





Sindh Floods Emergency Housing Reconstruction Project

STAKEHOLDER ENGAGEMENT PLAN (DRAFT)

August 2023

	STAKEHOLDER ENGAGEMENT PLAN			
	Sindh Floods Emergency Housing Reconstruction Project			
	Doc. No.: SFEHRP/SEP/01	Rev.: 01	Revision Record	

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Abbreviations



ADB	Asian Development Bank
AFP	Affected Parties
App	Application (Software)
COO	Chief Operating Officer
DFIs	Development Finance Institutions
DGRD	District Grievance Redress Department
DVG	Disadvantaged and Vulnerable Groups
FA	Flood Affected / Flood Affectees
FAQs	Frequently Asked Questions
FGRO	Field Grievance Redress Officer
GAP	Gender Action Plan
GBV	Gender-Based Violence
GCREP	Grievance Closure Report
GMIS	GRM Management Information System
GoP	Government of Pakistan
GoS	Government of Sindh
GRC	Grievance Redress Committee
GRD	Grievance Redress Department
GRDB	Grievance Reporting Database
GRF	Grievance Redress Firm
GRM	Grievance Redress Mechanism
GTN	Grievance Token Number
HH	Household
HoHH	Head of Household
HQ	Head Quarters
IFIs	International Financial Institutions
INGOs	International Non-Governmental Organisation
IO	Investigating Officer
IP	Implementing Partner
IS-IT	Information System-Information Technology
KPI	Key Performance Indicators
M&E	Monitoring and Evaluation
MEL	Monitoring, Evaluation and Learning
MFIs	Micro-Finance Institutions
NGOs	Non-Governmental Organisation
OIP	Other Interested Parties
PAI	Project Area of Influence
PAP	Project Affected Persons
PDNA	Post-Disaster Needs Assessment
RO	Reviewing Officer
SFEHRP	Sindh Floods Emergency Housing Reconstruction Project
SMS	Short Message Service
SPHF	Sindh People's Housing for Flood Affectees
ToR	Terms of Reference
UN	United Nations
VRC	Village Reconstruction Committee
WB	World Bank
WHO	World Health Organisation

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1 INTRODUCTION

The recent floods have had enormous human and economic impacts. Pakistan experienced heavy monsoon rains over June-August 2022 leading to catastrophic and unprecedented flooding. Almost 15% of the country is underwater; over 33 million people are affected; and 541,000 people are in evacuation camps. About 1.755 million houses are reported to have been damaged or destroyed¹; 1,481 people have died to date; 908,000 animals have perished; while over 25,000 animal shelters have been damaged. Over 12,418 km of roads are reported to have been affected and 390 bridges have been damaged or destroyed, with the numbers expected to rise. Economic impacts are concentrated in the agricultural sector, with over 3.6 million acres of cultivated land destroyed, comprising 30 percent of total agricultural land, resulting in significant losses to cotton, date, wheat, and rice crops. Lower agriculture output is expected to negatively impact the industrial and services sectors, especially given the reliance of the textile sector on cotton, accounting for around 25 percent of industrial output. Flooding will impose a lingering drag on output through infrastructure damage, disruption to crop cycles, possible financial sector impacts (microfinance institutions report major solvency problems), and loss of human capital. Preliminary estimates suggest that as a direct consequence of the floods, the national poverty rate will increase by 4.5 to 7.0 percentage points, pushing between 9.9 and 15.4 million people into poverty.

The economic impacts of flooding will delay much-needed economic adjustment. Growth is now expected to reach only around 2 percent in FY23. Due to higher energy prices, the weaker Rupee, and flood-related disruptions to agricultural production, inflation is projected to rise to around 23 percent in FY23. With disruptions to exports, especially textiles, and higher food and cotton import needs, the current account deficit is expected to narrow only slightly to around 4.3 percent of GDP in FY23, from 4.6 percent in FY22. The fiscal deficit (including grants) is projected to narrow only modestly to around 6.9 percent of GDP in FY23 (relative to a budgeted deficit of 4.7 percent), reflecting both negative revenue impacts from flooding and increased expenditure needs.

