

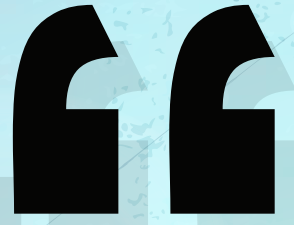
THE JOURNEY

OF TDPs

Temporarily Displaced Persons
Emergency Recovery Project







INTRODUCTION

The region formerly known as Federally Administered Tribal Area (FATA), located in the northwest of the country, has experienced prolonged crisis and successive waves of displacement, since 2009. More than 340,000 families were displaced as a result of the crisis. The Government of Pakistan through the 25th Amendment to the Constitution of Pakistan merged the region within the province of Khyber Pakhtunkhwa (KP).

Prior to its merger, the region was characterized by a deeply-entrenched tribal system, severe accessibility constraints and weak service delivery structures, translating into limited agency and voice for the citizens of erstwhile FATA.

It was against this backdrop that the Govt of Pakistan, launched the FATA TDP-ERP project, in collaboration with the World Bank, to enhance public service delivery and facilitate repatriation efforts for the displaced population.

This booklet traces the evolution of the project – from the establishment of the initial One Stop Shop (OSS) model to their transformation into Citizen Facilitation Centers (CFC) offering a wide array of services to the newly merged districts of KP.



PROGRAM OUTREACH



The program was rolled out in North Waziristan, South Waziristan, Khyber, Kurram and Orakzai districts in 2016. Currently it is being expanded to Mohmand and Bajaur districts.

OBJECTIVE

The Project aims to support the early recovery of families by providing them with a regular flow of income to cover basic needs during resettlement period through an Unconditional Cash Transfer, promote child health awareness through a Co-responsibility Cash Transfer and strengthen emergency response safety net delivery systems in affected areas of erstwhile FATA.



KEY COMPONENTS

EMERGENCY RECOVERY PACKAGE

One time Return and Resettlement Grant
PKR 35,000 | USD 225

Livelihood Support Grant
PKR 16,000 | USD 103
in 4 tranches over period of 4 months
to cover basic and subsistence needs of TDP families

CHILD WELLNESS PACKAGE

Child Wellness Grant paid in **five** installments
PKR 2,500 | USD 16
each upon attendance of a Health Awareness Session.

The component has improved the uptake of immunization, screening and referral of malnourished children, ages 0-24 months (Open to entire population of erstwhile FATA)

TECHNICAL ASSISTANCE

Service delivery and administration of cash transfers through systems development, capacity building, stakeholder consultation, monitoring and strategic communication

Delivered through the **OSS Model**

ONE STOP SHOP MODEL

Selected Health Services for
Child Wellness



Biometric Verification for
Secure Disbursement

Eligibility and Enrolment through
NADRA Citizen's Database



Real time Management
Information System

Growth Monitoring and
Immunization



Bank Counter and ATM
available for Cash Withdrawal

Satellite Connectivity



Strong GR and Complaint
Management System





2016

Establishment of 15 OSSs

120,000 TDPs supported

Pilot Test of CWG in 4 Districts

2017

320,000 TDPs supported

CWG expanded to all 15 OSSs

2018

Merger of FATA with Khyber
Pakhtunkhwa

2019

Transformation of 15 OSSs
into CFCs

Setup of 12 new CFCs

CWG scope expanded

Vital registration, Civil
Registration Management
System & e-sahulat services
offered

COLLABORATIVE INSTITUTIONAL & GOVERNANCE MECHANISM

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A unique institutional arrangement, cooperation and coordination was set up between the Federal Government, National Database and Registration Authority (NADRA), Provincial Disaster Management Authority (PDMA), Directorate of Health, Payment Service Provider (PSP), Social Mobilization Support Firm (ACT) and related stakeholders to ensure effective governance and timely implementation of the project.

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SOCIAL MOBILIZATION

Tools of social mobilization and outreach are used to stimulate public demand, motivate people to avail services and educate beneficiaries about their rights & responsibilities through a multi-tiered communicational, educational and organizational process.

GENDER AND CULTURALLY-SENSITIVE PROGRAMMING

The program emphasises culturally-sensitive and women-friendly solutions to service delivery, such as separate waiting areas, restrooms and designated processing days for women. Separate enclosure for conducting Health Awareness Sessions and the innovative use of wrist bands to ensure CWG participation and compliance.

CITIZEN ENGAGEMENT

A robust grievance redress mechanism offers a platform for beneficiary feedback, giving them agency and voice, and ensuring transparency and social accountability of the project.



ACHIEVEMENTS

- **372,000** families availed Livelihood Support Grant and **450,000** benefited from Child Wellness Grant
- Impact Evaluations show that **63%** of the cash support was used for food consumption; **14%** for covering health expenses; **10%** on education of children.
- Program Administrative data shows **418,000** children below 2 years have been vaccinated.
- The health system set up under the project referred **60,256** malnourished children to the nearest rehabilitation facility.



VOICES OF BENEFICIARIES



"I am very happy, I already received 3 instalments and am now receiving the 4th instalment. Now I have the leverage to do labor work at my will".

(M. Alam, South Waziristan)



"We are very poor people and have lost livelihoods, land and all belongings. This program helped us get some of it back".

(Aziz, North Waziristan)



TRANSFORMATION OF ONE STOP SHOPS INTO CITIZEN FACILITATION CENTRES

OSSs have now been transformed into Citizen Facilitation Centres (CFCs). These centres have been harmonized for service delivery to citizens including:

- Expansion in the scope of CWG,
- Issuance of CNICs,
- e-Sahulat kiosk managed by NADRA to offer electronic bill payments and online transactions,
- Issuance of birth certificates, family registration certificates and many other services that are available to the local communities under one roof.

These technology driven CFCs are strengthening the state-citizen relationship and providing basic public services in an efficient and transparent manner.

SERVICES AT CITIZEN FACILITATION CENTRES



NADRA REGISTRATION CENTER

Services

National Identity Card (NIC)
NIC (Overseas Pakistanis)
Family Registration Certificate
Child Registration Certificate
Juvenile Card
Arms License



NADRA FINANCIAL SERVICE PLATFORM

Services

Utility Bill Payments
Mobile Top-ups
ID Verification
Excise & Taxation Islamabad
Naya Pakistan Housing Project



NATIONAL BANK

Services

ATM Machines
Banking Services
(currently only CWG/LSG)



CIVIL REGISTRATION

Services

Birth Certificates
Death Certificates
Marriage Certificates
Divorce Certificates



CWG/LSG

Services

Expansion in scope of CWG
Enrolment of second child
Increase in the number of
sessions and grants of
CWG



UPCOMING SERVICES

Passport

BISP Counter

Driver's License

Arms License

Domicile Issuance





(Milward, District Khyber)



**AIMING
CHANGE FOR
TOMORROW**