



TRANSFORMATIONAL CASE STUDIES

of Supporting Transparency, Accountability,
and Electoral Process

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Free and Fair Election Network (FAFEN)

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LIST OF ABBREVIATIONS

ACE	Association for Creation of Employment	KWSB	Karachi Water Supply Board
ANP	Awami National Party	MNA	Member of National Assembly
ASI	Assistant Sub-Inspector	MPA	Member of Provincial Assembly
ASP	Assistant Superintendent Police	MQM	Muttahida Qaumi Movement
ASV	Anti- Snake Vaccine	MRV	Mobile Registration Van
ATM	Automated Teller Machine	MS	Medical Superintendent
AWARD	Ace Worldwide Action for Revitalizing Sustainable Development	MWDO	Mathini Women Development Organization
BB	Banh Beli	NA	National Assembly
BEFARe	Basic Education for Awareness, Reforms and Empowerment	NADRA	National Database and Registration Authority
BHU	Basic Health Unit	NGO	Non-Governmental Organization
CNIC	Computerized National Identity Card	NIH	National Institute of Health
CPDI	Centre for Peace and Development Initiatives	PAF	Pakistan Air Force
CPO	City Police Officer	PML	Pakistan Muslim League
CRG	Constituency Relations Group	PML-F	Pakistan Muslim League Functional
DC	District Commissioner	PML-N	Pakistan Muslim League Nawaz
DCO	District Coordination Officer	PPHI	People's Primary Healthcare Initiative
DFID	Department for International Development	PPPP	Pakistan Peoples' Party Parliamentarian
DG	Dera Ghazi	RHC	Rural Health Center
DHO	District Health Officer	RNE	Royal Netherlands Embassy
DHQ	District Headquarter	Rs.	Rupee
DPO	District Police Officer	RTI	Right To Information
DSM	District Support Manager	SDO	Sub-divisional Officer
ECG	Electrocardiogram	SMC	School Management Committees
ECP	Election Commission of Pakistan	SMS	Short Message Service
EDO	Executive District Officer	SP	Superintendent Police
FAFEN	Free and Fair Election Network	SSP	Senior Superintendent Police
FATA	Federally Administered Tribal Areas	STAEP	Supporting Transparency, Accountability, and Electoral Processes in Pakistan
FGD	Focus Group Discussion	TAF	The Asia Foundation
FHRP	Forum for Human Rights Pakistan	THQ	Tehsil Headquarter
HIV/AIDS	Human Immunodeficiency Virus infection /Acquired Immunodeficiency Syndrome	TMA	Tehsil Municipal Administration
ICT	Islamabad Capital Territory	TMO	Tehsil Municipal Officer
IRC	Indus Resource Centre	UC	Union Council
KM	Kilometer	UK	United Kingdom
KPK	Khyber Pakhtunkhwa	WAPDA	Water And Power Development Authority

EXECUTIVE SUMMARY

The Supporting Transparency, Accountability, and Electoral Processes in Pakistan (STAEP) program is a major intervention in governance programming since July 2009. The program is aimed at enhancing the effectiveness of government in addressing the critical challenges to Pakistan by increasing citizens' participation in ensuring transparency and accountability of elected and public institutions. The Free and Fair Election Network (FAFEN)'s field activities in the purview of governance cover activities centered around community level engagement through interactive meetings between citizens, elected representatives and other stakeholders/beneficiaries. It is implemented through citizens' observation of governance of local institutions, identification and development of reforms agenda by the concerned citizens and the STAEP staff.

The twenty transformational case studies of the STAEP project in this report chronicle the progress towards achieving governance objectives by raising the citizens' voice and organizing them effectively with the government officials and elected representatives to realize their agenda of community development. These case studies have been chosen by keeping in mind the principle of

proportional representation. The STAEP project operates in 200 National Assembly (NA) constituencies out of total of 272. Ten percent of the NA constituencies have been chosen for the transformational case studies in this report.

The case studies document the success of STAEP's Constituency Relations Groups (CRGs) in lobbying to bring considerable changes in improving governance in their areas. The effective advocacy to meet the governance agenda presents a new model in the development practice. The traditional development discourse focuses on service delivery and distribution of funds to meet the objectives. The efficacy of the governance model practiced by FAFEN centered on pooling the voices and concerns of the community and transforming them into governance agenda that could be realized by raising demands with the concerned departments and elected representatives. CRGs did not distribute any funds. CRGs shunned the traditional development model. CRGs focused on changing the power relations in a way that development agenda could be met through successful advocacy and organization of citizens' groups. It gave impetus to changing the traditional developmental discourse.

Rather than creating parallel service delivery mechanisms and institutions, CRGs focused on making the existing state institutions more effective.

The transformational case studies discussed in this report point to a governance dream realized by effective advocacy and lobbying. The respective communities were able to bring effective change in meeting their goals in the field of education, health, women empowerment, water & sanitation, and law & order by successfully channeling their concerns and energies.

Girls and women welfare top the governance agenda in the selected case studies. Close to half of the case studies (nine) brought changes in the girls' schools, women college, increase in female voters, and induction of female police. Examples include provision of ceiling fans for a girls' school in Lahore, construction of boundary wall and washrooms in a girls' school in Chiniot, availability of toilets for a girls' school in Attock, appointment of teaching staff at a girls' school in Peshawar, tackling staff absenteeism in a girls' school in Sanghar, availability of bus for female college in Narowal, increase in female voter list in Lower Dir, appointment of female police staff in a few police stations in Tharparkar, and introduction of women reporting cell

in a police station in Gujranwala. The last two examples of women welfare also fall under the rubric of improvements in the law and order.

Five case studies in the report deal with governance changes in the field of health. Examples include improving facilities in Dera Ghazi Khan Trauma Center, supply and snake-bite medicine in Rajanpur, tackling staff absenteeism in a dispensary in Kambar Shadadkot, reclaiming the ambulance and equipment of the Basic Health Unit (BHU) in Sanghar, and improving facilities in a Thalassemia Center, Haripur.

Four case studies focused on the sewerage and water issues. Examples include resolving the sewerage problem in Ittehad Colony (Karachi), Sita Nagar (Karachi), Khairpur Nathan Shah (Sindh) and provision of clean drinking water in Saddar Town (Karachi) where water lines were earlier mixed up with the sewerage lines.

Other case studies document replacing unsafe electricity wires in Dhoke Hassu, Rawalpindi and using the Right to Information (RTI) bill to receive information about development works in Toba Tek Singh. The increase in female voter list case study discussed earlier raised the number of female voters to 250 from none in the previous 2008 Election in Lower Dir. The same case study also achieved the objective of facilitating citizens' registration in the area by

employing the mobile van to get the national identity cards. The case studies that focus on operationalizing RTI and increasing the voter list/citizens registration also focus on improvements in the processes of governance.

The transformational case studies followed a certain pattern in addressing the governance concerns. Issues were raised by the citizens in their areas and in the CRG meetings. The elected representatives were contacted. In certain instances, they were helpful and in other instances, they did not do much. The concerned officials in the field of health, education and sanitation were contacted. There was often an excuse of the requisite funds not being available. However, with the diligent pursuit of the issue, funds often became available from some head, unknown earlier. In the case of staff absenteeism, the higher officials just ordered for the staff to go back to work or return an ambulance and equipment being misused earlier. Other than concerted pursuit of the issue by holding repeated meetings with the government officials, other strategies such as the signature campaigns were also used. Often, the threat of contacting the media also worked to the advantage of the governance advocacy groups.

Development work and governance advocacy is about power relations. CRGs empowered the communities to lobby effectively with the government

departments to resolve their problems. There was often resistance to such efforts of governance advocacy. Ms Saima, a Headmistress at a Girls School in Sanghar got two members of the CRG arrested when they took up the issue of staff absenteeism in the school. Her interests were threatened when the community demanded the teaching staff back to school. She harassed the CRG members and used her influence in the police department for intimidation. The purpose behind the intimidation was to make the CRGs drop their objective of bringing the staff back in the school. Only after the CRG members threatened to go to the press, were they released from the police lock up. The CRG members sought the help of the District Coordination Officer (DCO). He referred the case to the higher echelon of the education department who not only transferred the Headmistress but also ordered the school staff to get back to work. It shows the entrenched power structures were challenged in these transformational case studies by empowering the local communities through successful advocacy and lobbying.

1. Introduction

The Supporting Transparency, Accountability, and Electoral Processes in Pakistan (STAEP) program is a major intervention in governance programming in the post-2008 election period in Pakistan. Supported by the Department for International Development (DFID), UK and The Asia Foundation (TAF), it is an extended phase of the Royal Netherlands Embassy (RNE)-funded Democratic Governance Program (DGP), which was launched in July 2009. The program is aimed at enhancing the effectiveness of government in addressing the critical challenges to Pakistan by increasing citizens' participation in ensuring transparency and accountability of elected and public institutions.

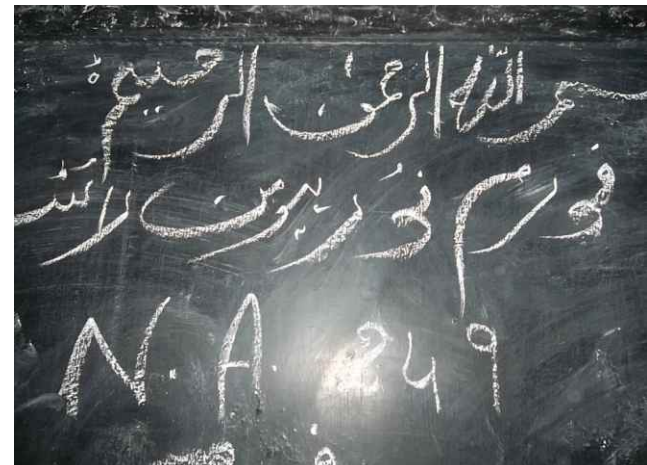
The program aimed to achieve three objectives/outputs:

- i. To build capacity of the citizens' groups to monitor performance of elected representatives and public institutions and raise demands that are increasingly met,
- ii. To build capacity to better manage the elections and to make them more inclusive and peaceful. Moreover, to help the political parties get better organized and become more responsive to the citizens,
- iii. To enable FAFEN and its associates' to monitor governance issues, manage systems and accounts to enhance governance capacities both at the organizational level as well as at the level of communities.

The Free and Fair Election Network (FAFEN)'s field activities in the purview of the above objectives/outputs cover activities centered around community level engagement through interactive meetings between citizens, elected representatives and other stakeholders/beneficiaries. It is implemented through citizens' observation of governance of local institutions, identification and development of reforms agenda by the concerned citizens and the STAEP staff, facilitation of NADRA registration and trainings etc.

FAFEN selected twenty case studies based on the successes of STAEP project's Constituency Relations Group (CRG) which took various initiatives in their respective National Assembly constituencies with the help of STAEP staff.

The report not only documents the success stories, it also checks their validity, work quality, results, benefits to local communities and impact.



2. Methodology

A qualitative research methodology has been adopted to document the case studies. The findings have been triangulated through different information-gathering methods and techniques to ensure the validity of selected case studies. Listed below are the information-gathering techniques employed to conduct the case studies:

- 1) Interviews with relevant authorities/officials/Member of National Assemblies (MNAs)/ Member of Provincial Assemblies (MPAs),
- 2) Community Group Meetings,
- 3) Focus Group Discussions with CRG members,
- 4) Spot visits,
- 5) Interviews with the officials of government organizations (teachers/doctors/other officials)

2.1. Project constituencies (proportional representation method):

STAEP works in 200 constituencies across Pakistan (out of the total 272 constituencies). The constituencies were selected on the basis of a political parties' percentage of representation in the National Assembly. Political parties' representation province-wise was also considered. The details are given below:

Party	KPK	FATA	Punjab	ICT	Sindh	Balochistan	STAEP Total	STAEP % age	ECP Total	ECP % 272
PPPP	10	0	27	0	30	5	72	36.00%	99	36.40%
PML-N	3	0	46	1	0	0	50	25.00%	70	25.74%
PML-Q	5	0	12	0	4	3	24	12.00%	38	13.97%
ANP	10	0	0	0	0	0	10	5.00%	10	3.68%
BNP-A	0	0	0	0	0	1	1	0.50%	1	0.37%
MQM	0	0	0	0	11	0	11	5.50%	19	6.99%
PPPS	1	0	0	0	0	0	1	0.50%	1	0.37%
PML-F	0	0	1	0	3	0	4	2.00%	4	1.47%
NPP	0	0	0	0	1	0	1	0.50%	1	0.37%
MMA	5	0	0	0	0	2	7	3.50%	7	2.57%
Independents	1	11	2	0	1	3	18	9.00%	20	7.35%
Vacant	0	0	1	0	0	0	1	0.50%	2	0.74%
Total	35	11	89	1	50	14	200	99 50%	272	99 26%

2.2. Selection criteria for the case studies:

Twenty case studies were selected from Punjab, Khyber-Pakhtunkhwa and Sindh keeping in mind the overall the principle of proportional representation of political parties at the provincial level. Ten percent of the 200 project constituencies were covered in the selection of the case studies.

3. Planning for the case studies

The following steps were taken to plan for the documentation of case studies:

3.1. Team selection:

A seven-member team including a team leader and six field staff was formed. The team was divided further into three lots, each comprising two members - a facilitator and a note-taker.

3.2. Training of team:

The team leader conducted a detailed training of the field staff with a focus on research methodology, focus group discussions, interviews, spot visits, note-taking and recording processes.

3.3. Pilot Testing in Rawalpindi and Attock:

Rawalpindi and Attock were selected due to their proximity for the pilot testing of case studies with the team. Two case studies were conducted in Rawalpindi (NA-55) and Attock (NA-59) during the pilot phase.