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2 Project Overview

Sindh has been disproportionately affected by the 2022 floods, leaving millions homeless. The breadth of the disaster has damaged or destroyed over 1.8 million houses and 3.9 million hectares of agricultural land, resulting in the loss of over 747 lives and the injuring of 8,422 others. Furthermore, based on preliminary estimates, over 1.75 million houses were partially or fully damaged during the 2022 floods, representing over 20% of the entire province's homes.

As part of a consolidated effort for emergency rehabilitation of the Flood Affectees (FA), the Government of Sindh (GoS) has partnered with the World Bank (WB) to implement the "Sindh Floods Emergency Housing Reconstruction Project" (SFEHRP or the "Project"). As part of this, a separate company under Section 42 has been established for the design and execution of the program (namely, the Sindh Peoples Housing for Flood Affectees – SPHF), which will also serve as the Project Implementation Unit (PIU) for this Project. In compliance with World Bank (WB) requirements, SPHF prepared a comprehensive Grievance Redress Mechanism (GRM) designed and implemented by SPHF to handle all types of complaints and objections generated in the execution and implementation of the Project.

The Project design evolves from comprehensive discussions between WB, the Government of Pakistan (GoP), and GoS. The reconstruction project aims to support (i) Housing subsidy cash grants for owner-driven reconstruction of multi-hazard resilient core housing units; (ii) Skill development of communities on multi-hazard resilient construction practices; and (iii) Technical assistance to GoS for design and delivery of the housing reconstruction program.



The Stakeholder Engagement Plan (SEP) discussed in this document builds on the preliminary SEP prepared, and elaborates SPHF's intended approach for coordinating with, disseminating information to, and collecting feedback from the various stakeholders relevant to the Project. Furthermore, this document uses the following references for developing the various SEP components discussed here:

- GUIDANCE NOTE FOR BORROWERS; Environmental & Social Framework for IPF Operations: ESS10: Stakeholder Engagement and Information Disclosure; 2018, WB;
- Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets; 2007, IFC.

2.1 Project Components

2.1.1 Component 1: Housing Reconstruction Grants

1. This component will support the provision of cash grants to homeowners for owner-driven reconstruction or restoration of damaged houses. The grant would finance: (a) replacement of a destroyed house with a new multi-hazard resilient core unit; or (b) restoration and strengthening of a damaged house to acceptable resilience standards.
2. The cash grants under this component will fund the reconstruction and restoration of approximately 350,000 units, which represent about 20% of the total housing reconstruction needs. The grants will be geographically targeted to selected talukas in the affected districts. The selection will be based on talukas/districts having relatively poorer segments of the population and will be done in consultation with the government. Efforts will be made to cover all eligible housing units in selected

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talukas/districts, including provision of support to households who lag behind in reconstructing their units.

2.1.2 Component 2: Institutional Strengthening and Technical Assistance



Subcomponent 1: Detailed Damage Assessment & Eligibility Verification Survey (US\$ 5 million): The survey will be conducted to: (a) categorize the level of damage to each housing unit; (b) establish the status of land ownership; and (c) establish lists of eligible beneficiaries and vulnerable individuals/households that are unable to prove their identity/property ownership, including households with disabled persons and households headed by women with high dependency ratios. Necessary details are furnished under Section IV “Operations.”

The survey teams will ideally comprise a minimum of three to four persons - a government representative, a female social organizer, a male social organizer, and an engineer. Between around 800 - 1,000 teams will be hired (assuming each team covers an average of 15 to 20 units per day) and trained over about one and a half months. The component will cover the costs of developing the survey instrument, as well as administering the survey. The instrument will be designed, and initial training of trainers and the teams will be done by the agency, i.e., SPHF and/or specialized consultants, with overall administration and oversight by the implementing agency.

