reduce the sense of helplessness among the IDPs

The objectives of the interventions were designed in light of the needs of the IDPs and the government and other humanitarian organizations response to the crisis. SDS focused the needs of the IDPs along with their rights and government's obligations towards them. For this reason the relief activities were designed in consultation with the beneficiaries and advocacy campaign was launched to organize the civil society and sensitize the different stakeholders about the rights and issues of the IDPs.

Proposed Package/ list of NFIs

During the rapid assessment SDS team observed that women, children and men left their homes unprepared and on short notice. Therefore, they could not bring with them cooking utensils and material related with cleaning and personal hygiene. No agency had so far been particularly interested in providing utensils and basic hygiene material for women. Therefore based on the feedback from the IDPs families and field team observations the following package was designed and proposed to provide support to the IDP families, keeping in view the socio-cultural conditions of the IDP families.



Hygiene Kit



Kitchen Set

Cooking Utensils

S#	Item description	Quantity
1	Jug (Steel)	1
2	Glasses (Steel)	6
3	Gas cylinder (6 KGs) + stove	1
4	Plates (steel)	6
5	Dish pots (steel)	4
6	Iron Tawah	1
7	Cooler (Plastic) (10 litre)	1
8	Big spoons (steel)	2
9	Small spoons (steel)	6
10	Medium spoons (steel)	4
11	Cooking pots (steel)	3
12	Tea pot (steel)	2
13	Cups	12
14	Cooking spoons (steel)	3
15	Big Thal (Flour Kneel) (steel)	1
16	Jerry can (5 Litre)	1

Hygiene kit

S#	Item description	Specifications/Quantity
1	Bath soaps	2000 Grams
2	Cloth washing soaps	5000 Grams
3	Sanitary Cloth piece (un-dyed but not white and pure cotton with high absorbing capacity)	4 meter
4	Towel (Cotton) (medium)	2
5	Combs (plastic)	2
6	Nail Cutter (Korean)	2
7	Soap Box (to keep toilet soap)	2
8	Vaseline (petroleum Jelly)	2
9	Dish Washing Soap	3000 Grams
10	Toothpaste (Colgate)	200 Grams
11	Tooth brushes (soft and of branded quality)	6
12	Bucket with lid (15 litres)	1
13	Mug	2
14	Mosquito coil	2
15	Packing Bag	1
16	Dettol (Liquid Antiseptic)	500 ml
17	Toilet Roll	6 Rolls
18	Prickly heat cream	3 tubes (200 gm each)
19	Anti lice Shampo (250 ml)	1

Target Area:

The rural areas of district Swabi of NWFP where the scattered IDP families were residing with host community was the target area of the project. The union councils covered during the implementation of the project are Shewa, Permolai, Manerai. It was observed that only 15-20% of the displaced population was living in the government established camps while the rest was residing with the host communities. The government and other humanitarian organizations were focusing on providing relief to the IDPs residing in camps while the displaced people residing with host communities were ignored. Therefore SDS decided to provide relief to the displaced people living with the host communities.



A-3. Descriptions of Process for NFIs Distribution

Criteria for the beneficiaries of NFIs

Targeted group:

IDPs of Malakand Division fulfilling the following criteria were the target group for the distribution of kitchen set and hygiene kits.

1. Affectees of army operation in district Swat, Buner, Dir and Shangla.
2. Families who had not lived for more than three months in the targeted area.
3. IDPs who were living with the host families in District Swabi.
4. Whose family size was not less than 4 members.
5. Who had not received the same package from any other source.

A-4. Assessment:

Keeping in view the above criteria Shangla Development Society (SDS) team carried out assessment in the following three phases.

A-4.1. Step 1.

A rapid assessment was made before start of the project. In this phase of assessment SDS team identified union councils and villages where the host IDPs have took shelter. SDS team also conducted a need assessment of the scattered IDPs of District Swabi and it was observed during the assessment that scattered IDPs were having no resources to fulfill their needs. The scattered IDPs were living in Katcha (mud) houses given by the local community. High temperature of the area has been badly affecting the IDP families, especially women and children. In this situation hygiene related diseases were found to be common in the IDPs. WFP and other organizations were providing

food items to the IDPs and they concentrated mostly on the IDPs camps, but no one concentrated on the scattered IDPs to provide them items for their daily need such as cooking utensils and hygiene kits.

A-4.2. Step 2.

Shangla Development Society (SDS) started detail assessment from 16th May 2009 through social mobilizers under the supervision of project supervisors. In this phase of assessment of SDS team made door to door visits of the IDPs families and registered them. Information from the IDPs was put on a form, containing the name of head of family, father's/husband name, National Identity Card Number, permanent address, present address, number of men, women and children in the family, contact number and host's name. To avoid duplication name and contact number of the host families were also put against the IDPs families.

During the detailed assessment SDS teams held meetings with the local officials, elected representatives, displaced families and host communities of the targeted union councils. The assessment was carried out in the following union councils of District Swabi:

Shewa

Parmulai

Shah Mansoor

Manerai

Naranjay

1260 displaced families were identified during the assessment.

A-4.3. Step 3.