4. Details of selected case studies

Sr. No.	Constituency	MNA	Party	FAFEN Partner	Intervention
1	NA-96 Gujranwala	Khurram Dastgir	PML-N	Sangat	Women Reporting Cell in the Police Station in Gujranwala, Punjab: A step towards women empowerment
2	NA-117 Narowal	Ahsan Iqbal	PML-N	Sudhaar	A college bus brought female students back to studies, Narowal, Punjab
3	NA-122 Lahore	Sardar Ayaz Sadiq	PML-N	Sangat	Girls school got ceiling fans in Samanabad, Lahore, Punjab
4	NA-173 DG Khan	Sardar Muhammad Saif-ud-Din Khosa	PML-N	Pattan	Dera Ghazi (DG) Khan Trauma Center became operational, Punjab
5	NA-175 Rajanpur	Dost Mohammad Mazari	PPPP	Paiman	Availability of snake and dog bite medicine helped save lives in Rajanpur, Punjab
6	NA-87 Chiniot	Ghulam Bibi Bharwana	PML	Center for Peace and Development Initiatives (CPDI)	Girls high school got boundary wall and washrooms in Chiniot/Jhang, Punjab
7	NA-93 Toba Tek Singh	Mohammad Junaid Anwar Chaudhry	PML-N	Center for Peace and Development Initiatives (CPDI)	CRG received information by using Right To Information (RTI) Act in Toba Tek Singh, Punjab
8	NA-55 Rawalpindi	Shakeel Awan	PML-N	Center for Peace and Development Initiatives (CPDI)	Deadly electricity wires were replaced in Dhoke Hassu, Rawalpindi, Punjab
9	NA-59 Attock	Saleem Haider Khan	PPPP	Basic Education for Awareness Reforms and Empowerment (BEFARe)	Toilets for Jabbi Kisran Girls' School, Fatehjang, Attock, Punjab
10	NA-229 Tharparkar	Arbab Zakauallah	PML	Baanhn Beli (BB)	Women police for Tharparkar's police stations, Sindh
11	NA-239 Karachi	Abdul Qadir Patel	PPPP	Takhleeq Foundation	CRG helped resolve a decade-old sewerage problem in Ittehad Colony, Karachi, Sindh
12	NA-3 Peshawar	Noor Alam Khan	PPPP	Association for Creation of Employment (ACE)	Staff appointed at Hamza Garhi Girls' School, Peshawar, Khyber Pakhtunkhwa
13	NA-205 Larkana/Kamber Shadadkot	Nazir Ahmed Bughio	PPPP	Mathini Women's Development Organization (MWDO)	CRG efforts brought dispensary staff back to work in Warah, Kamber Shadadkot, Sindh
14	NA-233 Dadu	Talat Iqbal Mahesar	PPPP	Indus Resource Center (IRC)	CRG members and UC Kakar residents resolved sewerage issue, Khairpur Nathan Shah, Sindh
15	NA-235 Sanghar	Haji Khuda Bux Rajar	PML-F	Cavish	BHU got ambulance and equipment back in the Basic Health Unit, Hathungo, Sanghar, Sindh
16	NA-249 Karachi South	Dr Farooq Sattar	MQM	Forum for Human Rights Pakistan (FHRP)	Clean drinking water for the residents of Gazdarabad, Saddar Town, Karachi, Sindh
17	NA-253 Karachi-East	Syed Haider Abbas Rizvi	MQM	Indus Resource Center (IRC)	Sita Nagar residents resolved seven- year-old sewerage issue, Karachi, Sindh
18	NA-19 Haripur	Sardar Muhammad Mushtaq	PML-N	Sungi	CRG stepped forward to improve facilities at a Thalassemia Center in Haripur, Khyber Pakhtunkhwa
19	NA-34 Lower Dir	Malik Azmat Khan	PPPP	All Women's Advancement and Resource Development (AWARD)	CRG effort drew women to polling stations in Lower Dir, Khyber Pakhtunkhwa
20	NA-236 Sanghar	Roshan Deen Jonejo	PPPP	Cavish	Staff absenteeism at girls' school decreased in Bago Wadadani, Sanghar, Sindh

THE CASE STUDIES

We document the twenty
case studies of the STAEP project

1

Women Reporting Cell in the Police Station in Gujranwala, Punjab: A step towards women empowerment

A struggle by the Constituency Relations Group led to the setting up of a Women Reporting Cell at the Model Town Police Station in NA-96, Gujranwala. It enhanced women's trust in police and facilitated their access to the police station.



Background:

Generally women are reluctant to visit a police station in Pakistan due to the department's image. The image of the police is tainted due to the notorious thana culture. There is a strong perception that women are, often, not treated well at the police stations. Such a perception enhances the need for having separate reporting cell for women to exclusively deal with female complainants, while the latter could report their issues conveniently & confidentially.

Identification of Issue:

In the CRG meetings, women's police- related issues were discussed and it was highlighted that women were being treated improperly at the police stations.

Steps taken:

In a CRG meeting, it was decided to contact the relevant authorities to establish a woman reporting cell in the model police station. The MNAs and MPAs were approached and meetings were held with City Police Officer (CPO) Raja Riffat, Assistant Superintendent Police (ASP) Nida Chatha, Superintendent Police (SP) Rai Ejaz, MPAs Saeed Mughal) and Shazia Ashfaq Mattu. The concerned officials and representatives assured cooperation. MPA Shazia spoke to the Chief Minister Punjab to seek his help.

The CRG held press conferences, organized media forums and wrote letters underlining the importance of having a separate women reporting cell. Initially, there was a demand for a separate women police station. However, after meetings and consultations, it was decided to make a demand for the establishment of women reporting cells within all the police stations. Women were hesitant to visit police stations due to the

Women Reporting Cell in the Police Station in Gujranwala, Punjab: A step towards women empowerment

Current situation:

A gender sensitive reporting room has been established in the model police station. It has separate reporting, legal aid and feedback cells where an ASI and four lady constables remain deputed.

Assistant Sub-Inspector (ASI) Sehrish Hussain, the head of women reporting cell, stated that women who earlier never wanted to step into the police station have started to visit now to file complaints. Most cases are related to domestic violence and property disputes. Concerning the in-laws and family members. "Now even young women and students come to us for issues such as lost ID cards etc", according to the ASI. The reporting cell also conducts raids against women who are part of criminal gangs.

Although, the women reporting cell is up and running, the police priority is to settle issues through the Musalihat Anjuman (Reconciliation Council). In the reconciliation process, both parties are called to the police station and heard.

"The Women Reporting Cell makes it easier for us to go there, previously this was impossible" said Sabeen, a banker.

She lost her purse in the market. It had her identity and ATM cards and some money. She filed a report with the police and was impressed with their politeness.



Once a settlement is reached, both sign the papers and the case is closed.

The Legal Aid Cell guides women on various issues. At times it deals with petty matters like helping a woman get registered for the Benazir Income Support Program or getting refund for a woman who bought a faulty washing machine by a local vendor.

"Women coming to the police station for the first time do not know where to go and how to register a case," says Constable Sidra Liaqat. "It is our duty to extend help and refer them to the relevant person".

"We track all reports and keep ourselves updated on the current status of the reported cases. When a complainant

perceptions of patriarchal culture being prevalent there. According to MPA Shazia, "When the SANGAT team along with the CRG members contacted me, I knew exactly what the situation was". The said MPA heads the Education Steering Committee, Gujranwala and is also the Vice-Chairperson of the Chief Minister's Task Force for Women Development, Punjab.

"I discussed the idea with the Home Department and we worked to train the police involving SHOs in order to bring about a behavioral change and teach them ways to deal with women complainants", said Shazia.

The training was held at the CPO office with positive feedback received from the officers who attended.

The women's reporting cell was established in 2012 after campaigning for two years. "The Punjab Government announced establishing hundred model police stations throughout the province. Fifty-one have been set up in thirty six Punjab districts and Gujranwala Model Town Police Station is one of them", stated CRG member Rina Sarwar.

asks about the status of their case, we promptly provide them the required information", according to Sidra.

On the other hand, the Feedback Cell keeps the people informed about their reports by calling them up personally or sending them SMSs.

Women in the area who have visited the police station seem quite satisfied with police performance and behavior. A local resident Maryam's son got injured in a brawl. She reported the matter to the police. They referred the case to the Reconciliation Council. It summoned both the parties and a settlement was reached.

Similarly, another resident Naik Parveen registered a case against her in-laws over a property dispute. The case is sub-judice and she is happy the way police dealt with the matter.



Challenges faced by CRG

- Top police officials were of the opinion that they are already short of male staff. In such a situation, appointing female police officials would be a tall order,
- Unavailability and busy schedules of MNAs, MPAs and high-ranking officials meant that it was difficult to get access to the decision-makers to plead the case of women reporting cells,
- Due to the frequent transfers of police officials; CRG meetings had to be held time and again. The appointment of a new official leads to the entire activity to be repeated.

Impact

The setting up of Women Reporting Cell is the first concrete step towards women empowerment at the grassroots level because many crimes are committed against women yet social norms and unavailability of proper reporting facilities prevents them from reporting those crimes. Properly functioning reporting units could lead to reduction in crimes against women.

2

A college bus brought female students back to studies, Narowal, Punjab

A strong meaningful advocacy and commitment of CRG members in Narowal (NA 117) helped Government Degree College for Women, Badomalhi have a bus of its own to facilitate female student attend their college.



Background:

Situated in a small town, the Government Degree College for Women, Badomalhi has 580 students on roll who belong to small villages scattered around a 25 kilometers radius of the college. With predominantly male commuters and limited public transport, the female students found it hard getting to their college and back. It also made their families worried.

Often, parents in remote areas started refusing to send their daughters to attend college. The uncertain security situation also played its part. Most parents did not want their daughters to go out alone in the public transport.

Narowal (NA-117)

FAFEN partner organization: Sudhar

Government Degree College for Women, Badomalhi, Narowal

The Government Degree College for Women is located in the Union Council Badomalhi, 33 kilometers from district headquarter Narowal.

The institution has 580 students on the roll who come from small villages within 25 km of radius of the college.

It was established in 1987 as an intermediate college, and upgraded to degree level in 2005.

Operating out of a dilapidated building of pre-partition times, the college got a new building in 2010 following a grant from PML-N MNA Ehsan Iqbal.

Identification of Issue:

The issue was identified by CRG member Mohammad Sarwar, a resident of Jajju Walla Village where many girls faced transport problem to reach their college.



Steps taken:

The CRG prepared an action plan in consultation with students and Ms Noreen Fatima, the college principal. Meetings were held with the college principal, Deputy Director Colleges, and MNA Ehsan Iqbal. The students wrote letters to the relevant authorities demanding availability of bus for their college.

PML-N MNA Ehsan Iqbal was sympathetic to the need of female students having their college bus and his support proved helpful to achieve the goal. Familiar with FAFEN and its work, the MNA attended the CRG meetings and assured cooperation.

"I did my matriculation in 2009 but had to wait three years to get admission to college for lack of proper transport. The arrival of the bus has made us proud; it is respectable and safe mode of travel" stated Shazia Malik

Another key figure was MPA Khawaja Wasim Butt, a former Tehsil Nazim. He also attended the meetings and played an important role in resolving the issue. The SUDHAR team and CRG members approached the MPA to discuss the matter with him after their discussions with MNA Ehsan Iqbal.

"I then discussed it with the Chief Minister and my wife was an MPA at that time" stated MPA Butt. "The Chief Minister took personal interest. Although, there were many other colleges demanding buses but our push led to our request being prioritized".

It took one-and-a-half year for their demand to materialize.

The demand for a bus was raised in March 2010 through a letter while the bus was delivered in September 2012. "It was a collective effort by the students, community (mostly parents), college staff, SUDHAR team and CRG members - we all worked like a team and remained in contact". stated Noreen.



Current Situation:

Currently thirty female students of the surrounding villages use the bus, many of whom had quit studies after completing their secondary school due to the lack of a proper transport.

"Being a rural area, parents allow their sons to study but when it comes to educating the daughters, even a small issue can prompt them to make the girls stay at home", says Shumaila Rehmat, a first year student who now uses the new bus to get back to the college.

"Here everybody knows each other, that is why our parents did not allow us to travel by public transport to college", according to Anum Ali Ahmed, a 2nd year student who did her matriculation in 2009 but was only allowed to seek admission in college in 2012 when the college bus became available.

Shazia Malik, another female student, was also permitted to pursue college education only after the bus arrived. "The bus picks us from our doorsteps and drops us back there; it is safe and respectable mode of travel," she says. "We feel proud using the college bus; it has enhanced our parents' confidence", according to Shazia.

Similarly, Misha Naseer, Insha Manzoor, and Irum Shehzadi stated that they were also happy that the bus service has opened the door of education, previously closed to them.

Issues still to be resolved:

- According to the College Principal, the bus takes more than one-and-a-half hours to complete the route due to the scattered population. It, therefore, cannot ply other routes leaving students from those areas deprived of the facility,
- The government does not provide fuel which costs Rs 45,000 a month. The thirty students who use the bus are charged Rs1,000 each which is insufficient to cover cost and also unaffordable for many female students,
- Proper driver and conductor have not been appointed. The college cleaner drives the bus while the gardener acts as a conductor, and the lab assistant works as the guard - all performing double duties.



Challenges:

According to a CRG member, the major challenges in resolving the issue was that the relevant people like MNAs and MPAs remained busy and hence could not spare time. The same was true for bureaucrats who had their own duty schedules including visits and meetings. The CRG members adopted a continuous follow-up strategy to approach the authorities.

MPA Wasim Butt admitted that the procedural complications were one of the major challenges they faced. "You know the way things work in Pakistan - keeping the files moving is a herculean task", says Butt.



MPA Wasim Butt Narowal

A college bus brought female students back to studies, Narowal, Punjab

Impact:

About twenty girls confined to their homes are now pursuing further education due to the availability of college bus as a result of the advocacy efforts by the CRG members and FAFEN partner organization. In a country where female students' education is not a priority, even the transport issue can halt their education.