Subcomponent 2: Technical Assistance for Reconstruction Program: This subcomponent will provide technical assistance for the housing reconstruction program of the Government of Sindh. This will include support for: (i) Formulation of Housing Reconstruction Strategy: This strategy will provide the policy framework for the overall housing reconstruction program of the Government of Sindh, including eligibility criteria, compensation policies, and technical standards; (ii) Developing Multi-Hazard Resilient Housing Solutions which are efficient, economical, and suited to local norms and locally available materials. These solutions will be standardized across the reconstruction program to ensure transparency and efficiency; (iii) Skills Training Program for Communities and Artisans including resilient construction practices for artisans and orientation of beneficiaries on program participation. Specialized training programs will also be introduced to train masons in responding to the needs of persons with disabilities, as well as to benefit persons with disabilities beyond the life of the project.



Subcomponent 3: Implementation Support through Partner Organizations: In view of the extensive outreach needed for the credible administration and monitoring of the housing reconstruction, existing public sector institutional capacity will require considerable reinforcement. However, building capacity requires a longer timeline, while the housing reconstruction activity cannot wait indefinitely. This component will assist in enhancing the public sector's delivery capacity through partnerships with reputable Implementing Partner Organizations (IPOs) which will include Non-governmental Organizations (NGOs) and Micro-finance Institutions (MFIs) having strong existing outreach at community level.

Specific IPs will also be engaged to: (i) support women and other vulnerable groups in demonstrating property ownership and eligibility for grants, managing construction activities and dealing with any instances of coercion, violence or abuse; (ii) coordinate participatory land adjudication and verification processes, as well as community-driven reconstruction services for women and other vulnerable groups; and (iii) undertake outreach to women, vulnerable groups and the wider community. Wider engagement activities may also be required to obtain support for women's inclusion in the project among men and other 'gatekeepers' within the community. These vulnerable groups will be largely informed about the existing GRM and will be helped to have access to it.

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2.1.3 Component 3: Project Management and Implementation Support

This component will support the management and implementation of the project, including the establishment and operationalization of an empowered implementation agency by the Government of Sindh. The activities supported will include: (i) incremental operating costs including recruitment of incremental operating staff and individual consultants as required; (ii) consultancy firm costs; and (iii) expenditures on fiduciary systems, environmental and social management requirements, Communications, and setting up of a Grievance Redressal

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3 Rationale and Objective of Stakeholder Engagement Plan



The SEP recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks.

The overall objective of this SEP is to define a plan of action for stakeholder engagement, including technically and culturally appropriate approach to public consultation and information disclosure, throughout the entire project cycle. The SEP outlines ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities.

The involvement of different stakeholders, including the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities.

This SEP will be reassessed and updated throughout the project life as a living document. The SEP will:

- Establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow Borrowers to respond to and manage such grievances.

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4 Stakeholder Identification and Analysis



This section describes the overall approach for stakeholder identification and analysis, and the justifications for their classification as shown below. This section also elaborates on the methodology adopted by SPHF in implementing the SEP outlined in Section 3.3 of this document.

4.1 Methodology

Understanding each stakeholder's needs, expectations, and perspectives is essential to ensure maximum efficacy and a vital contribution to the Project's success. Similarly, effectively grouping and categorising stakeholders enables the implementation of tailored engagement strategies. Thus, SPHF has adopted the following structure to classify the stakeholders relevant to this Project:

- **Category** – ESF ESS10 defined groups for categorising stakeholders based on their relationship with the Project:
 - **Affected Parties (AFP)** – persons, groups and other entities within the **Project Area of Influence (PAI)** that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
 - **Other Interested Parties (OIPs)** – individuals/groups/entities that may experience indirect impacts from the Project or perceive their interests as being affected by it. These parties may also affect the Project and its implementation;
 - **Disadvantaged and Vulnerable Groups (DVG)** – persons who may be disproportionately impacted or further disadvantaged by the Project (s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project;
- **Class** – defines the relationship between the stakeholder and the Project;
 - **Direct** Stakeholders (also known as Primary stakeholders) are entities that have formal, official, or contractual relationships within the Project's context (based on Gibson, 2000);
 - **Indirect** Stakeholders (also known as Secondary stakeholders) are entities that have a public or special-interest stake in the Project (based on Nilson & Fagerström, 2006);
- **Type** – defines the stakeholder's position in the Project relative to SPHF as an organisation:
 - **Internal** stakeholders are those directly responsible for execution - the change agents (based on Nilson & Fagerström 2006);
 - **External** stakeholders are the users/customers/beneficiaries, distributors, governments, suppliers, communities, laws and regulations (based on Nilson & Fagerström 2006).