In this phase of assessment Shangla Development Society (SDS) team again made door to door visits so as to verify the IDPs families. It was found that most of the IDPs families had changed their places. Some IDPs belonged to Buner district had gone back but still the number of IDPs had increased as a large number of families from Swat had come to these union councils. New comers were registered and assessment list was updated again. As SDS had made assessment in 5 union councils of district Swabi but in the verification process it was observed that because of the new inflow of IDPs (who had come after the initial assessment) their number had increased and to provide blanket coverage it was difficult because of the budget constraint. Therefore it was decided to provide NFIs to the IDPs in three union councils i.e. Shewa, Permolai and Manerai.

A-5. Procurement of NFIs

A-5.1. Purchase committee:

A meeting of the management team of SDS chaired by Executive Director was held on 16th June 2009 at SDS office in order to constitute a purchase committee for the procurement of relief package. The purchase committee formed in this meeting was as under:

1. Programme Manager (SDS).
2. Project Coordinator (SDS).

3. Admin & Finance Officer (SDS).

A-5.2. Purchase committee was given the following task:

1. To make analysis of the market.
2. To identify vendors and take quotations.
3. To select vendor and make agreement for the supply of the NFIs.
4. To make sure quality of the relief items.
5. To make sure the timely provision of the material.

A detailed assessment of the market was carried out by the purchase committee of SDS, Quotations were taken from different vendors and agreement with the vendor, Noha (Pvt) Ltd., giving the lowest quotation of standard relief items was made for the supply of the packages.

A-6. DISTRIBUTION:

The distribution of the relief goods was planned in 6 steps which are as under:

S.No	Date	Union Council	Distribution Spot	Beneficiaries
1	June 24, 2009	Shewa	Village Shewa	223
2	June25, 2009	Shewa	Village Shewa	177
3	July3, 2209	Manerai	Sharif Abad at SDS office	150
4	July6, 2009	Permolai	GPS Permolai	340
5	July7, 2009	Permolai	GPS Permolai	310
6	July14, 2009	Manerai	Sharif Abad At SDS office	100
			Total =	1300

A-6.1. Selection of Distribution Points:

Selection of spot for distribution was an important part of the distribution process. It was difficult to choose any place without consulting the beneficiaries. SDS team consulted the targeted IDP families of the area and selected the places for distribution which were easily accessible, suitable, open and big grounds having enough space to accommodate the IDPs. Sphere standards were taken care of while selecting the distribution point and all the distribution points were at a distance of less than 5 km radius from the targeted beneficiaries.

A-6.2. Token Distribution:

After the selection of distribution spots and finalization of the beneficiaries lists, distribution tokens containing Oxfam Novib name and logo, SDS name and logo, name of the head of the IDP family, name of the host, National Identity Card (NIC) number, village and union council, were designed and printed. The finalized lists of the IDP families were issued the distribution tokens a day before the distribution at their doorsteps. The targeted beneficiaries were also verbally briefed about the date, time and venue of the distribution.

A-6.3. Distribution Process:

All the distributions were carried out in a peaceful and dignified manner among all the 1300 targeted IDP families. To maintain discipline at the distribution spot, signed serial numbers were issued to the IDPs. They were facilitated to make lines according to their serial number. The female beneficiaries were facilitated and given the relief packages in the beginning of the distributions in order to not to make them wait in the scorching heat. Two counters were made at each distribution spot to keep the distribution process smooth and fast. One counter was for the verification of the IDPs according to the token and the other was for the facilitation and complaints of the IDPs. The beneficiaries had to present the distribution token to the SDS staff which verified the authenticity of the beneficiary by cross checking the National Identity Card (N.I.C). A beneficiary signed or put his/her thumb impression on the distribution prescribed forms and token and was then given the relief package. SDS volunteers helped the female and old aged beneficiaries in carrying the relief package from the distribution spot.



The relief package was packed in two cartons, one containing the hygiene kit and the other contained kitchen set. The contents of the cartons were printed and pasted on the cartons to ensure transparency.