These young girls have many dreams. They want to study and play their role in the society. This opportunity should help fulfill their dreams.

Lessons learnt:

- Elected representatives' cooperation made the desired results easier to achieve,
- The approach, strategy and activities of SUDHAR staff and CRG members were found to be relevant to the desired results,
- All the stakeholders were brought on board and remained in contact throughout the entire process,
- A small step in the right direction can make a big difference.

Girls school got ceiling fans in Samanabad, Lahore, Punjab

The CRG members and the SANGAT team in Lahore (NA-122) in their consultation with the authorities prioritized that issue of getting ceilings fans for a government girls' higher secondary school in Samanabad, Lahore. As a result of successful advocacy by the CRG members and FAFEN partner organization, the school got the ceiling fans.



Background:

The Government Girls' Higher Secondary School, Samanabad, Lahore is one of the largest in the city with a strength of 1,770 students. Many of the classrooms did not have fans. While, a few fans available were out of order. It was hard for students to sit and study in congested classrooms without fans with temperatures at times soaring to 44 degree Celsius. The teachers too could not teach properly.

Lahore (NA-122)

FAFEN partner organization: Sangat

Government Girls' Higher Secondary School, Samanabad Lahore

The Government Girls' Higher Secondary School, Samanabad, Lahore is one of the largest in the city with 1,770 students on roll.

Mostly students from Gulshan-e-Ravi, Samanabad and Gulshan-e-Pak areas seek admission in this school.

Identification of Issue:

The problem was identified during a visit to the school by CRG members for monitoring missing facilities. The students had spoken to their parents about this issue, who then contacted the CRG.

Steps taken:

A proper strategy was formulated to resolve the issue. A CRG meeting decided that the school principal be contacted first and the relevant government authorities later.

In the meeting with the principal, ways to address the problem were discussed. She told the house that many classrooms lacked fans and in several others, there were only one or two while the actual requirement was of five to six fans. Many others were out of order. The reason cited was lack of funds.

Girls school got ceiling fans in
Samanabad, Lahore, Punjab

"The principal told us the school did not have the required funds to get new fans or have the old ones repaired," said Kanwal of Sangat, a FAFEN partner in Lahore.

"She thought we would provide some funds being unaware that we are an advocacy group and not a funding institution", stated Kanwal. Dr Mohammad Saleem Akhtar, CRG focal person decided to contact the relevant authorities to get the demand met. "Some parents also contacted us and we chalked out a plan to see the EDO Education, Pervaiz Akhtar in this regard", Dr Akhtar said. A delegation met the EDO in his office. He was annoyed to hear the school being without fans and pointed out the government provided Rs 100,000 each year for such small issues. He immediately called up the school principal telling her to buy the fans and have them installed and report to him about the progress within 24 hours.

The following day, the fans were purchased and put up while those out of order were sent for repairs. When we went to the school to assess progress, the principal was upset. She thought we complained against her, we did not know the school already had enough resources to purchase new fans and get the old ones repaired", Roma from SANGAT said.



Current situation:

New fans have been installed in the classrooms while the ones out of order repaired. The students are now comfortable and happy.

"There are 55 students in our class; in the summer it gets extremely hot and congested, it is really impossible to study without fans," says Resham Iftkhar who is in 10th grade. "It was hard to attempt papers which used to get wet because every student sweated profusely. Now that we have fans, we can study comfortably", says Amna Manzoor, another 10th grade student.

Impact:

The school authorities acknowledged their responsibility and took action. Also, they have started getting things repaired or replaced as a matter of routine.

We used to fight to sit under the fans, there were just three in our classroom which benefited only those sitting in the middle row. Girls sitting on the sides continued to sweat:

Sadia Zulfiqara, 9th grade.

Challenges:

The activity did not face any major challenge as the CRG and SANGAT team visited the school, talked to the principal and then approached the EDO Education who ordered immediate action and the advocacy objective was achieved.



Lessons learnt:

At times, there is lack of will despite the availability of capacity and resources. A little push can make things happen.

Dera Ghazi (DG) Khan Trauma Center became operational, Punjab

CRG helped kick-start a Trauma Center at the District Headquarter (DHQ) Hospital in Dera Ghazi Khan which was lying nonfunctional for a long time. Millions of people benefit from the Center now.



Background:

The Trauma Center building on the premises of District Headquarter Hospital, Dera Ghazi (DG) Khan was inaugurated on November 29, 2007 by Sardar Zulfikar Khosa, a senior politician from the city. However, the facility remained without equipment and staff for nearly five years.

Three deadly terrorist attacks in D G Khan enhanced the need for a fully operational Trauma Center. A suicide blast near the general bus stand on February 4, 2009 killed 32 people and left many others injured. A second blast outside Khosa House on December 15, 2009 killed 27 people while the third in Sakhi Sarwar claimed 50 lives. The emergency situation following these blasts exposed the DHQ Hospital's capacity to handle patients, many of them being shifted to Multan. Despite continuous demands, the Punjab government authorities were delaying provision of funds and staff for 78 vacancies of the Trauma Center.

D G Khan (NA-173)

Partner organization: Pattan

District Headquarter (DHQ) Hospital, Dera Ghazi Khan

The hospital has 300 beds while its capacity is being increased to 500 beds. A medical college was also inaugurated in the hospital in December 2011. The classes began on March 30, 2012.

Identification of Issue:

Doctor Tariq Jameel, Vice President Young Doctors Association who is also a CRG member and a DHQ employee, raised the issue of the delay in staff appointment and disbursement of funds by the Punjab government.

The Trauma Center building in the District Headquarter Hospital, Dera Ghazi Khan was inaugurated on November 29, 2007 by Sardar Zulfikar Khosa but it was in a non-functional state.

"We came to know that the Punjab Government was not ready to fill the demanded 78 positions in the hospital, so we decided to do something for the patients", said Doctor Jameel. Being a central city, D G Khan has to bear the burden of the other provinces as well, especially, eastern and south-eastern Balochistan. Lots of patients from far-flung areas came for treatment, including Kashmore and even Jacobabad (Sindh). Most of them were rushed to the hospital in emergency following accidents and bomb blasts. "We often have to refer patients to Multan which is about 100 kms from here", Dr Jameel says.

Steps taken:

The CRG members along with PATTAN team formulated a strategy to resolve the problem. It was decided to write to MPA and ex-Chief Minister Dost Mohammad Khosa and the District Coordination Officer (DCO). A meeting with Executive District Officer (EDO) Health was held and a press conference organized, besides organizing a rally by the civil society. An application, signed by 700 local people demanded that the Trauma Center should be made functional. This application was submitted in the DCO office.

In the second round of the campaign, meetings were held with the DCO, EDO Health, and the Medical Superintendent (MS) while the CRG also conducted meetings amongst its stakeholders to strategize the campaign.

The Punjab government and the hospital administration were in a row over the number of positions to be filled in the Trauma Center. The hospital administration demanded hundred posts but the Punjab Government thought it to be high and did not release funds. "When the Chief Secretary Punjab, Nasir Mehmood Khosa came here, a group of

The Trauma Center building in the District Headquarter Hospital, Dera Ghazi Khan was inaugurated on November 29, 2007 by Sardar Zulfiqar Khosa but it was in a non-functional state.



Since January 2012, 3,000 patients have been CT Scanned at the Trauma Center. The Center charges Rs 1,500 for a scan compared to Rs 4,500 to Rs 5,000 being charged at the private facilities.

hospital's doctors met him and stressed the need for making the Trauma Center functional" Dr Jameel said. "The Chief Secretary listened to us and ensured support," According to Jameel. The Chief Secretary's interest in the matter led to the Punjab government releasing funds for the required positions and the Trauma Center equipment. However, despite the intervention of the Chief Secretary, things moved slowly. To speed up the pace of developments, a group of ten doctors

Dera Ghazi (DG) Khan Trauma Center became operational, Punjab

met the DCO, submitting an application for the appointment of staff and to make the Trauma Center operational. The CRG members in NA-173 and NA-172 also held a meeting with the DCO and presented him copies of news cuttings, and reports relevant to the issue.

Following the meeting with the DCO, the vacancies for the Trauma Center were advertised in the newspapers.

Still other hurdles came in the way. The equipment's installation was delayed for three months despite the fact that it had been purchased. It required another meeting of CRG members with the DCO which eventually resulted in technical staff being hired from Lahore for installation since the hospital did not have the right people to do so.

"Because of our efforts, the staff was appointed and the Trauma Center became functional," stated Haji Mohammad Hussain, a CRG member and a businessman.

The Chief Secretary was also instrumental in bringing the Trauma Center to life. "The entire process took about seven months," said Imtiaz Ali Naqvi, a CRG member.

"We reminded the authorities of their departmental obligations and the way things should be processed," said Faiz Rasool Khan Lakhozai, another CRG member.

Current situation:

The Trauma Centre is now treating patients. Nasreen Bibi, 18, is undergoing treatment for appendicitis. Her husband Faiz Mohammad says she is being looked after well after being rushed to the center in an emergency.

Similarly, Faqir Mohammad, 45, is satisfied with the treatment after sustaining injuries in a motorcycle accident.

Ajab Khan is another satisfied patient. Only 19, he was admitted to the Trauma Centre for a gastro ailment.



Issues still to be resolved:

- The situation is still not ideal as the Center still needs several more facilities like ECG, other cardiac treatment, and diagnostic equipment,
- Many positions for the medical and paramedical staff are still vacant and need to be filled.

Challenges:

- Slow pace of appointments and equipment purchase/installation,
- Slow information sharing from authorities on the progress towards resolving the issue,
- Unavailability and busy schedules of relevant officials and elected representatives.

Impact

Many lives are being saved at the local level due to operationalization of the Trauma Center. Previously people had to be shifted to Multan for better treatment which needed more resources and time. In many instances, patients in critical condition died on the way since time is critical in such emergency situations.

5

Availability of snake and dog bite medicine helped save lives in Rajanpur, Punjab

A social effort in Rajanpur helped restore supply of snake and dog bite vaccines at the district health facilities and saved many lives.



Background:

District Rajanpur is prone to floods with the mighty Indus River in the east and many hill torrents to the west that flow through the Suleman Range. The torrents join the Indus after devastating the district's plains.

Rajanpur experiences flooding almost every monsoon season that forces snakes out of their nests. This leads to increase in snake bite cases while the unavailability of anti-venom vaccines makes the situation worse.

Rajanpur (NA-175)

Partner organization: Paiman

Government Girls' Higher Secondary School, Samanabad Lahore

"We keep ARV (Anti-Rabies Vaccine) and ASV (Anti-Snake Vaccine) at our hospital all the time but when we run short, a demand is sent to the health department and they dispatch the required quantity.

At least two vaccines are kept ready" says Dr Assadullah Khan, EDO Health, Rajanpur.

"We try to provide vaccines at every BHU but we cannot do anything if it is short in National Institute of Health" says the EDO.



Identification of Issue:

Floods in 2010 badly affected Rajanpur and saw a surge in snake bite cases leaving hospitals running short of anti-venom vaccines. "Snakes could be seen everywhere and more and more people were getting bitten," recalls Professor Akhtar, a CRG member. "Dearth of vaccines caused loss of life," according to him.

Steps taken:

A strategy was formulated in a CRG meeting to engage the civil society, media and the relevant authorities. A media campaign was launched and press conferences and briefings organized. Meetings were held with the DCO Chaudhry Ameen.

"The authorities told us there was shortage of vaccines at the National Institute of Health (NIH) because of high demand during the floods," Rao Danyal Hassan, a CRG member said.

However, the persistence of CRG team paid off. "The Medical Superintendent (MS) at the DHQ Hospital, Rajanpur telephoned us and gave us the vaccines," Mushtaq Ahmed, another CRG member said.

The Punjab Rural Support Program (PRSP) wrote a letter of thanks to PAIMAN for taking up the issue of snake and dog bite vaccines. According to Advocate Chaudhry Akbar Ali, it is not a one-time issue. "Since our district is prone to snake and dog bite cases, we are demanding an uninterrupted supply of medicines and 24-hour availability at every hospital" says Advocate Ali

"Our struggle is not over yet, whenever we come to know there is a shortage of vaccines at the BHU or RHC, we raise our voice," according to the concerned citizen.

Current situation:

Although availability of snake and dog bite medicine has improved at the Basic Health Unit (BHU) and Rural Health Center level, yet unavailability at the NIH causes problems. "We keep ARV (Anti-Rabies Vaccine) and ASV (Anti-Snake Vaccine) at our hospital all the time but whenever we run short, a demand is sent to the health department and they dispatch the required quantity," says the health official. At least two vaccines are kept ready. Most people get bitten by cobras and vipers, commonly found snake species in this area.

Wahid Bakhsh, a laborer from Moza Qasab Walla lost his 12-year-old son last Ramadan due to snake bite. "Just as my son opened the door, a cobra, hiding in a hole, bit him on his hand. It stayed glued to his hand; we pulled it off with great difficulty," said Bakhsh. "We took him to Jampur Hospital's emergency but there was no vaccine available. We were advised to go to DG Khan; we arranged transport and were on our way when he died. The bite killed him in two hours" stated the father.

Mohammad Javed, a 19-year-old farmer was also a cobra victim and quite lucky to be alive. He got bitten while working in the fields after unknowingly stepping on the snake. He fell unconscious and his uncle took him to hospital.

The RHC Dajal had no vaccines, therefore, he was rushed to Jampur where he underwent treatment for three days and survived.

Challenges

- Uninterrupted supply of anti-venom medicine from NIH remains a challenge as there is shortage of vaccine in the country and supply does not meet demand, especially during the peak monsoon season,
- OPD of Basic Health Units stays open only for only six hours (from 8:00am to 2:00pm) and it should remain open for longer hours.