Furthermore, to meet best practice approaches, SPHF will apply the following principles for all stakeholder engagement activities:

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- **Openness and life-cycle approach** – public consultations for the Project (s) will be arranged during the whole life cycle, carried out openly, free of external manipulation, interference, coercion or intimidation;
- **Informed participation and feedback** – information will be provided to and widely distributed among all stakeholders in a format appropriate to their unique needs. All stakeholders have the right to and will be provided opportunities for communicating feedback. SPHF will ensure adequate protocols for promptly analysing, addressing and incorporating any positive and constructive comments into the Project's design;
- **Inclusiveness and sensitivity** – A consultative stakeholder identification process ensures better communications and participation during the Project's implementation and subsequently supports building effective relationships. Sensitivity to stakeholders' needs is the fundamental principle underlying the selection of engagement methods and includes:
 - **Equal access to information** will be provided to all stakeholders by using the most contextually relevant language (i.e., English, Sindhi and/or Urdu) and tool. Stakeholders can then choose the best path;
 - **Assisting vulnerable groups** will be given priority in all engagement activities. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, in particular women, elderly, persons with disabilities, displaced persons, migrant workers and communities, and the cultural sensitivities of diverse ethnic groups;
- **Flexibility** – SPHF ensures adaptability to changing or unforeseen cultural contexts (e.g., particular gender dynamics) or governance factors (e.g., high risk of retaliation) that inhibit traditional forms of in-person engagement by formalising contingency plans for each communication and engagement strategy. Furthermore, although the World Health Organisation (WHO) has declared the Covid-19 pandemic as a non-emergency as of 5th May 2023¹, SPHF will ensure appropriate countermeasures should the virus create challenges in engaging with stakeholders. The SPHF team will be equipped with remote data collection and survey tools.



4.2 List of Stakeholders Identified

Table 2.1 below outlines the Project's stakeholders and their relationship to the Project based on the classification system described above. The list of stakeholders identified remains dynamic and may change during the Project as more information becomes available. The right to modification of this list remains with SPHF or any other entity to which SPHF may delegate this right.



Table 1: Project Stakeholders by Category, Class and Type

SH-CD	Stakeholder Types	Category	Class	Type
S0100	Beneficiaries for housing reconstruction support and affected/non-affected communities of 2022 floods	AFP	Direct	External
S0101	Approved Flood Affected Persons/Affecteds (FAP) Beneficiary, female Head of Household (HoHH)	AFP	Direct	External
S0102	Approved FA Beneficiary, male HoHH	AFP	Direct	External
S0103	Community/HHs not assessed under Joint Survey and Verification (JS&V) or under detailed Damage Assessment & Validation (DA&V)	AFP	Direct	External