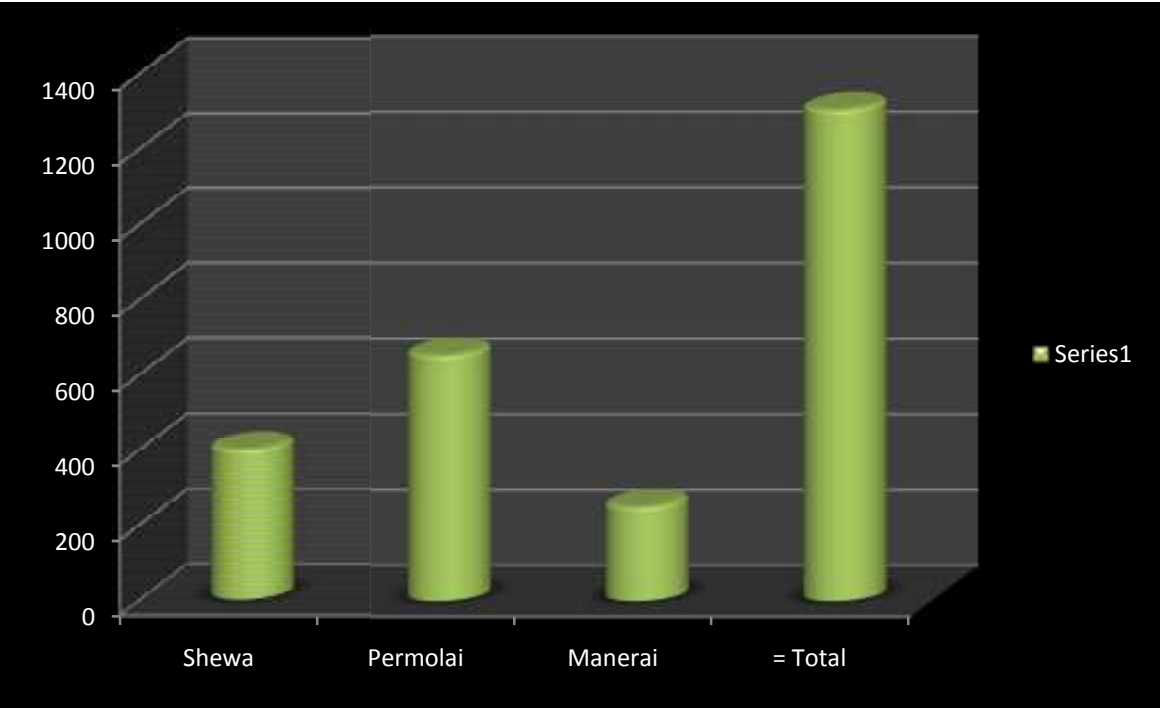


A-7. BENEFICIARIES OF NFIs:

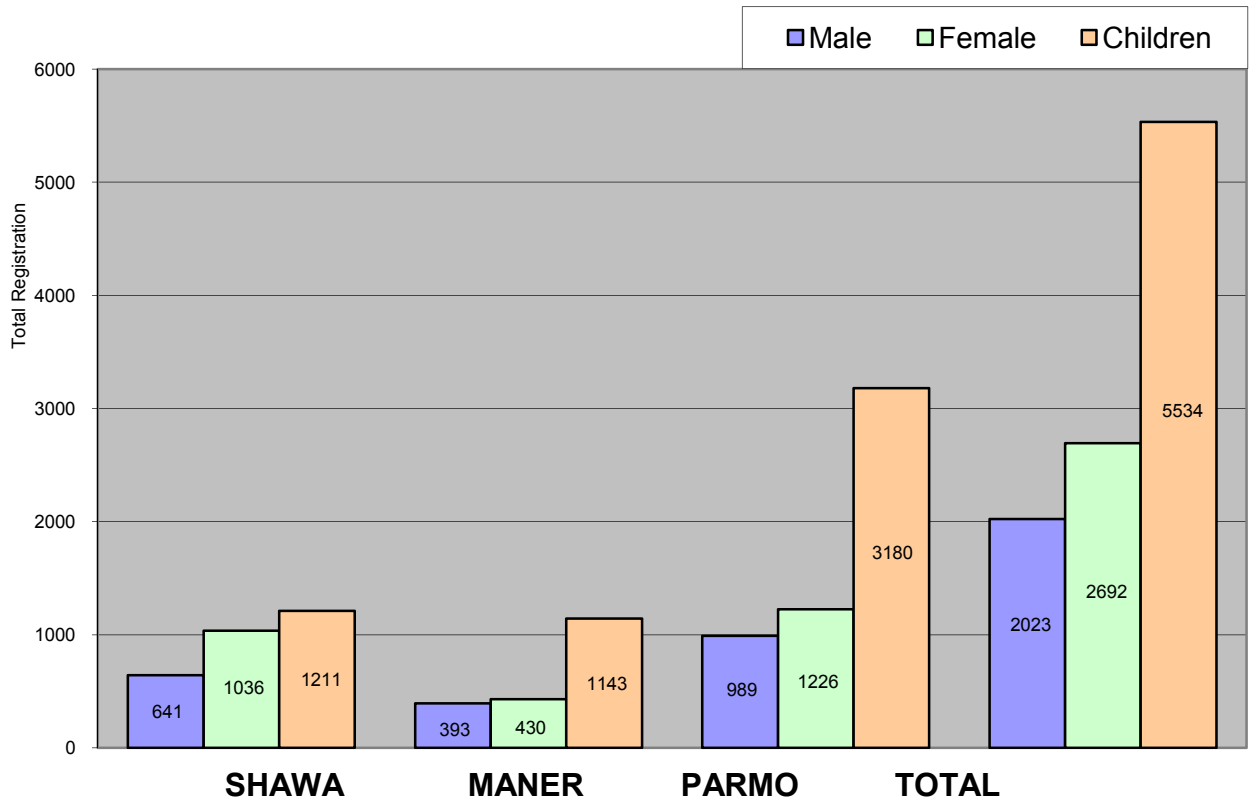
Targeted families were 1200 displaced at the launch of the project to support them with hygiene kits and kitchen sets. With the efficient management of the purchase committee SDS was able to save funds in the procurement of the relief items. As SDS received the funds for the project in Euro, SDS was able to gain extra amount as a result of foreign exchange conversation due to increase in exchange rates. The extra amount gained as a result of the savings in procurement and foreign exchange gains were utilized by providing relief to an additional 100 displaced families, after consultation with Oxfam Novib. Thus a total of 1300 displaced families were supported during the implementation of the project. Details of the supported 1300 families are as under:

Union Council	Total targeted house holds	Beneficiaries			
		Male	Female	Children	Total
Shewa	400	641	1036	1211	2888
Permolai	650	989	1226	3180	5395
Manerai	250	393	430	1143	1966
Total =	1300	2023	2692	5534	10249

Distribution Detail Graph of Union Councils



IDPs Beneficiaries Graph



A-8. Coordination with stakeholders:

Close coordination was maintained with the local administration, local community and partner organizations to avoid duplication and make the relief efforts more effective. As a result of the coordination union council Naranjay, which was initially selected as one of the targeted union council and assessment was carried out in Naranjay, but as Sungi was also intervening in the same union council therefore SDS dropped Naranjay from its targeted union councils and the beneficiaries were covered in other union councils. Coordination meetings of the organizations working in the area were arranged to have an update of the relief activities and avoid duplication.



A-9. **ADVOCACY:**

Being a right based organization Shangla Development Society has always been taking care of the fact that all interventions are carried out with the right based approach. Advocacy on the rights and issues of IDPs and emerging situation was an integral part of the intervention.

Proposed events:

- SDS proposed to hold awareness raising community-based sessions with women and men about rights of IDPs and obligations of the district, provincial and federal government in the light of “*Guiding Principles on Internal Displacement*” and “*Constitutional Framework of Islamic Republic of Pakistan.*”
- (2) SDS also proposed to organize civil society organizations working with IDPs. This was converted into a network. The purpose of the network was to exchange information among civil society organization, advocate for the need of mainstreaming security and safety culture in the working of all NGOs for protection of aid workers and finally sensitize donors (especially the Western donors such as DFID, EC and USAID) about the need for “good donor ship.”

Achieved:

- Formed a Humanitarian Network (HN)
- Held three seminars on IDPs rights and issue
- Conducted 4 meetings of IDPs to raise awareness.
- Held two press conferences



A-9.1. DESCRIPTIONS OF THE ADVOCACY ACTIVITIES:

A-9.2 1st Seminar and Formation of Humanitarians Network:

A consultative meeting of the civil society organizations of Swat, Shangla, Dir, Malakand, Hazara, Mardan, Buner, Swabi and tribal areas was organized at Peshawar on May13,2009 by Shangla development Society. The objectives of the meeting were:

- To discuss the relief situation
- To raise humanitarian issues
- To form a network
- To chalk out a joint action plan for coping with emerging situation.
- Plan for coping with the emerging situation.

The meeting was attended by 20 organizations of the above mentioned districts. Each participant briefed the meeting about the ongoing relief activities. Dissatisfaction was expressed by the participants on the available facilities and response to the displaced families, as most of the relief organizations are still the planning and assessment phase and humanitarian crises faced by the residents of Malakand Division needs urgent response. The participating organizations have been working with the affected communities and highlighted the following issues faced by the IDPs and made recommendations to address these issues.

Registration:

It has been observed that the present registration process is very slow, as the IDPs wait for long time for their turn after going through a heartbreaking journey. Some of the IDPs who have left their NIC, face difficulty in getting themselves being registered. It was suggested that the government must increase the registration counters and make them functional for 24 hours a day. It was also suggested that the registration counters may also be established aft the entry points of the district which is facing the inflow of the IDPs. Those IDPs which have taken refuge in Punjab, Hazara and other parts of the country are not being registered and arrangements must be made for their registration so that they may be supported.

Shelter:

The displaced families taking refuge in the camps are facing numerous problems which need to be addressed. The camps are found not to be suitable for the displaced families, as they are provided with only a tent and no other basic necessary items are provided to them. The camps lack adequate clean drinking water and sanitation facilities which are causing certain diseases. The camps need to be designed in a manner which addresses the cultural norms of the displaced families. Children must needs to focused more to get them out of trauma they have faced. Lack of electricity in the camps is further increasing the sufferings of the IDPs families in the

scorching heat. The IDPs living in the camps complain of the quality of food provided to them. 70% of the displaced families have taken refuge with the host communities and are not being given attention by the government and relief organizations. Those IDPs living with the host mostly are not being registered. These IDPs needed to be given cash grant assistance to reduce their sufferings and burden on the poor hosted communities. As the extreme hot weather, where the IDPs are residing, is increasing the sufferings of the IDPs, it was demanded that the IDPs shall be settled in cooler places and government buildings.

Medical care:

The medical care being provided by the government or the relief organizations, is of emergency nature and those IDPs having chronic disease i.e. heart disease, diabetes, blood pressure and kidney patients etc. are not being provided the medical care they require. The food provided at camps is also uniform and the diet needs of the patients of the above mentioned diseases are not taken care of which may lead to deteriorating health of these IDPs.

Stranded population:

A large number of the population is stranded in the affected areas due to the ongoing operation and prolonged unannounced curfew. The stranded population is facing severe food insecurity. The areas where they are stranded are without any electricity and water for the last many days. It was urged that an environment should be created so that this stranded population is able to leave the area safely. If they are not able to leave the area then arrangement must be made to provide them food.

Relief package:

The meeting demanded that the affected population should be immediately compensated for the human and financial losses. Arrangements must be made to ensure the payment of salaries to the displaced government and non-government employees and they must be given special emergency allowance. The annual development funds of the members of the provincial assembly, national assembly and senators of the affected districts must be allocated to the relief of the displaced families.