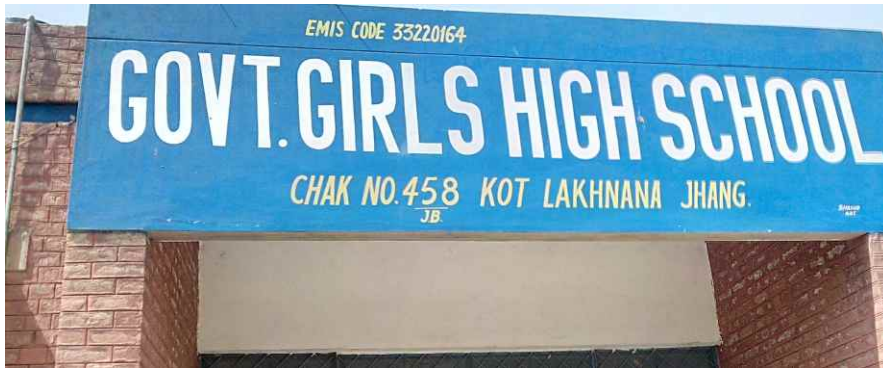
Impact:

Provision of basic health facilities to its citizens is the prime duty of the state. Due to efforts made by the advocacy group, many lives have been saved.

6

Girls high school got boundary wall and washrooms in Chiniot/Jhang, Punjab

Efforts by CRG members helped the Government Girls' High School, Lakhnana, Jhang get a boundary wall and washrooms - facilities without which the girls found it hard to continue their studies.



Background:

A section of the Government Girls' High School, Lakhnana was running without a boundary wall and washrooms since September 2012. This caused problems for the 173 girls in school and their teachers.

The school was upgraded to high level in 2012 and the government provided the funds for a five-room building. However, the middle school had little space for a new building. It would get too congested if the building was built there.

The local people and the head teacher requested MPA Sultan Sikandar Bharwana (PP-76) for an extra piece of land for the proposed high section building. Following some efforts, he succeeded in helping the school get the required land but at a new location where local government offices were situated including the Union Council Lakhnana office, a BHU, a veterinary hospital, and some other government buildings. The five-room building was eventually built at the new location. Interestingly, no funds were provided for a

Chiniot/Jhang (NA-78)

FAFEN partner organization: Center for Peace and Development Initiatives (CPDI)

Construction of boundary wall

Total cost:	Rs 1.78 million
Boundary wall length:	784 feet
Number of Toilets:	4
Additional facility:	A gate with pillars

boundary wall because originally the building had to be built inside the existing middle school. The high school finally began operating out of the new building.

However, considering the country's security situation and social norms, the parents thought it was not appropriate for girls and the teachers to be in a school with no boundary wall.

"I was not comfortable at all without the compound wall; for me the girls were a big responsibility and without the wall the school was exposed to a bus stand and a number of local government offices. It was a big challenge," said Headmistress Tanveer Kausar. She pointed out the school did not have any washroom and the girls had to use one at the nearby BHU. The students had to go there in a group and under the supervision of a school teacher.

"I am from Jhang and know the culture here... one has to be alert with so many girls being your responsibility," says Kausar. "The teachers did not allow us to go out and we used to sit in our classrooms all the time," said Mussarat, a 10th grade student.

Identification of Issue:

The CRG members brought up the issue in a meeting and decided to make efforts to resolve it.

Steps taken:

A complete strategy was formulated to resolve the boundary wall issue. It was decided to contact the relevant authorities with demand for funds.

The CRG members approached EDO Education Zahid Naseer. However, the EDO stated that his department did not have funds to meet the demand. The advocacy group then contacted MPA Sultan Sikandar Bharwana and he promised to help arrange the required funds.

A number of meetings with the EDO Education and DCO Shahid Niaz were



held following the meeting with the MPA. The DCO finally met CRG's demand and released funds of Rs 1.7 million for the boundary wall and washrooms.

Saqi, a CRG member said: "We made efforts because this was our very own issue; these school girls are just like our daughters." According to an official Khalid Mehmood "This school was on our priority list and it was a unique case because the high section was built away from the main building." Khalid Mehmood is Assistant Director Finance and Planning, Jhang.

Current situation:

A 784 feet boundary wall is being built. Four washrooms and pillars at the gate have also been constructed. Construction work on the boundary wall started on August 1, 2013.

"I feel much relieved now that the boundary wall has been built and there is no interference from outside and students feel secure," Headmistress Kausar says. Mahvish Naz, a 10th grade student says: "Our parents are satisfied now and do not hesitate to send us to school." She adds "Our teacher has promised us a grassy ground where we would play during the break."

Challenges:

Due to the busy schedules of the officials, the CRG members had to make several visits to get the demand met. Officials at the district level were transferred before the 2013 General Elections which meant the CRG members and the CPDI team had to start their efforts anew with the newly appointed officials.



Impact:

A boundary wall is an important part of a school, especially in a girls' school. After the construction of the compound wall, girl students feel secure and are likely to do better in their studies. Besides, parents who did not send their girls to school earlier would now let them study.

7

CRG received information by using Right To Information (RTI) Act in Toba Tek Singh, Punjab

CRG members in Toba Tek Singh (NA-93) compelled the Tehsil Municipal Administration (TMA) to share financial details of an iron fence installed at Shahbaz Chowk, Toba Tek Singh by using RTI Act.



Background:

As part of its beautification campaign, the TMA installed an iron fence around the PAF's retired F-86 Sabre fighter jet at Shahbaz Chowk. The locals and CRG members filed a request with the TMA to share the budget of the development work carried out under the Right to Information (RTI) Act.

According to 1973 Constitution's Article 19-A, every citizen has the right to get information from any state-owned body if it is in public interest. Under the 18th Amendment, the Freedom of Information Ordinance passed in 2002, was renamed as the Right to Information (RTI) Act.

"After the fence came up, we wanted to know the amount of taxpayers' money spent on it, this being our right under the RTI Act," said Faizan, a CRG member. "After making efforts for one year, we finally got the information we were seeking," added Faizan.

Toba Tek Singh (NA-93)

FAFEN Partner Organization: Center for Peace and Development Initiatives (CPDI)

Issue: Request to share development budget information under the RTI Act

Steps taken:

In a CRG meeting, a strategy to launch an RTI request was formulated. The house decided that letters be written to the Tehsil Municipal Officer (TMO) and the higher authorities in the Punjab government. It was also decided that CRG would hold meetings with the relevant officials including the TMO and DCO.

The first CRG letter to the TMO was sent in January 2012. Subsequently, the members also met the TMO and DCO. The TMA officials became angry and did not cooperate with the RTI request. TMO Azhar Mehmood Nabi Dewan plainly refused to share any information related to the budget. "In the beginning, the TMA staff were reluctant to share the needed information, saying the budget was a government document," CRG convener Tahir Zeeshan said.

Identification of Issue:

The issue was identified in the monthly CRG meeting that made a plan for submitting a request under the Right to Information (RTI) Act in order to know the exact cost of iron fence erected at Shahbaz Chowk.

"Even after submitting a formal request, the TMO refused to provide any information. However following DCO's orders, he started listening to us and provided us the document we had wanted," said Zeeshan

TMO Azhar Mehmood said: "When these people came to us inquiring about the cost of Shahbaz Chowk project, we did not know why they were seeking such details and only later came to know it".

"The DCO called me to discuss the issue. He directed us to share the information and documents with the CRG members as per their request and we provided

DCO Syed Javed Iqbal Bukhari took special interest in renovation and up-gradation of the city. The PAF jet, is the pride of the nation, so we had to do something for its protection and a fence was therefore installed around it.

We shared the demanded information with CRG members after slight verification as we cannot give official documents to everybody.

This is a good law and if implemented fully the institutions will work honestly.

I think citizens' oversight of government projects is a must because it is tax payers' money.- Azhar Mehmood Nabi Dewan, TMO Toba Tek Singh

them the documents," Azhar said. "We are here to serve the people yet we cannot share official documents with everybody without ascertaining the reason," he added.

The CRG members got the required documents in February 2013 that revealed the total project cost was Rs 400,000 and it took about four months to be completed.

"This is definitely a big success for us as information-sharing has never been a practice in our government departments. People have remained unaware about the costs and procedures followed during any development work. Now we have come to know the actual cost of at least one project," says Naveed Iqbal, a CRG member.

According to CRG team, proper procedures were not followed while awarding contracts for this project. "Through information shared with us, we learnt that tendering was not done. Under the RTI people can keep a check on the performance of government departments and even identify discrepancies if any," says Shumaila Anjum, CPDI's Assistant Program Manager.



Impact:

Though it is hard to measure the immediate impact of this activity, there is no doubt that if information about the budgets and the procedures followed are shared with the citizens, it helps to keep public oversight of the development works. Also, the community gained confidence as a result of this successful RTI advocacy and it would lead to the authorities becoming more cooperative in the future.

"Now whenever we have a meeting and invite the TMO, he himself comes and listens to the problems raised by the community," says Shumaila.

8

Deadly electricity wires were replaced in Dhoke Hassu, Rawalpindi, Punjab

The residents of Rawalpindi's Dhoke Hassu succeeded in making the WAPDA authorities replace broken electric wires with new insulated ones.



Background:

Lives of Dhoke Hassu residents were in danger because of high power electric wires dangling from electricity poles. There were instances of live wires falling on to the street injuring many people who came in contact with them. Fortunately, there was no loss of life but some animals got killed.

The Alimabad neighborhood in Dhoke Hassu is an old area having narrow winding streets and multi-story houses with balconies and windows that open towards the streets - the electricity supply wires hanging right in front. In this area, many people suffered electric shocks. A CRG member saved a six-year-old girl's life while a donkey got killed after stepping on a fallen electric wire.

Each time the locals complained, the WAPDA sent its staff to repair and restore the electric supply. It was only a temporary solution because repeated repairs and joints had left the wires in bad shape. Worse still, the wires often sparked and

Rawalpindi (NA-55)

FAFEN Partner Organization: Center for Peace and Development Initiatives (CPDI)

Issue: Replacement of dilapidated WAPDA electric wires

Area: Alimabad, Dhoke Hassu, Rawalpindi

caught fire. The resultant fluctuation affected home appliances.

"These wires were installed back in the 1960s when this neighborhood was in its infancy. They have not been replaced since," says Mohammad Nadim, a CRG member. "The only thing the authorities did was to repair the damaged wires which served little purpose," he adds. Nadim described how he had saved the six years old Saira's life last year. "It was a rainy day and she came in contact with an electricity pole, suffering a severe shock. I threw a blanket on her and pulled her off. She remained in hospital for several days, indeed she was lucky to survive," according to Nadim.

Identification of Issue:

Residents of the area approached the CRG members and discussed that their area was suffering a continuous life threat from hanging electric wires and many people suffered electric shock due to this dangerous situation. They held many meetings with the Sub-divisional Officer (SDO) WAPDA who paid no attention and the problem remained unresolved.

The initiative to have the dangerous wires replaced was taken by Alimabad residents of Streets 5, 6 and 7 although the problem was not limited to these three streets only. The locals met with the WAPDA officials and other authorities to get this issue resolved permanently but nobody paid heed.

“These wires were installed back in the 1960s when this neighborhood was in its infancy. They have not been replaced since.” - Mohammad Nadim - CRG member.

“We struggled, however, there seemed no hope. Then we came to know about FAFEN and its partner organization CPDI and they had a group called CRG - volunteers who worked to resolve such issues. So we became its members ourselves to have the issue resolved and we did succeed,” said Nadim.

Steps taken:

The CRG members convened a meeting and a strategy was formulated to resolve the issue. A meeting with the residents was also held to have a better understanding of the issue.

The meeting decided to contact the relevant authorities and demand action by bringing the issue to their notice. A

CRG delegation met the SDO, WAPDA who initially did not take the issue seriously but then promised to resolve it. Several other meetings with the SDO followed. The CRG members invited him to Alimabad so that he could see for himself how bad the situation was. He did visit the area, accompanied by some other officials. “Earlier on, the SDO did not seem to cooperate but after a number of meetings there was a visible change in his attitude,” said Faiza Hassan of CPDI. “After visiting the problem area, he directed the relevant staff to estimate the length of the wires and the cost.” A week later, a team arrived to measure the lengths while after one more week the wires were replaced with insulated new cables. It took the residents and CRG members three months to get the new wires up.

Current situation:

About 800 residents of 150 houses have heaved a sigh of relief and feel safe now that the new wires have been installed. “You cannot imagine how alert we had to be at all times, especially during the monsoon season as we feared that any wire could fall anytime,” says a resident Shakeel Ahmed.

“On several occasions our streets had to be closed because of a live wire that came down; we had to guard the street until the WAPDA staff arrived.” The credit for this success in getting the deadly wires replaced goes to the CRG members and the CPDI team while WAPDA's positive role also cannot be ignored.

Issues still to be resolved:

Residents say there are some electric poles at the street corners that need to be replaced. Current passes through these metal poles during the rainy season leave people exposed. Moreover, the poles block the already narrow streets. The residents claim that the WAPDA officials demand a contribution of Rs 25,000 from the community for replacing the poles. Collecting such an amount is hard for the working class residents based in the area. “The metal poles should be replaced with cemented ones and their positioning should also be changed,” said Nadeem, a resident.

Impact: The advocacy effort made by the FAFEN partner organization made the residents' lives more secure and safe and boosted their confidence and created awareness among other residents in the area.

9

Toilets for Jabbi Kisran Girls' School, Fatehjanj, Attock, Punjab

A long-standing issue of the Government Girls' High School, Jabbi Kisran, Attock being without toilets was resolved through the efforts of CRG and the local community.



Background:

The Government Girls' High School, Jabbi Kisran was established in 1980. The school's only washroom was in a state of disrepair. The girls either had to go home to relieve themselves or out to the fields. The third option was a small open corner just behind the school building.