¹ <https://www.bbc.com/news/health-65499929>

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SH-CD	Stakeholder Types	Category	Class	Type
S0104	Vulnerable FA(s) including but not limited to Physically challenged, Single Women, Orphans/minors, etc.	DVG	Direct	External
S0105	Communities/Individuals residing in the area of housing reconstruction activity	AFP	Direct	External
S0106	Rejected individuals as per policy or on technical grounds	AFP	Direct	External
S0200	Respective line departments, agencies, ministries of the Government of Sindh (GoS) and at federal levels	AFP	Direct	External
S0201	Planning & Development Board, GoS	AFP	Direct	External
S0202	Services and General Administration Department (SG&AD), GoS	AFP	Direct	External
S0203	Implementation and Coordination Department, GoS	AFP	Direct	External
S0204	Finance Department, GoS	AFP	Direct	External
S0205	Law Department, GoS	AFP	Direct	External
S0206	Revenue Department, GoS	AFP	Direct	External
S0207	Provincial and District Disaster Management Authorities	AFP	Direct	External
S0208	Divisional, District and Tehsil Administration, GoS	AFP	Direct	External
S0209	Irrigation, Public Health Engineering, Works & Services Department etc., GoSe	AFP	Direct	External
S0210	Ministry of Finance, Economic Affairs Divisions, Ministry of Planning, Development and Special Initiatives and other relevant Ministries and Departments at the federal level.	AFP	Direct	External
S1500	Organisations, agencies and other entities that are funding the Project	OIP	Direct	Internal
S1501	World Bank	OIP	Direct	Internal
S0300	Other Donor Agencies and International Financial Institutions (IFIs)	OIP	Direct	External
S0301	Multi and bi-lateral Donors	OIP	Direct	External
S0302	International Financial Institutions (IFIs)	OIP	Direct	External
S0400	Development agencies/partners, including the UN, INGOs, and NGOs	OIP	Direct	External
S0401	External Non-Governmental Organisations	OIP	Direct	External
S0402	International NGOs	OIP	Direct	External
S0403	Pakistani NGOs and Local Service Organisations	OIP	Direct	External
S0500	Individual donors, philanthropists and charities	OIP	Indirect	External
S0501	Charitable organisations and trusts	OIP	Indirect	External
S0502	Individual donors and philanthropists	OIP	Indirect	External
S0600	SPHF core apex, management and professional staff/Specialist;	AFP	Direct	Internal
S0601	Project Consultants, Key Experts, Non-Key Experts	AFP	Direct	Internal
S0602	Project Staff - Administrative, Logistics, Support	AFP	Direct	Internal
S0603	Sister or Allied Projects / Programmes	AFP	Direct	Internal
S0700	Project staff/experts of Implementing partner's (IP)	AFP	Direct	Internal
S0701	Implementing Agency Management	AFP	Direct	Internal
S0702	Implementing Agency Monitoring & Evaluation Team	AFP	Direct	Internal
S0703	Implementing Partners - INGOs and NGOs	AFP	Direct	Internal
S0704	Implementing Payment Partners	AFP	Direct	Internal
S0800	Contractors, suppliers and other respective market actors	AFP	Direct	External
S0801	Building Contractors	AFP	Direct	External
S0802	Building Material Suppliers	AFP	Direct	External
S0803	Construction labour	AFP	Direct	External
S1000	Rights-based organisations;	OIP	Indirect	External
S1001	Human rights organisations	OIP	Indirect	External
S1002	Legal aid organisations	OIP	Indirect	External
S1100	Political and social activists, including local/political leadership	OIP	Indirect	External
S1101	Human rights Activists	OIP	Indirect	External

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SH-CD	Stakeholder Types	Category	Class	Type	
S1102	Political Activists	OIP	Indirect	External	
S1103	Social Activists	OIP	Indirect	External	
S1104	Women's rights Activists	OIP	Indirect	External	
S1200	Mainstream and social media	OIP	Indirect	External	
S1201	Bloggers and other social media influencers	OIP	Indirect	External	
S1202	Mass media, including TV and radio	OIP	Indirect	External	
S1203	Print media, including newspapers and magazines	OIP	Indirect	External	
S1300	Grievance redress formations, including committees, designated personnel and services providers	AFP	Direct	Internal	
S1301	Grievance Committee (District, Provincial)	AFP	Direct	Internal	
S1302	Grievance Officials (of the IP)	AFP	Direct	Internal	
S1303	Outsourced Grievance Redress Firm	AFP	Direct	Internal	
S1400	Any other stakeholder within the purview of Project	OIP	Indirect	External	

4.3 Disadvantaged and Vulnerable Groups (DVG)

As per the definition of DVG described in Section 2.1, SPHF considers the following groups/individuals/entities vulnerable under SH-Code S0104 (see Table 2.2). These entities are structured into the following three categories:

Category 1: Socioeconomic & Cultural Vulnerability

- Families impacted by food scarcity and dependent on agricultural activities;
- Local communities involved in small-scale farming for self-sustenance;
- Farmworkers relying on sharecropping arrangements;
- Members of minority groups defined by ethnicity, religion, or gender; Financially challenged individuals, including those previously engaged in pastoralism or a nomadic lifestyle;
- People lacking literacy and vocational skills.