Security:

Proper security arrangement needs to be put in place for the camps. The participants demanded that the aid workers of the relief organization must be provided insurance coverage by their donor/partner organizations and government must also facilitate their security. The IINGOs and donors must share their security updates with the implementing partners.

A-9.3. humanitarians network:

The participants of the meeting unanimously decided to form humanitarian network with the objectives:

- To highlight the humanitarian issues.
- To coordinate and facilitate the relief activities.
- To abrest the government and international relief agencies about the emerging situation.

A committee representing all the districts, was formed to carry forward the Network. Shangla Development Society (SDS) was given the role of coordinator of the Humanitarian Network (HN). The HN will meet regularly and coordinate with government and relief agencies to facilitate the swift and effective relief activities and raise the issues faced by the displaced community of different forms.

A press conference was held by the Humanitarian Network (HN) at Peshawar Press Club, in which the issues highlighted during the meeting were put before the national press.



A-9.4. 2nd Seminar on IDPs rights:

A seminar titled “IDPs Rights and Realities” was held at Best Western Hotel, Islamabad on June 10, 2009. The seminar was jointly organized by SDS and Potohar Organization for Development Advocacy (PODA). Speakers’ presentations were followed by question answer and discussion session. The speakers spoke on the following topics:

- Guiding principles on internal displacement in light of UDHR and the constitution of Pakistan by Zahir Shah, Programme Manager SDS.
- Civil Society’s peace initiatives and the IDPs situation by Rakhsanda Naz, Project Advisor, Aurat Foundation.
- Human Rights of IDPs by Tahira Abdullah, Council Member, Human Rights Commission of Pakistan (HRCP).
- Women Rights and internal displacement by Belquis Tahir of United Nations Development Fund for Women (UNIFEM).
- Children’s rights and internal displacement by Naheed Aziz former UNICEF official.

The seminar was well attended by members of the civil society, national and international humanitarian organizations, displaced families and government officials. The following press release was issued on the occasion:

Rights based approach must to address IDPs’ crisis

June 10, 2009 (Islamabad): “Rights based approach in handling the IDPs’ crisis should be the bottom line for all responses”, said Sameena Nazir, Director PODA while opening a seminar on “IDPs-Rights and Realities”, jointly organized by Potohar Organization for Development Advocacy (PODA) and Shangla Development Society (SDS) in Best Western Hotel, Islamabad today. Speaker after speaker who addressed the seminar stressed the need to highlight the rights of such displaced people which are universally recognized. They also called upon the government to change its approach, views and strategies to address the miseries of these people who are basically the citizens of Pakistan and should be treated as such, they emphasized. The co-host Mr. Naveed Khan said that it was essential to have a human rights framework in carrying out activities in response to humanitarian crisis Pakistan is grappling with.

The seminar was attended by civil society activists, development workers and media persons—over a hundred participants turned up including the IDPs, representatives of NGOs as well as the Government. Sameena Nazir explained the objectives of this seminar; for instance to create awareness and widely disseminate information about IDPs’ rights in accordance with the United Nations document titled “Guiding Principles on Internal Displacement” (UN Document No. E/CN.4/1998/53/Add.2 (1998)). She stressed the need of advocacy for the rights of IDPs by using universal human rights standards and said that there is a need of right-based approach to address this crisis. If human rights of IDPs one ignored then the relief activities will have limited effect. It is the state responsibility to ensure that human rights of IDPs are being provided.

Mr. Zahir Shah, Program manager, SDS expressed his views about guiding principles on internal displacement in the light of UDHR and the constitution of Pakistan. He said that

Being the signatory of international treaties it is the obligation of the government to implement them in the country. He went over all the thirty principles one by one.

Ms. Rakhshanda Naz, Project Advisor, Aurat Foundation said while discussing about civil society’s peace initiatives and the IDPs situation that her organization had framed a charter of demands for the IDPs when the displacement had stated about three years ago. She emphasized that civil society of Pakistan should make effort to get such demands taken care of by the government.

Ms. Tahira Abdullah, Council Member, Human Rights Commission of Pakistan (HRCP) gave a thorough presentation on the rights of IDPs from various angles—from their definitions, status, government’s responsibilities and the civil society response.

Ms. Bilquis Tahira, United Nations Development Fund for Women (UNIFEM) discussed the effects of internal displacement on women and their rights. She said, “Though it is written in all documents and procedures still women’s special needs are ignored when the actual activities are carried out”. She showed acute concerns about the miserable conditions women IDPs are passing through.

Ms. Naheed Aziz, former UNICEF official and an expert on children rights discussed about the rights of the children of IDP families. She explained that children of different ages have various needs and it is imperative to take care of their needs which are enshrined in the Convention on the Rights of Children (CRC).



METROPOLITAN

National policy on IDPs demanded

By Our Staff Reporter

ISLAMABAD, June 10: Speakers at a seminar on Wednesday called for formulation of a national policy on internally displaced persons (IDPs) to ensure their fundamental rights for handling the situation in the days ahead.

The seminar “IDPs’ rights and realities” was jointly organized by Frontier Organization for Development, Advocacy and Shagala Development Society.

The speakers and military operation was continuing for the last five years and a national policy on IDPs should have been put in place by now to provide solution to the problems faced by the affected people.