Only girls living in the school's vicinity were allowed to go home with others being managed differently. The younger girls could go out in the open fields while those from senior classes had to use a school corner as the toilet. This was an exposed corner as the school's boundary wall was short while the area being hilly.

Security of the girls going out to relieve themselves was a major concern for both the parents and the school administration. Besides, crucial study time used to

Attock (NA-59)

FAFEN partner organization: Basic Education for Awareness Reforms and Empowerment (BEFARe)

Government Girls' Higher Secondary School, Samanabad Lahore

- Unavailability of washrooms since 1980
- Issue resolved: 2013
- Total construction cost: Rs 87, 000
- School Management Committee fund : Rs 57,000
- Rs30000
- Duration of CRG struggle: One year

get wasted. Often the younger girls who were allowed to go out for toilet purposes started playing. "We were very upset because of this situation, the school has a big responsibility taking care of the girls," says Darwasha Safdar, the head teacher. Worried parents held several meetings with the head teacher to resolve the problem. The concerned MNA and MPAs were also approached. From time to time, the villagers also met the EDO Education. However, he said there were no funds available.

Identification of Issue:

CRG's Haji Muhammad Bashir and other members raised the issue in a meeting and asked for steps to resolve it.

Steps taken:

The CRG developed a proper strategy and decided to meet relevant officials to apprise them of the situation besides also seeking the media's help. Protest rallies were also planned, if the issue remained unaddressed.

The villagers, CRG members and BEFARE staff worked together to raise the issue. They held meetings with the headmistress and found out that Rs. 57,000 was available with the School Management Committee (SMC) that could be utilized. Headmistress Darwaisha Safdar however, told the meeting the money was not enough to build the washrooms.

The CRG members suggested that overall cost be estimated and urged the

About the school

The Government Girls' High School is situated in Village Jabbi Kisran, Tehsil Fatehjang, district Attock.

Established in 1962 as a primary school, it was upgraded to elementary level in 1986 and elevated to high school in 1989.

There are 380 students on roll who come from nearby villages within a radius of 2-3 kilometers.

Acting Headmistress: Darwaisha Safdar



community to contribute the remaining amount. Ex MPA (PP-17) Shair Ali Khan stepped forward by contributing Rs 30,000. This helped to achieve the goal as four washrooms were constructed at a cost of Rs 87,000. Moreover, because of CRG's efforts, EDO Education approved funds for two more washrooms, expected to be built soon.

The efforts to have the four washrooms constructed spanned one year. According to CRG's Haji Bashir, some of the villagers volunteered as laborers which helped save a lot of money. "If they had not worked for free, it would have become difficult for us to complete the project," he said.

Current situation:

The four new washrooms have a proper water supply system including water pumps and tank. The girls do not face problems regarding the toilet now.

Muhammad Bashir was of the opinion that people should try to resolve issues on their own rather than wait for someone else to come and help.

The girl students seemed happy that their school has proper toilets now.

"Previously, the situation was really awkward, but it's a great relief to see the new washrooms," say Sadia, a sixth grader.

Impact:

The new facility has boosted admissions. Headmistress Darvesha says more parents are now sending their children to school. "There has been an improvement in admissions and I expect it to improve further," according to the Headmistress.

When the school was without washrooms, many parents opted not to send their daughters to school. I am confident parents will now allow their daughters to attend school now."

10

Women police for Tharparkar's police stations, Sindh

CRG succeeds in having women police appointed in the four police stations of district Tharparkar. Women have been inducted in the police stations of Islamkot, Mithi, Khensar and Chachro.



Background:

Tharparkar faced acute shortage of women police officers. Only six were appointed in 2009. In any emergency, or whenever a raid was planned to arrest female criminals, female staff had to be called from the district headquarter.

Shortage of female staff also created problems for women wanting to report crimes. Besides, women criminals could not be detained for the night due to shortage of female police officials. The tactic of using women in crimes by criminal gangs underlined the need for having more female police staff.

Mithi faces water shortage especially of drinking water, forcing people to move to other areas. However, on return they often find their properties and lands occupied by land grabbers who involve women in the crime. Women being a sensitive issue in the society, nobody dares to take action. Even the police at

Tharparkar I (NA-229)

FAFEN partner organization: Baanhn Beli (BB)



times appears somewhat helpless.

"Women make huts on other people's land and start living, the owners cannot reclaim it," says Rasool Bux. "Male police officials face issues, many times being accused of sexual harassment and cases filed by the land mafia," according to the community.

"In 2009 police raided one such hut. However a woman hit sub-inspector Abdul Latif in the eye and his eye was damaged forever," said Aftab Ahmed, a community member. In Jhoro area, police raided a house to arrest a person named Aaqil, wanted in a crime. Women of the house began to scuffle with the police who beat them up. It became a big issue because the raiding party was all male.

Identification of Issue:

The CRG members were well aware of the problem and discussed it in a meeting before deciding to resolve it.

Steps taken:

It was decided that the CRG members meet the District Police Officer and demand action.

In a meeting in October 2012, the CRG identified Islamkot, Mithi, Khensar and Chachro Police Stations that required immediate appointment of female police staff. The DPO took the matter seriously, assuring full cooperation. Another two meetings were held with Senior Superintendent Police (SSP) Abid Hussain Qaimkhani and finally in December 2012 four policewomen were appointed at the identified police stations.

Current situation:

The new female staff are assisting women who come to report crimes. They also conduct raids, and if a female is in custody. The female police control the situation.

"I have no problem staying at the police station if any woman is in lockup because I have been allotted a separate room," said lady police constable Saloojhana who was appointed at the Mithi Police Station. A woman, Amina, killed her husband four months ago. Since a policewoman was available, there was no problem in arresting her.



Issues still to be resolved:

Women are not too keen on joining the police. Officials say that currently fifty positions are lying vacant. There are six female constables at the headquarters and four deployed at police stations. There are still 24 police stations in Tharparkar without police women.

"Keeping in view the shortage of women police in Mithi, vacancies were advertised in 2012 in newspapers and on cable. However, even after one month no one applied for the positions. The IG announced relaxation in selection criteria, enhancement of packages and reduction in duty hours yet no one was ready to join the police," said SSP Qaimkhani.

Impact:

Crimes like land grabbing are likely to see a decline after female police staff accompany their male colleagues for conducting raids. Similarly, incidence of crimes committed against women like rapes and harassment during the custody might also drop.

Women now feel comfortable reporting crimes because of women constables' availability.

11

CRG helped resolve a decade-old sewerage problem in Ittehad Colony, Karachi, Sindh

A collective effort by CRG members and the residents of C-Block, Ittehad Colony, Karachi helped resolve a problem of broken sewerage lines.



Background:

Residents of Street 2, C-Block, Ittehad Colony faced multiple issues due to broken sewerage lines and open manholes for almost ten years. Sewerage pipes in this area situated in Baldia Town were laid following the 2001 local government elections. However, as time passed, the lines got broken and choked. During rains the streets got flooded causing great inconvenience to residents, many of whom could not even leave their homes.

"The sewerage system in our colony was first completed in 2002 when Abdul Majeed was elected the Nazim," said Dr Mohammad Ameer, a CRG member. "It worked properly for a year but then the lines got blocked and the dirty water

Karachi (NA-239)

FAFEN Partner Organization: Takhleeq Foundation

CRG helped resolve a decade-old sewerage problem in Ittehad Colony, Karachi, Sindh

Total Project cost:	Rs. 210,000
Time for project completion:	Seven days
Families settled:	250

began flowing on to the streets and into the homes while it rained," according to the residents.

Sanitary workers remained absent. Garbage filled the streets and pools of stagnant water caused various diseases, with children being the regular victims. The cleaning was done only on special occasions like Eid and Christmas. Open manholes were another threat, especially to children.

The locals went to the Baldia Town's Administrator to apprise him of the situation. However, they were told that no funds were available. They then sought MPA Nadeem Ahmed Bhutto's (PS-90) help. He promised support but did not deliver. Later, the community members met Mushtaq Masih, Divisional President Minorities, who assured cooperation.

Identification of Issue:

Some local people who became CRG members narrated their ordeal and suggested that steps be taken to resolve the long-standing problem of sewerage.

Steps taken:

CRG members discussed the issue in their meeting and strategized to address the problem. It was decided to contact the relevant authorities and the area's elected representatives. The members first contacted PPPP MNA Abdul Qadir Patel (NA-239). Three meetings with him yielded no results.

Town Administrator Zaffar Baloch, who initially said he had no money, got convinced of the need of sewerage problem after several meetings were held with him over six months. He contacted the CRG members, informing them an amount of Rs 210,000 has been approved. "Zaffar Baloch, the Town Administrator helped us a lot and was very respectful," said Shagufta, a CRG member.

In December 2012, the Baldia Town authorities renovated the entire sewerage system, replacing 200 feet pipeline, constructing 26 manholes, and providing new covers for coverless manholes. Besides, streetlights were installed and the adjacent areas also cleaned. Baldia Town made two tractors and two cleaners available to remove garbage and the entire work was completed only in seven days.



Current situation:

As many as 250 households have benefitted from the work carried out. "Things have improved a lot, the whole area looks so clean," says Perveen Aijaz, a resident. Sanitary workers appear more dutiful now and cleanliness has improved. However, the residents point out that two manhole covers are broken while three have been taken away by a religious figure to use them in his area. No one has dared to complain against him.

"We released Rs. 210,000 for carrying out work in Ittehad Colony. It has now been completed," says Abdul Jabbar, DTO Sanitation, Baldia Town.

Impact:

The improvement in sanitary conditions and the area's cleanliness has led to residents being less vulnerable to catching diseases. The residents' efforts to get the sewerage system repaired has given them confidence to do more for their community.



12

Staff appointed at Hamza Garhi Girls' School, Peshawar, Khyber Pakhtunkhwa

CRG members succeeded in getting staff appointed at the Government Girls' Primary School, Hamza Garhi, Peshawar that led to initiation of teaching.

Background:

The Government Girls' Primary School, Hamza Garhi could not function for about a year even after its building had been constructed. No staff was appointed. The school was initially announced in 2000 but due to unavailability of appropriate land, the issue remained pending for almost 11 years.

Hamza Garhi, a populated area of NA-3 Peshawar, had no primary level girls' school. This prompted the locals to initiate efforts for having one in their area. An Ex-MPA Arbab Mohammad Ayub (ANP) extended help, providing funds for the building while a resident Ikramullah donated land.

"A budget of Rs 3.2 million had been announced for the school, yet there was no land available, I donated my own land," Ikramullah, a concerned resident, stated. Not only this, Ikramullah entertained the contractor and laborers by providing them meals and refreshments. He really wanted the school to be established because the girls of the area had to seek admission in other schools about five kilometers away. "Going to schools far away was expensive, moreover, security of the girls was a concern for the parents," Ikramullah pointed out.

"The school building was completed in September 2012 due to the efforts of the local people. However, the school was not functioning due to the non-availability of the staff," said Headmistress Salma Imtiaz. She said initially the government appointed only one teacher, clearly insufficient considering the student enrollment. Besides, she said she had to make several visits to the EDO Education office seeking staff's appointment and provision of other facilities.

The government also did not provide electricity and the locals contributed Rs 50,000 for installation of an electricity meter and wires in the school.

Peshawar (NA-3)

FAFEN partner organization: Association for Creation of Employment (ACE)

Issue: To make Government Girls' Primary School, Hamza Garhi operational

Issue status: Resolved

Beneficiaries: 210 students enrolled in the school

Steps taken:

The CRG members convened a planning meeting and chalked out a complete strategy. It was decided to contact the relevant officials and ask them to resolve the issue on a priority basis.

Along with ACE field staff, the CRG team held meetings with EDO Education. He assured support in making the school functional. The issue was highlighted in the print media. Ex-MPA Arbab Mohammad Ayub Jan (ANP- PF-9) and Speaker Khyber Pakhtunkhwa Provincial Assembly Karamat Ullah Khan Chagharmati (MPA PF-7) were also approached.

The Speaker showed great interest and assured full support. He also appreciated FAFEN and CRG's work regarding governance monitoring.

Identification of Issue:

The residents of Hamza Garhi approached CRG members seeking their help in appointment of staff since the school building was ready.

Later, the Speaker discussed the issue with the provincial education department officials and directed them to resolve the matter as soon as possible. Following this, the staff was appointed and classes formally began.

Going to schools far away was expensive; moreover security of the girls was a concern for the parents.

A budget of Rs. 3.2 million had been announced for the school yet there was no land available for that. I donated my land for and the building was constructed. However, the authorities did not make the school operational for a year. Ikramullah (Resident)

Current situation:

The school is now running and has 210 students on roll. "The response has been good as within months our enrollment touched the 200 mark," says teacher Hanifa Begum. "I think very soon the department will have to upgrade the school," according to the teacher. The area direly needed the school and it was the result of CRG members and ACE team's untiring efforts that the girls were able to have a school right at their doorstep.

Headmistress Salma Imtiaz pointed out some issues that still needed to be resolved. "The school has not been

provided annual administrative funds since it became functional in September 2012. To meet day-to-day expenses for items like stationery, blackboards etc., we rely on small contributions from enrolled students," according to the Headmistress.

Impact:

A fully operational school in the vicinity saves time and energy of many girls previously going to faraway schools. Availability of school near their vicinity could help to improve their grades. Besides, parents are now more likely to seek admission for their out-of-school daughters. Also, over a period of time the girls' literacy level of the area would improve.

13

CRG efforts brought dispensary staff back to work in Warah, Kambar Shadadkot, Sindh

CRG's efforts to ensure regular presence of Kando Dispensary's made the dispensary functional and it also improved the provision of water and sitting arrangements at the dispensary.



Background:

The dispensary was established in Village Kando of district Shahdadkot in 2000. However, limited staff, absenteeism, and shortage of medicines were a continual problem. According to locals, the staff remained absent for months.