Category 2: Demographic and Household Characteristics



- Female-led Households;
- Children or young adult-led Households;
- Senior citizens residing in severely affected regions;

Category 3: Health and Special Needs

- People requiring special attention, such as expectant mothers, young kids, and those with persistent health issues (e.g., respiratory conditions).
- Persons living with disabilities such that their everyday activities are hampered.

4.4 Summary of stakeholder engagement during Project Preparation

During the Project's preparation phase, stakeholder engagement involved meeting with the loaner, line departments, and implementing partners to establish communication and align objectives. This engagement aimed to ascertain institutional needs, inform stakeholders about planned activities, improve project design, create synergies, and enhance the socio-environmental sustainability of the project activities across different components.

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Subsequently, consultations were held with various officials to discuss the Project's environmental, social, and logistical aspects. The Director General of the Sindh Environmental Protection Agency emphasised proper waste disposal and treatment and suggested raising awareness of alternative construction materials. The Director General of Climate Change stressed learning from previous experiences and adopting adaptive and mitigatory approaches to disasters. The Secretary of the Forest and Wildlife Department suggested not allowing reconstruction inside protected areas but acknowledged previous attempts at enforcement had failed. He also noted the need for fuel wood in brick kilns. The Secretary of the Implementation and Coordination Department, nominated as the Project Director, believed the Project had limited environmental and social issues and mentioned that it would not likely be implemented in Anti Encroachment Drive-affected areas. Lastly, the Assistant Commissioner of Sehwan briefed the team on flood impacts, explaining that rehabilitation would start once the floodwaters receded.

Additionally, a field visit was arranged during the preparation phase, and discussions were held with the flood affectees. The GoS Environmental and Social (E&S) focal persons visited Kotri Tent City, where flood affectees reside. They inspected the water treatment plant and medical camp, which had medicines for fever, malaria, diarrhoea, and skin diseases. The team spoke with affected individuals, who mostly wanted to return to their original locations and rebuild their homes using grant money. Some mentioned they didn't have land and would be happy to relocate if the government provided housing elsewhere. The affectees urged the government to start rehabilitation work urgently, as many children, women, and patients were among them, and they wanted to return before winter.

4.5 Stakeholder engagement during E&S Tools Development



4.5.1 Project Beneficiaries

Table-1 presents an overview of the basis of purposive selection of the number of districts by Implementing Partner (IP) and thus the number of VRCs consulted and villagers met. The table is presented in descending order of the number of fully damaged house. A total of ten districts were selected, five of which were covered by the IP SRSO, also responsible for 37% of the housing reconstruction activities. A total of 21 VRCs were selected based on the status (operating, recently established and just created).

Table 2: Selection of IPs and Districts based on Affected Homes (as of 30/04/23)

#	IP	Districts Assigned	Districts covered for SH meetings	VRCs as on 30/4/2023	VRCs met	Full DMG	Partial DMG	Total DMG	% share
1	SRSO	5	5	51	11	596,258	155,719	751,977	37%
2	NRSP	7	1	-	2	269,227	191,153	460,380	22%
3	HANDS	7	1	536	2	191,250	153,787	345,037	17%
4	SAFCO	2	2	60	4	177,503	85,139	262,642	13%
5	TRDP	3	1	-	2	181,439	56,874	238,313	12%
Total		24	10	647	21	1,415,677	642,672	2,058,349	100%
Legend: DMG=Damaged; IP=Implementing Partner; SH=Stakeholder; Village Reconstruction Committee									
Note: All data is as supplied by SPHF on 30/4/2023									