The speaker criticized the South government for putting cards on the story of IDPs in the province, with one of the participants urging the Chief Justice of Pakistan to take the notice of what he called blatant violation of the Constitution. “Freedom of movement is guaranteed under Article 15 of the Constitution which cannot be taken away.

They said human rights cannot be suspended in any situation and were as important for Pakistan as in any other country. It is the responsibility of the government as well as society to ensure that the IDPs who are victims of man-made disaster enjoy their fundamental rights.

They also called upon the government to change its approach, stress and strategies to address the miseries of the people.

Co-host Naheed Khan said it was essential to have a human rights framework in carrying out activities in response to the humanitarian crisis.

Director UNWFP, Fatima Naaz said rights-based approach in handling IDPs’ crisis should be the bottom line for all responses.

Tahira Abdullah, council member, Human Rights Commission of Pakistan disclosed that reports were harassing women and children in IDP camps. She said women cannot go out of the camps and have to wear scarves, which will get of the fear of Taliban which they say were still keeping an eye on them.

Zohra Shah, programme manager at SDS said being signatory of international treaties it was the obligation of the government to implement them in the country.

Bilquis Tahira of the United Nations Development Fund for Women said, “Though it is written in all documents and procedures, women’s special needs are ignored when the actual activities are carried out”. She expressed concerns over the miserable conditions women IDPs were passing through.

Naheed Aziz, a former UNICEF official, discussed rights of the children of IDP families. She said children had various needs and it was imperative to take care of them.

A-9.5. 3rd Seminar:

To highlight the relief, return and rehabilitation issues of IDPs and suspension of registration process, a IDPs conference, titled “IDPs: Relief and Rehabilitation Issues”, was organized on Tuesday July 7, 2009 at Press Club, Peshawar.

Besides IDPs from Malakand Division and FATA, concerned government departments, elected representatives, local relief organizations and representatives of other civil society organizations were invited to the conference. The conference was well attended and enthusiastically participated by different stakeholders. The speakers at the occasion included Iftikhar Hussain and Naveed Hussain of SDS, Aimal Khan of Sungi, Idrees Kamal, Mohammad Ali of ANP, Khalid Ayub and Mukhtar Bacha of Ann Tehreek and Anisazeb Tahirkheli of PPP(S).

A publication containing the concerns and demands of the civil society was shared with the participants and feedback was taken from them. The participants gave valuable inputs to improve the contents of the publication.

The speakers called for an end to the military operation at the earliest and demanded that the IDPs should be consulted in formulating the return and rehabilitation policies. The conference demanded access of free media to the affected areas and expressed concern over the inadequate facilities to the IDPs in camps and the ban of IDPs in certain parts of the country.

Attached are the press cuttings covering the event.





A-9.6. Meetings for IDPs mobilization and organization:

More than 8000 displaced families have been residing in Hazara Division, out of which the number of displaced families living in Abbottabad is more than 5000. The government and international humanitarian organizations have been showing a step motherly attitude towards these IDPs. In order to highlight the issues faced by these IDPs and take them up with the concerned government officials SDS took the initiative to mobilize and organize the IDPs living in Abbottabad. First meeting of the IDPs was held on **June 2, 2009** at Abbottabad in which more than 300 IDPs participated and lamented the cold response of the government towards the IDPs living in Abbottabad. A twenty member representative committee was formed to take up the IDPs issues with the government. SDS was represented by



Iftikhar Hussain, Executive Director, in the committee. The committee then formed a core group of five active members to pursue the issues of the IDPs.

The government did not establish any camp in Hazara Division and the IDPs in Abbottabad are living in rented houses. Due to the inflow of the IDPs the rent rates of the houses went very high and the owners and property dealers demanded unfair rents, security and advances which the displaced families could not afford.

School going children of the displaced families were finding it difficult to get admission in the schools and they feared that their academic year may be lost.

The displaced families were finding it difficult to get proper medical care at the government hospitals. The government, from time to time, suspended the registration process and the government attitude seemed as if it wanted to discourage the displaced families from residing in Abbottabad. The government and other humanitarian organizations did not provide any type of assistance in the beginning to the families residing in Abbottabad.

The above mentioned issues were taken up with the administration and meetings were held with the Commissioner Hazara Division and District Coordination Officer (DCO) Abbottabad in this regard.

As a result of the continuous meetings and pressing of the administration the DCO called a meeting of all the property dealers and devised a policy for the fixation of rents of houses according to different localities of Abbottabad and the number of rooms in the houses. The DCO directed the property dealers that the displaced families would be exempted from security deposits and advance should be kept at the minimum.

Separate counters were set up for the displaced families in Ayub Medical Complex and District Headquarter Hospital Abbottabad where they were provided free medical care and medicines. The schools were instructed to give priority to the school going children of the displaced families.

The registration process was restarted and the unregistered IDPs were registered. The administration also requested the provincial government to establish a WFP hub to provide food to the displaced families. Along with the WFP assistance the government also started providing assistance to the displaced families through the social welfare department.

The same type of three IDPs meetings were held in union council Shewa, Parmolai and Manerai of District Swabi. Local community members were also invited to these meetings. The meetings/conferences were proved to be very much useful for highlighting rights and issues of IDPs.