Hashim, a CRG member stated that people suffered a lot because of this. "In an emergency they had to go to the THQ Hospital about six kilometers away and availability of transport and expenses were major issues." Hashim said a three-year-old girl in his family died of food poisoning. "She could not be treated at the dispensary as it was closed," According to the resident. Similarly, seven-year-old Amjad and nine-year-old Imtiaz, suffered electrocution and they could not be treated at the dispensary, and died.

The dispensary did not even have drinking water for patients and visitors. A lady health visitor appointed at the dispensary always remained absent.

Kambar Shahdadkot (NA-205)

Partner Organization: Mathini Women's Development Organization (MWDO)

About Kando Dispensary

Place: Village Kando, Union Council: Abad Kalhora, Tehsil: Warah, District: Kambar Shadadkot, Households in Kando: 200, Population: 1,000 plus

Abdul Sattar, Dispensary In-Charge pointed out lack of resources, facilities and unavailability of medicines and staff. "Though this dispensary was established in 2000, it lacked staff and other technical facilities. There was no drinking water and no seating. We were always short of medicines, we did not even have first aid facility and could not treat even simple fever," said Sattar. As a result of this, people began going to the THQ Hospital six kilometers from here, very few visited the dispensary and consequently dispensary staff lost interest and remained absent.

Following the 2010 floods, the dispensary was shut down completely. However, an International NGO helped reopen the facility. It ran a six-month medical camp providing medical facilities and medicines to the people but after the project's completion, the dispensary was closed again. The locals made efforts to get the facility reopened but their efforts did not succeed.

Identification of Issue:

The CRG members identified the issue and brought it up in their meeting. It was decided to use the CRG platform to resolve the matter.

Steps taken:

In a CRG meeting it was decided to contact the relevant authorities and request them to reopen the dispensary, fill the vacant positions and ensure the staff attendance. For this purpose FAFEN's partner organization Mathini Women's Development Organization (MWDO) wrote a letter to EDO Health Dr Mumtaz.

The CRG team, along with community members met the EDO Health. He was unaware of the dispensary's closure and contacted his staff on telephone to verify this. The official ensured cooperation and promised to resolve the matter as quickly as possible.

The EDO Health honored his promise and within one month the dispensary reopened, the staff started to work regularly, new appointments were made and facilities improved.

“Though this dispensary was established in 2000, it lacked staff and other technical facilities. There was no drinking water and no seating. We were always short of medicines, we did not have first aid facility and could not treat even simple fever. As a result of this, people began going to the THQ Hospital six kilometers from here, very few visited the dispensary and consequently dispensary staff lost interest and remained absent.” - Abdul Sattar, Dispensary In-Charge

Current situation:

The dispensary now remains open, medicines are available, water and seating facilities have been improved and staff has become regular. The dispenser in-charge says that, on average, the dispensary treats 50 to 60 patients daily after its re-opening.

“There is no shortage of medicines and staff's work routine has improved,” says Shahzadi, a housewife. “In the past women were the main sufferers. If a woman falls ill, the whole family suffers. And when you are not treated at the dispensary, it only adds to the family's sufferings.

Previously we had to go to the THQ Hospital for treatment. Doing so took a lot of time and household chores like cooking, washing and cleaning could not therefore be done. Besides, going to the city was expensive. Now that the dispensary has reopened, it hardly takes us 20 minutes and we return home,” said Shahzadi. The villagers are satisfied with the dispensary staff and the facilities available currently. “The staff has become punctual, even if they are 10 to 15 minutes late in the morning they compensate for that by staying on late,” says CRG member Hashim.

Mohammad Naseer's six-year-old daughter was treated in an emergency at the dispensary for a wound on the

forehead that required stitches. “Had the dispensary been closed, anything could have happened to my child because she was bleeding profusely,” said Naseer.

There's a lesson to be learnt from this success - if the community joins hands they can have any issue resolved,” says Hashim, a CRG member “People earlier did not know they had the power to get their problems solved by holding the authorities answerable,” says Noor Mohammad, a resident of Kando Village.

Impact:

The reopening of the dispensary would lead to an improvement in people's health, although at this stage it is difficult to measure. Previously, many lives were lost due to the dispensary's closure.

This success has given the community great confidence and they are likely to make more efforts for improvement in other areas as well. The government officials have begun to take the locals' problems seriously.

Lesson learnt:

Any problem can be solved if the community stands united and makes sincere efforts.

14

CRG members and UC Kakar residents resolved sewerage issue, Khairpur Nathan Shah, Sindh

Residents of Kakar City in district Dadu joined hands with CRG members to press authorities to construct a broken drain which was inconveniencing 300 households.



Background:

More than 2,000 Kakar City residents faced problems due to a broken drain that spilled waste of 300 households on to the main road and the streets. This was causing damage not only to the road but also to the adjacent shops and houses. During the rains things turned worse and some people slipped and got hurt.

“Four people broke their legs after slipping in the slimy water pouring out from the broken line, among them two young girls,” said Muhammad Qayyum who lives in this area. Kakar City is the union council headquarter in Tehsil Khairpur Nathan Shah. The drain here was constructed in 1995 but with the passage of time it began to crack when people started building new houses. The issue was

Dadu (NA-233)

FAFEN Partner Organization: Indus Resource Centre

MNA: Talat Hussain Mahesar

Party affiliation: PPPP

Reconstruction of drainage system

Drainage length: 500 meters

Width of drainage: 2.5 feet

Depth of drainage line: 3 feet

Activity process: 7-8 months

Project cost: Rs 4.4 million

first highlighted by CRG members and the locals and people of the area joined in to get the job done. Earlier on, people made an effort to apprise their elected representatives and the local government authorities of the situation but their efforts did not yield any results.

Identification of Issue:

The issue was highlighted by Abdul Rasheed, a CRG member and a resident of the area in October 2012. A CRG meeting decided to take up the matter with the relevant officials in a bid to resolve it.



Steps taken:

The CRG formulated a strategy and decided to involve all stakeholders. They also planned to contact the relevant authorities and brief them on the issue.

Subsequently, meetings were held with the Union Council (UC) secretary, TMO Tehsil Khairpur Nathan Shah, and DC Dr Niaz Ali Abbasi. The CRG members also initiated a signature campaign with more than 1,500 residents signing the demand. Letters were sent out to MPA Imran Zafar Laghari (PS-76) and MNA Dr Talat Iqbal Mahesar (NA-233) highlighting the problem. It was demanded of the elected representatives that the drain be constructed so that people do not catch diseases and skin ailments.



MNA Talat Iqbal took the issue seriously promising to cooperate fully. He talked to the highways authority and public health department officials. Later, a survey team was dispatched to the area and it made estimates and took measurements. Soon afterwards construction work began. The whole process-from meetings with authorities to completion of work- took almost five months.

By the end of March 2013, construction work of a 500-meter drain, 2.5 feet wide and 3 feet deep, was completed for a total cost of Rs. 4.4 million.

The CRG members kept a watchful eye on the construction work. They claimed the material being used was substandard.

They faced consequences due to their attempts to hold the process of construction accountable. Abdul Rehman, one of their member, was taken into custody by police for a day after the contractor complained of infringement in his work. The contractor threatened everyone who questioned the poor quality of material being used.

"I was sent to a lockup after being falsely



"This is the first time we raised our voice. We thought nobody would listen to us. In the beginning we did not know where to go and how to demand what was our right. The CRG platform united us and gave us the courage to stand firm. Now we plan to have a few remaining issues resolved, like enlargement of the drainage system." - Shahnawaz, a CRG member

"This is our biggest achievement. Poor people like us now have a platform and officials listen to us. We are not going to stop here. Only one success is not enough. We intend to try to resolve other important issues. We are united under CRG and know our power and how to use it. - Manzoor Ali, resident

charged. I was only monitoring the work being done. They even threatened to cause harm to my family," said Rehman. "However, due to our involvement, the quality of work improved a little," according to the CRG member.

Impact:

The cleanliness of the area has improved and people are now less likely to contract disease. The success of CRG members has motivated the members while the community has become more supportive.

CRG members and UC Kakar residents resolved sewerage issue, Khairpur Nathan Shah, Sindh



Current situation:

A 500-meter drain has been constructed and there is no spillage of water on the road and streets. The nearby houses and shops are presently safe from being damaged further with the residents being satisfied with the progress.

"This is our biggest achievement. Poor people like us now have a platform and officials listen to us," says Manzoor Ali, a resident. "We are not going to stop here. Only one success is not enough. We intend to try to resolve other important issues. We are united under CRG and know our power and how to use it," according to the resident.

BHU got ambulance and equipment back in the Basic Health Unit, Hathungo, Sanghar, Sindh

The CRG members and Cavish staff got an ambulance and other equipment back that was being misused by a medical officer in Basic Health Unit (BHU) Hathungo, Sanghar, Sindh



Background:

BHU Hathungo was established in 1985, the only health facility in the area covering the Union Councils of Bilawal Hingorjo, Hathungo and Kamil. An ambulance provided to the facility in 1992 was being misused by the Medical Officer, Dr Sardar Kaim Khani. An electricity generator and medical equipment were also in his use. The doctor and other staff were rarely present at the facility. An X-ray machine was out of order, and attendants charged Rs 50 to Rs 100 for medical services. The BHU also did not have drinking water and seating available.

"In an emergency, the ambulance was not available for the community. Besides, the BHU lacked medicines," stated Khabbar, a community member.

In 2010 the community took up the issue with EDO Health, MNA and Taluka in-charge. However, no action was taken.

(NA-235)

FAFEN partner organization: Cavish

Issue: Restoration of ambulance and improvement in basic facilities at BHU

BHU Hathungo established: 1985

Ambulance provided to BHU: 1992

Patients being attended at BHU: 100/day

Steps taken:

The CRG members convened a meeting and made an advocacy plan. It was decided that all stakeholders be contacted including the BHU's medical officer. First of all the CRG members visited the BHU, spoke with Dr Kaim Khani asking him to return the ambulance and equipment. The doctor not only refused but also threatened the team of dire consequences.

Later, the party visited DCO Sanghar, Rasool Bakhsh Samejo and informed him about the situation. He took immediate action and called District Support Manager (DSM) of People's Primary Healthcare Initiative (PPHI) Sanghar directing him to visit the BHU and check the status of the ambulance and the generator.

Identification of Issue:

The community members contacted the CRG and requested that steps be taken to get the ambulance and other equipment back in service of BHU.

The DSM visited the BHU and ordered the medical officer to return the ambulance, the generator and other equipment.

On November 8, 2012, CRG and Cavish, a FAFEN partner organization arranged a meeting in which Tehsil Health Officer (THO), District Health Officer (DHO) and DSM of PPHI were invited. The DSM returned the ambulance to the BHU.

“At first we were afraid that no one would listen to us because we are poor and living in a remote village. However, with CRG and Cavish’s help we succeeded in getting back what was meant for the community,” says Khabbar.

“We cannot afford private treatment and this BHU is the only hope for us as far as our treatment is concerned,” according to a community member.

“When CRG and the community got serious, the whole issue was resolved and it boosted our confidence, we now know we can handle such issues,” said Mohan, another community member.

“At first we were afraid that no one would listen to us because we are poor and living in a remote village. However, with CRG and Cavish’s help we succeeded in getting back what was meant for the community.” - Khabbar, a community member.

Current situation:

Presently, the ambulance and the generator are in BHU’s use. The X-ray machine is in working condition, and drinking water and seating facilities have seen improvement. A medical officer and a female doctor visit the unit three days a week - Monday, Wednesday and Friday.

“On average we treat 100 patients daily, among them those coming from adjoining areas. These days we have more cases of malaria and diarrhea with mostly women and children being the patients,” says Dr Sita. The BHU was in a good condition a few years back but negligence and corruption by a few people saw its condition deteriorate. Due to the efforts of the CRG and the community, the BHU facilities improved a lot.

“We have a fully equipped ambulance now, equipment is in good health and facilities have improved. There are medicines and dog and snake bite vaccines are also available,” according to Dr Sita. She called for appointing a full time lady doctor at the BHU because a visiting doctor cannot serve the purpose. “Women need more care and besides this BHU should be upgraded to the status of Rural Health Center (RHC) so that more patients can be treated,” she said.

BHU got ambulance and equipment back in the Basic Health Unit, Hathungo, Sanghar, Sindh



Issues still to be resolved:

Being the only health facility in this remote area, the BHU is overburdened. The population here is scattered and people cannot afford to go to the city for treatment as it costs them a lot. The locals wanted the BHU to be upgraded as RHC and full-time lady doctors should be appointed so that women and children could get better treatment.

Impact:

The success has boosted people’s confidence. They now understand that change can be brought about if they stay committed and united.

With the BHU running efficiently, the locals’ health is likely to see an improvement over a period of time, especially that of children and women.

Clean drinking water for the residents of Gazdarabad, Saddar Town, Karachi, Sindh

An innovative signature campaign initiated by CRG members successfully pressed Karachi Water Supply Board (KWSB) officials to repair and replace a faulty water supply line ensuring clean drinking water for residents of Gazdarabad, Saddar Town, Karachi.



Background:

Residents of Gazdarabad (UC-6), Saddar Town, Karachi faced health issues due to the contamination of drinking water supplied to them by the Karachi Water Supply Board (KWSB). Old and poorly maintained water supply pipes were broken at many places and water got mixed with sewerage pipelines.

Saddar Town, having a population of over 6 million (1998 Census), is one of Karachi's oldest areas. The contaminated water caused diseases like gastroenteritis, diarrhea and other stomach ailments. Tired of the situation, the residents tried to resolve the issue by contacting the authorities but everything fell on deaf ears.