S. No	Date	Place	Participants
1	28/5/2009	Abbottabad	60
2	17/6/2009	Shewa	100
3	04/7/2009	Parmoli	130
4	12/7/2009	Manerai	140
Total =			430

A-9.7. Press Conferences:

As part of the advocacy campaign and to raise awareness about IDPs rights and sensitize the different stakeholders about the issues faced by the IDPs the first press conference was held on May 13, 2009 at Peshawar Press Club Peshawar. The press conference was addressed by Zahir Shah, Programme Manager SDS, and member organizations of Humanitarians Network.

The second press conference was held at Islamabad Press Club on May 23, 2009. It was addressed by Naveed Hussain Advocate of SDS, Aimal Khan of Sungi, Ajaz Durrani of SPO and Sameena Ahmed of PODA.



A-10. SECURITY MEASURES:

In order to undertake the project activities and achieve the desired objectives, SDS hired premises for office and warehouse, recruited programme staff, hired vehicles and procured NFIs & Hygiene kits for distribution.

Though security situation is comparatively safe in Swabi district where no single untoward incident has been reported up till now. The staff however was vigilant and aware (using administration and police officials, electronic & print media and partner organizations as sources of information) as violent incidences targeting the law enforcement agencies and armed forces have taken place in other districts of the same province and non-targeted casualties have been common. Further, the government is trying to place effective security measures as well.

Despite all this, security assessment was carried out before starting the project to ensure security at field level operations. Based on the security assessment, adequate security measures were ensured for the safety and security of the staff engaged in the implementation of the project. The report on this assessment follows.

A-10.1. PROJECT OFFICE:

Building for field office and accommodation of field staff was rented besides the premises of Dr. Yasmin MPA. She has also assured us full support and cooperation for safety & security of staff and premises. Security of the office was ensured through two security guards who were unarmed, private and without uniform. Office field staff accommodation building has emergency exit which may be used in case of any emergency. For communication between staff and guards an intercom has been installed. Visitors register has been introduced and guard is ensuring that all visitors are entered in the register.

The potential/expected threat at the compound is from nearby IDPs and to respond to this threat it has been decided to include these 150 families in the second phase of the project.

A-10.2. STAFF SECURITY AND SAFETY:

Though relief workers have not yet been targeted in district Swabi, yet in order to cater the potential danger posed by becoming visible the project staff has been advised to carry but not wear their IDs.

To ensure that teams are able to communicate from various field locations they had been provided with mobile phone sims of different services providers available in the area. Other sources of contacts were drivers and partner organization members in the field.

The teams were advised and do follow the schedule to maintain contact with the project office i.e. they called after departing for field, on arrival at distribution point, during distribution, at culmination of distribution before departing for office and on the way back. The point of contact for field teams was the Admin Officer at Project Office. Teams location was also verified through a map developed for each distribution.

The team had been advised to depart for field latest by 1100 hours and ensure their return by or before 1800 hours. The project staff does develop and share field schedule and fill the required Travel Authorization.

A-10.3.3. WAREHOUSE SECURITY AND SAFETY:

Shangla Development Society (SDS) had rented 3 buildings as warehouses in the targeted union councils and which were used only for the distribution purpose. The NFIs and food items were kept for a day or two in the warehouses. The main warehouse shares the premises with office space. The space available in the warehouse is enough to accommodate large bulk of NFIs and respond to the increasing field requirements. Security and safety of warehouses location were being ensured through guards and provision of fire extinguishers. The securities of these locations were being managed with the support of local influential including the Nazims, Councilors, local police. At the day of distribution great care was taken to keep discipline among the IDPs.



A-10.4. DISTRIBUTION ARRANGEMENTS:

Suitable arrangements were made at the distribution points to handle the expected IDP families and their other relatives e.g. the waiting space for the IDPs and provision of drinking water at locations was ensured. The distributions were chosen in close consultation with the IDPs, local community, police and other relief agencies.

The tokens were distributed to IDPs in advance and only the representatives of these families were allowed to enter the premises to receive the items. The NFIs and hygiene kits were packed with sticker mentioning the list of items, which also were placed in a suitable place and secure place at the distribution points. The supply of items at the distribution points were ensured a day before the distribution date.



The process was managed by a team of twelve staff members ably supported by volunteers and labors at the respective premises.

The following supplementary actions were taken to keep the distribution peaceful.

- Briefing of IDPs selection criteria to the local community.
- Discussion with those IDPs not falling in the defined criteria as they appear on distribution points.
- Propagate the selection criteria through announcing on loudspeaker of the targeted areas mosque, a day before the distribution date.

A-11. VISIBILITY

Shangla Development Society (SDS) is well aware of its responsibilities to make prominent Oxfam's humanitarian efforts in the project area. For this purpose proper attention was given to the Visibility of Project activities so as to highlight the efforts of Oxfam Novib and SDS for the affectees of Malakand Crises. Photographs of the events were taken and on each project paper name of Oxfam Novib and SDS with monograms were printed. Stickers were printed for Hygiene kits and Kitchen sets and were pasted on the packages, carrying the names and logos of Oxfam Novib and SDS. Before each activity beneficiaries were briefed about the activity and efforts of Oxfam Novib and SDS.

However due to the uncertain security situation in the area wide coverage of the activities were avoided.

A-12. ACHIEVEMENTS:

- Timely relief provided to 1300 displaced families against the targeted 1200 families.
- The relief items provided to the displaced families were beneficial in meeting their kitchen utensils needs which are culturally responsibility of the womenfolk.
- Hygiene kits were provided to the targeted families to minimize occurrence of hygiene related diseases and promote hygienic practices among the targeted families.
- According to the sphere standards the items of the hygiene kits ought to be equal to one month requirements of the family while SDS provided hygiene kits which were sufficient for one and half month for a family.
- The relief packages provided were highly appreciated by the beneficiaries as the package was compact and according to the needs of the targeted families.
- The intervention helped in reducing the sufferings and sense of helplessness among the displaced families as they had borrowed cooking utensils from the host community and had no means to procure hygiene items.
- The intervention also helped in reducing the burden on the host community as the displaced families were provided items of their basic needs.
- The kitchen sets provided to the beneficiaries were durable and could be used even after the return of the beneficiaries to their native areas.
- The distributions were carried out in peaceful and dignified manner as SDS gives utmost importance to the dignity and right of the displaced families.

- The formation of the Humanitarians Network provided a platform to the local organizations and displaced people to raise collective voice about different issues.
- The seminars and press conferences held under the auspices of the Humanitarians Network played a vital role in increasing awareness about the rights and issues of the IDPs.
- Successful lobbying with the district administration of Abbottabad resulted in establishment of separate counters for IDPs in government hospitals, facilitation of school going children's admission in schools, restarting of registration process and provision of relief to the IDPs and slashing of rent rates in Abbottabad.
- The intervention was instrumental in developing links with the host community and displaced families which will play an effective role in future interventions.
- All the distributions were carried out swiftly and as planned. The beneficiaries were facilitated with cold drinks at the distribution points.
- Blanket coverage was provided in the targeted three union councils of Swabi.
- In addition of SDS field staff and volunteers daily wage labour were engaged to facilitate the beneficiaries in carrying the relief package out of the distribution point.

A-13. CHALLENGES:

- The delay in the transfer of funds increased pressure on the field team as assessment was completed in time but procurement and distribution was delayed.
- With the passage of time the number of displaced families increased in the targeted area and assessment had to be repeated to assess the exact number of beneficiaries.
- With the increase in the number of displaced families the targeted area had to be reduced from five to three union councils.
- As the IDPs moved around in search of suitable and safe residences, the field team faced difficulty in tracing them before distribution as distribution tokens were delivered at their doorsteps.
- The scorching heat in the targeted area was affecting the mobility of the field team.
- Setting up of office and warehouse at short notice was a challenge as such premises were not available easily due to the influx of the IDPs.

- The IDPs belonging to Malakand Division were targeted during the intervention but as the area was already host to IDPs belonging to Bajaur and Mohmand Agencies, it created pressure on the field team.
- Assessment was not an easy task as the targeted beneficiaries could not be found easily at their homes because they would be either engaged in the registration or getting food from WFP hub and the assessment team would not be able to get the required information and national identity card in one visit.
- The relief package provided by SDS was attractive and that created greed among the local community who would create pressure at distribution points.
- Due to the engagement of the humanitarian organization in relief activities it was difficult to gather all the concerned stakeholders for the seminars and workshops.
- The militants' spokesman has warned that they would be settling scores with those who speak against them on different forums and that has made some of the targeted people hesitant to participate and speak during the seminars and press conferences.

A-14. CASE STUDIES:

(1)

The miseries faced by displaced families are unprecedented and every displaced family had a heart breaking story to tell. You will come across children orphaned as a result of shelling by the security forces, mothers who have lost their children during displacement, young girls widowed by the militants, old parents seeing their dear ones dieing and people missing their homes which they never imagined they would leave in such a way. Some reflections from the field are as follows:

(2)

Khan Zeba is a mother of four children whose husband serves in the police force as a constable. She belongs to village Kalpanai of District Buner and is residing with Mr. Khalid of Manerai. Her husband has been missing for the last one month. She left her home with her father in law and other family members when they were asked by the security forces to vacate the village at a short notice of four hours. Leaving her village on foot,

carrying her eight month old child in her arms, she reached Swabi and her family was welcomed by Khalid. Khan Zeba and her family were provided the relief package by SDS. She is still hopeful that her husband will return and join them one day. (Case study collected by Ms. Noreen Khan and Ms. Bakht Zeba)

(3)

Hakeem Zada and his family of district Buner took refuge in Parmulai when he left his native village. He is residing with a host family who not only provided him space to live but also provided him necessary daily use items, with the understanding that he would return the items before he returns to his home. After receiving the kitchen set and hygiene kit from SDS he has returned the utensils to his host and is happy that he has his own utensils which he can take back with him too.

65 year old Naik Zameena's sorrows are much more than the wrinkles she has on her face. After the start of clashes between the security forces and the militants they decided to leave the area in search of safety. They loaded their livestock, luggage and other items in a truck. Some family members, including her grandchildren, also boarded the truck but as the truck was over crowded she decided to walk along the other members of the family. On their way the truck was hit by shelling of the military forces and by the time Naik Zameena and the male members of the family reached the truck it had burned into ashes, killing and burning everything that was on board.