Karachi (NA-249)

FAFEN partner organization: Forum for Human Rights Pakistan (FHRP)

Issue: Repair and replacement of sewerage pipelines

Area: Gazdarabad (UC-6), Saddar Town, Karachi

New Pipe lines: 250 Feet

Old Pipe Repaired: 300 feet

"Clean drinking water was the main issue of Gazdarabad, every other day someone in our family fell ill," says Muhammad Rafique, a resident. "The children and women were often the victims," according to the resident. This problem had been there for 15 years. "We tried to resolve it individually but failed. However, then the CRG was formed in our area and through combined efforts and the signature campaign, we succeeded in resolving the issue," According to Badar-un-Nisa, another resident and a CRG member.

Identification of Issue:

Ms. Kausar, a teacher by profession and a social worker, living in UC-6 put in a lot of effort. She personally met many officials yet the issue remained unresolved. She then became a CRG member along with some other locals and briefed the CRG meeting.

Steps taken:

The CRG members convened a meeting to evolve a strategy. It was decided that all stakeholders be contacted and involved. The members planned to see the relevant authorities including the elected representatives and KWSB officials. As a first step, the local MPA (PS-110) Mohammad Shoab Ibrahim was contacted. He assured support but did not do anything. Several subsequent meetings with him also yielded no results.

Later, the members met the KWSB officials. The Chief Engineer Mohammad Arif promised to send a survey team to assess the situation and take measurements. However, nobody actually showed up. The chief engineer was contacted several times but nothing came out. By evaluating the situation the CRG

decided that they needed to do more.

A signature campaign was then initiated, and subsequently the application with 1,200 signatures submitted with KWSB. This campaign made an immediate impact prompting the chief engineer to take serious steps. A survey team was sent to the area for assessment.

"We knew that we will have to do something different to make the chief engineer take action, so we started the signature campaign which actually worked," stated Ms Kausar, a social activist.

KWSB replaced the 250 feet pipeline with a new one and also repaired 300 feet of old pipeline. Besides, the road damaged due to the water supply line work was also repaired.

Voice of the community

"Clean drinking water was the main issue of UC-6; every other day someone in our family fell ill. The children and women were often the main victims." Muhammad Rafique, a resident.

"We have been facing this problem for 15 years. We tried to resolve it individually but failed. However, then the CRG was formed in our area and through combined efforts and the signature campaign we succeeded in resolving the issue." Badar-un-Nisa, a resident.

Impact: CRG is a good platform to raise voice. It gave hope to the locals. They now know how to realize their rights.

Clean drinking water for the residents of Gazdarabad, Saddar Town, Karachi, Sindh

Current situation:

The issue of contaminated water stands resolved, and Gazdarabad residents are getting clean drinking water. They have heaved a sigh of relief as a big threat to their health has lessened considerably. Now they do not have to fetch water from any water filter or a municipality tap which required effort and time. "The water is so clean we can wash our clothes and bathe which was not possible previously," says Afsheen, a 10th grade student. "When the water was dirty, we went to school without having a bath in the morning. Many times we suffered serious abdominal problems and had to miss school," according to the young student.

Issues still to be resolved:

The existing water supply system is old and insufficient to meet the needs of a growing population. The water pressure is often low that adds to the problem while the timing of water supply are odd.

"Our population is increasing and we therefore, need to upgrade the water supply system," says Ms Zahida, a CRG member. "The supply time is short and odd. These days we get water between 3 am and 4 am. Sometimes the pressure is very low and it is hard to fill the tank," according to the CRG member.

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Sita Nagar residents resolved seven- year-old sewerage issue, Karachi, Sindh

Residents of Sita Nagar along with CRG members succeeded in resolving a seven-year-old sewerage overflow problem. After their efforts, new lines were installed and streets were paved.



Background:

For the last seven years, about 3,000 residents of Sita Nagar faced problems due to blocked and broken sewerage lines. Streets remained filled with sewerage water that also at times entered the houses. Dirty water and the foul smell made life difficult for the locals. The situation turned from bad to worse in the rainy season.

"During rains, the sewerage water overflowed and entered our homes making it impossible for us to step out. The only way to clean up the area was to suck water through pumps," said Gul Hassan, a CRG member.

Karachi (NA-253)

FAFEN partner organization: Indus Resource Center (IRC)

Issue: Overflowing sewerage lines

Work done:

New pipeline laid: 150 feet

Old pipeline repaired: 350 feet

Benefitting households: 300

Cost: Rs 14,000

The entire Sita Nagar locality was affected because of the overflowing sewerage. The residents made a number of attempts to get the problem resolved but all went in vain.

"Nearly 300 households were affected by the choked and damaged sewerage lines which caused diseases like hepatitis, diarrhea and other stomach ailments," says CRG's Fareed Memon. "Although we tried to resolve the issue individually, it was the CRG platform that united us and a collective effort succeeded," according to the CRG member.

Identification of Issue:

Sita Nagar residents found about about FAFEN, its partner IRC, and CRGs. They became CRG members and resumed their efforts.

Steps taken:

CRG members of Sita Nagar (NA-253) called a meeting and a plan was drawn to address the problem. They decided to contact the relevant officials and brief them.

The team met the TMO. Although some residents had informed him previously about the situation, they did not receive a positive response, and while he made a promise to cooperate this time, it was not honored.

Consequently, the CRG members decided to contact Fareed Magsi, the town administrator who was quite

cooperative. The team met him thrice and he finally dispatched a survey team to Sita Nagar for assessing the situation. They also took measurements of the streets where repairs were required.

The authorities told the residents they did not have drilling machine to dig the area and replace the old sewerage lines. The CRG hired a drilling machine for rent at Rs. 14000. It took about four hours to dig the streets. Within 10 days, a 150 feet sewerage pipeline was replaced while the rest was repaired. The TMA also paved the streets where the pipes were laid.

Current situation:

The scene in Sita Nagar streets has totally changed - no overflowing sewerage water, no smell and no dirt. The streets have been paved, 150 feet of sewerage line replaced while the rest repaired. More than 300 households and about 3,000 people have been saved from contracting diseases. Not only this, the residents have hired a cleaner to clean the streets daily. He is paid Rs



Problems faced:

According to CRG members, there were two major hurdles that came in the way - the slow response or lack of it, of the TMA officials and the unavailability of a drilling machine which the community had to get on rent.

Sita Nagar residents resolved seven- year-old sewerage issue, Karachi, Sindh

3,000, an amount contributed by the community.

"We are relieved as this seven-year-old issue stands resolved. It now feels good stepping out of your home, previously nobody wanted to go out. Our children remained ill, and bad odor made life miserable," says Jhaman Das, a Sita Nagar resident.

"Now nobody can recognize the same streets; now there is no dirt and no dirty water," states Imtiaz Lashari, another local. "Earlier, people who went out to work or children going to schools got their clothes dirty because of sewerage water. Children aged 5 to 10 years who played in the streets often fell ill. It is all CRG's effort that brought a change to our area," according to a resident.



Impact:

The cleanliness in the area has improved. Residents are less likely to contract diseases. The community has gained confidence knowing they can get other issues resolved as well by using the CRG platform.

CRG stepped forward to improve facilities at a Thalassemia Center in Haripur, Khyber Pakhtunkhwa

A small effort by CRG members and SUNGI staff for improving facilities at a Thalassemia Care and Prevention Center in Haripur helped save lives of many children in dire need of blood.

Background:

The Thalassemia Care and Prevention Center was established by a social worker Shahid Hassan Afridi in May 2010 in Haripur, Khyber Pakhtunkhwa. A local landlord donated a building that had two rooms. The Center ran without basic facilities like blood testing and screening. The building being small, the Center was shifted to a rented building. However, the Center, the only facility providing treatment to thalassemia patients lacked beds and blood screening laboratory. Not only this, the Center was always looking for blood donors direly needed for treating patients. The CRG members, aware of the situation decided to help in finding blood donors and sought funds by involving the authorities.

Steps taken:

A CRG meeting decided to meet relevant officials and elected representatives including the DCO, MNA, MPA, and UC Nazim to apprise them of the situation.

The CRG team, along with the Thalassemia Center staff met DCO Mohsin Shah and sought his support. He donated two beds to the Thalassemia Center costing Rs. 10,000 and also visited the Center twice.

The members then sought UC Nazim Haroon Khan's help. "He said he will support us only if the Center was named after him," stated CRG member Zahid Malik.

Ms Samina, a social worker and also a CRG member decided to arrange blood for the Center and promised 100 bags of blood. She met the locals and requested them for blood donations. Most of them refused to do so. Still she

Haripur (NA-19)

FAFEN partner organization: Sungi

managed to persuade a few people who donated blood while she purchased more supply and donated it to the Center. "The CRG helped a lot in arranging blood donations. In Swabi Maira we established a blood camp where CRG provided us transport facility and played a major role in our successful operation." - Shahid Hassan, Chairman Thalassemia Center.

"I tried to convince people that it was a noble cause to save any person's life by donating a bag of blood, yet nobody cooperated except for a few," says Samina. "But with the Grace of Allah, I was able to keep my promise and within four days arranged 100 bags of blood," according to the social activist. Shahid Hassan, Chairman of the Thalassemia Center said that the CRG helped a lot in arranging blood donations. "In Swabi Maira we established a blood camp where CRG provided us transport facility and played a major role in our successful operation, according to the Chairman. In Haripur, the people are mostly poor and cannot afford to pay for thalassemia treatment. The CRG made efforts to make the Center successful where people can easily get their children treated," says Samiullah, personal assistant to the DCO.

Identification of Issue:

The CRG members identified the issue through governance monitoring.

CRG stepped forward to improve facilities at a Thalassaemia Center in Haripur, Khyber Pakhtunkhwa

Current situation:

The Thalassaemia Center now operates out of a five-room building. It is equipped with a laboratory and a blood screening/testing facility. The Center treats 142 children each month. "In our district there are almost 235 children who have this disease with 142 children undergoing treatment, many others have died of the disease," stated Shahid Hassan. "I think this is our big achievement that we have succeeded in treating more than 140 children. Previously people had to either go to Lahore or Rawalpindi for treatment which was too expensive for them," according to the Chairman of the Center.

Muhammad Ishtiaq's 13-year-old son got treated at the Center. "Earlier, I had to take him to Rawalpindi which was too expensive. With better screening facilities and availability of blood here, it saves me a lot of time and money," Ishtiaq stated.

"The CRG helped a lot in arranging blood donations. In Swabi Maira we established a blood camp where CRG provided us transport facility and played a major role in our successful operation." - Shahid Hassan, Chairman Thalassaemia Center.

The Center has to pay Rs. 22,000 each month as the building's rent, besides Rs. 5,500 each to six staff members. There are other expenses too. Currently, the Center gets Rs. 25,000 per month from different donors.

"We go to different schools and colleges, set up camps seeking donations, both in the form of blood and money, because we direly need both. Sometimes the NGOs also take interest and help us," adds the Chairman of the Center.

The Center did not have any blood screening facility earlier and the donors

Problems faced:

Ms Samina, a CRG member promised to arrange 100 bags of blood for the Center but found the community largely uncooperative.

gave blood without it being screened, with a high risk of infections like HIV/AIDS and others. A campaign was therefore launched to educate families and donors to donate blood after screening. For this purpose a workshop for doctors and community heads was arranged, the CRG and Sungi extended great help.

"A family had Thalassaemia disease among newborns. We tested 14 of their family members and 10 were found infected with Thalassaemia," the Chairman of the Center said. It shows the effectiveness of the Center in helping the local population.

Issues still to be resolved:

The Thalassaemia Center lacks funds and is in need of more donations as the money currently being donated is insufficient to meet the needs. People need to cooperate more with the Center as far as blood donation is concerned. The facility has only 10 bags of blood available.

A side-effect of blood transfusion which is required as part of Thalassaemia treatment is increased iron among patients which needs to be reduced by proper equipment which the center does not have at present.

Impact:

Blood donation is the lifeline for Thalassaemia patients. Donations like 100 blood bags and measures for improving the facilities and blood collection system would help save many lives.

CRG effort drew women to polling stations in Lower Dir, Khyber Pakhtunkhwa

CRG's struggle under FAFEN's Voter Education Program brought women back to polling stations in Lower Dir (NA-34). They were disenfranchised by militants and could not cast their votes in the 2008 elections. The CRG members also helped people with voter registration and Computerized National Identity Cards (CNICs).



Background:

According to Election Commission of Pakistan (ECP), women voters' turnout was zero percent at four polling stations of Lower Dir (NA-34) in the 2008 General Elections. A Taliban ban in their stronghold prevented women from voting.

Lower Dir, a part of Malakand Division, was formed in 1996, when the district Dir was divided into Upper Dir and Lower Dir. In 2004, Taliban dominated this area. They imposed their own rules and regulations, one of which was barring

Lower Dir (NA-34)

FAFEN partner organization: All Women's Advancement and Resource Development (AWARD)

Work done: Women CNIC/voter registration

CNIC processing: 5,000

Female voters registered: 250

women from voting. For this purpose, sermons and fatwas (binding religious edicts) were issued. The action led to zero percent women voter turnout here in the 2008 General Elections.

Before the 2013 General Elections, FAFEN started a Voter Education Program to achieve its goal of higher women voter turnout in the constituency, with the help of its implementing partner AWARD. A formal campaign was launched and the locals were briefed on the importance of CNIC and voter registration. They were helped with voter registration and in obtaining CNICs besides being encouraged to allow women to cast vote.

Identification of Issue:

Under FAFEN's Voter Education Program, its partner organization AWARD facilitated CRG members in identifying areas in Lower Dir (NA-34) where women CNIC and voter registration was very low. The issue was discussed in a monthly CRG meeting.

Steps taken:

In the CRG meeting, a complete strategy for CNIC and voter registration was formulated. The members were assigned to identify villages with low CNIC and voter registration. During identification, it was learnt that in many areas not only women but men too had very low CNIC and voter registration.

Initially, CRG selected four such villages with a population of more than 1,000 residents and started working on

About Lower Dir

Lower Dir shares borders with Upper Dir, Swat, Buner, and Afghan provinces of Kunar and Nuristan.

A part of Malakand division, Lower Dir was formed in 1996, when the district of Dir was divided into Upper Dir and Lower Dir.

In 2004 Taliban dominated this area and some other parts of Khyber Pakhtunkhwa. They imposed their own rules and regulations, one of which was barring women from voting. For this purpose, sermons and fatwas were issued. The action led to zero percent women voter turnout in the 2008 General Elections.

The security forces launched an operation to reclaim the area from the militants in May 2009 that forced the residents to flee to safer parts of the country.

community mobilization. The people were briefed on the importance of CNIC and voter registration. The team told the community members about the NADRA's Mobile Registration Van (MRV) and the registration process. The community members showed interest.

"FAFEN field staff along with CRG members came to our area and started mobilization at different locations focusing on CNIC and voter registration. We arranged meetings for CRG and gathered people," stated Hamidullah, a local. Fearing militants, NADRA officials initially did not agree to send a MRV for voter registration. However, after a number of meetings, they showed conditional willingness and demanded security for the vans, and a generator and payments for fuel. Following this, plans were drawn for the van's visits in consultation with NADRA officials. The focus of the campaign was on areas with large population of unregistered constituents. Before arranging CNIC and voter registration events, the area's elders were consulted and informed and announcements through loud speakers made.

Results: The CNIC and voter registration campaign was not only limited to helping people get their CNICs and register as voters, it also played an important role in bringing people to the polling stations, especially women who did not cast their votes in the previous polls, especially the 2008 General Elections. In UC Chakdara, almost 150 females cast their votes, a UC where women's participation was very low in 2008.

CRG effort drew women to polling stations in Lower Dir, Khyber Pakhtunkhwa

After mobilization, about 1,000 people got their CNICs made in just one village. Overall, the NADRA MRV registered about 5,000 CNICs in villages identified by CRG.

Many residents, especially women, got registered as voters. In Barchari, about 30 women registered their vote; in Gheljo and Khadang around 100 did so. Similarly, in Narashar and Soghali the number of women registering was 25 besides another 65 elsewhere. "Due to FAFEN and CRGs efforts, our area's electoral list increased to 250 voters, previously we had only 80 registered female voters," stated Mohammad Jamil, a resident.

"After participating in the mobilization event arranged by CRG, I came to know about CNIC and voter registration process," says Hamid Ullah, a community member. "In my family there were four members whose votes had not been registered. I took their CNICs and visited the ECP office and got them registered," according to the community member.

Staff absenteeism at Girls' School decreased in Bago Wadadani, Sanghar, Sindh

CRG members and residents of Bago Wadadani took steps to reduce staff absenteeism at Government Girls' High School, Bago Wadadani, Sanghar.



Background:

The Government Girls' School, Bago Wadadani, was established in 1988 as a middle school and upgraded to high level in 1995. Teacher absenteeism was a major issue. The staff was appointed on political basis and they were getting paid and not performing their duties.

Issue identification:

The issue was brought up in a CRG meeting where it was agreed that children's education was suffering because of continual absence of teachers.

Sanghar (NA-236)

FAFEN partner organization: Cavish

Government Girls' High School,
Bago Wadadani (Tando Adam)

Established as middle school: 1988

Upgraded to high level: 1995

Students on roll: 212

Steps taken:

The CRG team decided to take concrete steps to resolve the problem. The plan was that the CRG members along with the community approach the relevant authorities. The team decided to meet the Headmistress of the school first and find out the reasons for the staff's absence.

The CRG members met Headmistress Ms Saima who threatened them of dire consequences if they pursued the agenda of the staff absenteeism. She told the team that her father was a judge and her husband an engineer in a government-run organization. She warned that the community members had no right to inquire about the staff absenteeism. Not only this, she involved an Assistant Sub Inspector (ASI) of the local police station who charged Abdul Ghani and Bashir Ahmed (both CRG members) of harassment and interference in the matters of a girls' school.

The ASI locked both of them up at the police station and ordered them to submit a written apology to Ms Saima and promise never to visit the school again.

Suleman, a village elder visited the Headmistress in a bid to settle the matter but Ms Saima insisted on a letter of apology from both the CRG members. The CRG and community members went to the police station asking the ASI to free both of their members.

The ASI favoring the Headmistress pressured the party to apologize and not to raise the school issue again. However, only after the CRG/community members threatened to highlight the issue in the media and involve the higher authorities of both the education and police departments, did the ASI set the CRG members free. "Ms Saima (Headmistress) was not ready to listen to us. She plainly told that she was not answerable to the community and warned that whosoever dared interfere in school matters will have to face the consequences." - Bashir Ahmed, a CRG member said. Later, the

"Previously, we did not have electricity, washrooms and other facilities in the school. However, now we have two washrooms for girls and staff and the teachers come to school regularly. If we really want to improve the quality of education then both the teachers and parents will have to cooperate. There are issues on both sides, girls' education is still not a priority for parents. - Ms Bilquees, teacher at Government Girls High School, Bago Wadani"

"Ms Saima (Headmistress) was not ready to listen to us. She plainly told that she was not answerable to the community and warned that whosoever dared interfere in school matters will have to face the consequences." - Bashir Ahmed, a CRG member

CRG team met DC Sanghar, Sikandar Ali Khushkand, and EDO Education Mumtaz Ali Ujjaland and told them about the problem.

The EDO promised immediate action. He called the DO Education Secondary, Abdul Ghaffar Rajput and asked him to serve notice to the school authorities which was sent to the Headmistress. Subsequently, the staff became regular and some basic facilities like washrooms and electricity were also provided at the school.

Staff absenteeism at Girls' School decreased in Bago Wadani, Sanghar, Sindh

Current situation:

The school is now being run in a much better way. The Headmistress Ms Saima has been transferred with Mrs Riaz appointed in her place. The new Headmistress is a dedicated lady and she has contributed in making the staff come to work regularly. Electricity at the school was provided 10 months ago while washrooms and drinking water facilities were improved after the CRG members discussed staff absenteeism and missing facilities with DC Sanghar and EDO Education.

Ms Bilquees, a teacher at the school says: "If we really want to improve the quality of education then both the teachers and parents will have to cooperate. There are issues on both sides, girls' education is still not a priority for parents."



Issues still to be resolved:

Though the school is functioning in a better way and staff attendance has improved still the teachers often do not complete their work hours. On the other hand, student absenteeism is also an issue.

Headmistress Mrs Riaz points out that transport is an issue for the teachers, the school being in a remote area. "Mostly the staff comes from Tando Adam, Shahdadpur and Shamshad Goth. There is only one bus plying this route and which has no fixed timing. It leaves only when full. The teachers cannot afford to miss it and therefore leave the school early around 11am or 12pm. Similarly, they have no choice but to be absent if they miss the bus to school. Mrs Riaz said that the other option was to get to school is by hiring a rickshaw. "It has to be kept waiting until the time the teacher is free. This is not affordable."

Student absenteeism has also become a major issue. Although 212 girls were on the roll, only 45 were present during the field team visit.

The people residing in the area are mostly poor farm laborers. During the cotton season, the girls get involved in cotton picking along with their mothers to earn about Rs150 per day and therefore miss school.



"As a result of this, we have to repeat our lectures and teach the same lessons to students when they do come to school. The syllabus hence cannot be fully covered," added Ms Bilquees.

The CRG members are in the process of forming a committee to improve communication between the parents and the teachers. Besides, they plan to stress upon the parents to take their daughters' education seriously.

Impact

Regular presence of appointed teachers is likely going to increase the enrollment and quality of education being imparted, and also reduce student absenteeism. The issue of student absenteeism is linked with teacher absenteeism. Reduction in the staff absenteeism is going to contribute to raise the level of education for girl students in the area.

INDICES

Checklist # 1

Interview of Relevant Authority (Officials/MNA/MPA who took action)

- Q1: What is the background of the problem? (Note: Name the issue and probe details)
- Q2: How the problem came into your notice?
- Q3: Who was the person to inform you about the issue?
- Q4: Do you know anything about FAFEN?
- Q5: Do you know anything about CRG?
- Q6: Did anybody from FAFEN CRG/ Constituency Coordinator meet you about the issue?
- Q7: What did they say / what did they demand?
- Q8: How many times they met you/ held meetings with you on the issue?
- Q9: What was the outcome?
- Q10: What step did you take to resolve the problem?
- Q11: What were the challenges in resolving the issue?
- Q12: How much time it took to resolve the issue?
- Q13: How much money was spent on the project?
- Q14: What is the situation right now?
- Q15: What is the impact of the intervention on the lives of people of the area?

Checklist # 2

Community Group Meeting

NOTE: Introducing yourself to the Focus Group Discussions is necessary. Similarly introduction of FGD members is also needed. Note down the names of the participants and composition of the CRG (male/female) if participants are in small number, otherwise skip.

Start Time.....End Time.....
Name of Facilitator.....Name of Note Taker
Venue

- Q1: What was the problem (name the problem) in your area?
- Q2: How severe was the need?
- Q3: How community was affected because of the problem?
- Q4: How has the community been affected?
- Q5: Who did you approach to resolve the issue?
- Q6: Did you approach any official or MPA/MNA of your area?
- Q7: What did they say?
- Q8: Do you know about FAFEN?
- Q9: Do you know about CRG?
- Q10: How did you come to know about FAFEN/CRG?
- Q11: Did anybody from FAFEN/CRG approach you?
- Q12: What did they say?
- Q13: How did the CRG members help in resolving the issue?
- Q14: What initiatives were taken?
- Q15: Any contribution (financial or otherwise) from the community?
- Q16: How did the community feel after the resolution of the problem?
- Q17: How did the resolution of the problem benefit the community?
- Q18: What role did FAFEN (CRG) play in the resolution of the problem?

Checklist # 3

Focus Group Discussion with CRG members

NOTE: Introduce yourself to the FGD members. Introduction of FGD members is also necessary. Note down the names of the participants and composition of the CRG (male/female).

Start Time.....End Time.....

Name of Facilitator.....Name of Note Taker

Venue

- Q1: What was the issue in your area?
- Q2: How was the issue identified?
- Q3: What was your strategy/ plan to resolve the issue?
- Q4: How action was taken?
- Q5: What activities the CRG members conduct to resolve the issue?
- Q6: What was the immediate result of the activity?
- Q7: Whom did you contact (officials, MNA, MPA, Nazim etc.)?
- Q8: What was the response of officials who were contacted?
- Q9: Did the officials cooperate?
- Q10: How did the CRG activities contribute to the defined results?
- Q11: What led to the CRG interventions being successful?
- Q12: What is the impact of the activity on the lives of residents of locality?
- Q13: What were the difficulties faced in carrying out the activities?
- Q14: What were the difficulties faced in carrying out the activity (mention only external obstacles encountered by the staff while carrying out his/her work that are beyond the control of the project/organization)?

Checklist # 4

Spot Visits

Observational Points

1. Collect the information about the surroundings, give brief details (what kind of area it is, the people of the area, urban rural, far-flung etc.)
2. Who are the affected and beneficiaries?
3. Note down the kind of intervention
4. Direct observation of intervention/condition of the facility provided
5. Current scenario to ascertain whether the provided facility is still in working condition
6. Views of the authorities using it or operating in any government department (like hospital/schools, etc.)
7. Identification and tabulation of the costing of the intervention beneficiaries
8. Problems faced in operating the facility

Checklist # 5

Brief Interview with Relevant Authority Figure or Head of the Department

Note: The interview would be conducted with the relevant authority under whose supervision the provided facility is being used (CT scan machine, ambulance, lab in schools). Some of the questions can be skipped if needed.

Q1: What is the background of the problem? (Note: name the issue and provide details)

Q2: Do you know anything about FAFEN?

Q3: Do you know anything about CRG?

Q4: Did anybody from FAFEN CRG/ Constituency Coordinator meet you about the issue?

Q5: How many times they met you/ held meetings with you?

Q6: What was the outcome?

Q7: What steps did you take to resolve the problem?

Q8: Is the issue resolved now?

Q9: What is the situation right now?

Q10: How much money was spent on the project?

Q11: How much time did it take to resolve the issue?

Q12: What were the challenges in resolving the issue?

Q13: Do you face any issues about the provided facility?

Q14: What is the impact of the intervention on the lives of people of the area?

About FAFEN

Free and Fair Election Network (FAFEN) is a nationwide network of 42 Pakistani civil society organizations. It has been working since 2006 to strengthen democratic systems and promote active citizenship and is now governed by Trust for Democratic Education and Accountability (TDEA). With its primary mandate to observe elections and seek reforms to improve the quality of elections, FAFEN managed unprecedented long-term voter education and election observation initiatives that got 20,000 Pakistani citizens from every district of the country directly involved in the general election process in 2007-08.

In 2013, FAFEN deployed more than 40,000 trained, non-partisan long- and short-term observers to monitor all phases of general election. FAFEN election observation has yielded valuable insights into the quality of the electoral process and enabled generation of critical recommendations for reforms in the constitutional, legal and procedural frameworks that govern elections in Pakistan.

In addition to its vibrant Electoral Oversight, Research and Reforms Program, FAFEN has developed innovative techniques to observe the functioning of Parliament and Provincial Assemblies in order to advocate for parliamentary reforms for a more accountable, transparent and responsive legislative governance. Under its Parliament Oversight, Research and Reforms Program, FAFEN directly observes and objectively reports on the proceedings of all elected Houses in Pakistan.

FAFEN mobilizes and facilitates citizens engagements with elected and public institutions across Pakistan as a prerequisite for strengthening democratic accountabilities as part of its Electoral Governance Oversight, Research and Reforms Program. These activities fit in with the core FAFEN's objective of promotion of active citizenry—a critical ingredient of a vibrant democratic system.



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