The Team used a series of Focus Group Discussions (FGDs), interviews and consultative sessions to engage a total of 475 individuals. These individuals consisted of Flood Affected housing reconstruction Beneficiaries (FAB), partnering NGOs (Implementing Partners (IP)),

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representatives from the Government of Sindh (GoS), and International Non-Government Organizations (INGO). Table 2.2 presents the distribution of these by type of stakeholder and district. At the end of the table is a distribution of the number of people met by category.

Table 3: Primary and Secondary Stakeholder Consultation Events Conducted

S#	District	Primary		Secondary			Total
		FAB	Partnering NGO (IP)	GoS	University	INGO	
1	Badin	2	1	-	-	-	3
2	Dadu	3	1	-	-	-	4
3	Jacobabad	2	-	-	-	-	2
4	Karachi	-	-	5	1	2	8
5	Khairpur Mirs	4	-	-	-	-	4
6	Larkana	1	-	-	-	-	1
7	Naushero Feroze	2	-	-	-	-	2
8	Qambar Shahdadkot	2	-	-	-	-	2
9	Shaheed Benazirabad	2	1	-	-	-	3
10	Shikarpur	2	-	-	-	-	2
11	Sukkur	2	2	-	-	-	4
12	Remote	-	-	-	-	1	1
Total		22	5	5	1	3	36
People met and consulted							
M	Men	248	47	6	1	3	305
W	Women	154	16	-	-	-	170
Total		402	63	6	1	3	475



Legend: FAB=Flood-Affected housing reconstruction Beneficiary; IP=Implementing Partner; GoS=Government of Sindh; INGO=International Non-Governmental Organizations;

In total, 305 men and 170 women were met and consulted across all categories, making a total of 475 people. Furthermore, the field team met with a total of 402 FAB of which 154 (38%) were women and 248 (62%) were men. This nearly 1:2 ratio stems from the natural distribution of women in roles relevant to the Project, despite efforts to improve inclusion i.e., encouraging representation in the VRCs as presidents and members. This disparity, other than in the case of SRSO, also indicates the unavailability of women during the FGDs.

During the stakeholder consultation process, it was observed that identification of persons with disabilities or functional limitations is a serious issue. Realising the importance of this aspect pertinent questions have been added in the Damage Assessment and Verification (DA&V) form. The vulnerability data is collected and available with SPHF for each settlement district wise. The persons with functional limitations living in rural community are less aware about their needs and rights formally addressed through accessible designs of houses and allied facilities. Disabled People's Organizations (DPOs) are the formal forums and aware about the needs and rights of the persons with functional limitations. Therefore, the project consulted with DPOs to get more insights on the accessibility needs to be incorporated in the housing designs.

A consultation session conducted in the month of May 2023 with Disabled People's Organization (DPOs) at Hyderabad, Sindh in which 11 representatives of 5 DPOs participated. The World Bank team also attended the event. The following DPOs participated in the consultation session:

1. Uplift for special person's welfare association (USWAH)

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2. Association for the Welfare of Handicapped Persons (AWHP) Hyderabad
3. Hyderabad Independent Living Centre (HILC)
4. Network of Organizations working for People with Disabilities Pakistan (NOWPDP)
5. National Disability & Development Forum (NDDF)



The team shared the 'Disability Inclusion and Accountability Framework' of the World Bank. The project will fully comply with this framework. The DPOs raised concerns about exclusion and requested their active involvement in reviewing universally accessible designs and minimum guidelines. The project team agreed to their suggestions, challenges faced by the persons with disabilities and functional limitations, which may affect accessibility to the reconstructed houses. The team informed that the project aims to train masons in assessing the needs of individuals with functional limitations. The mason's training manual has also been shared with them for their feedback and the final design of accessible house will also be shared with DPOs for incorporating their feedback.

4.5.2 Government

- **Sindh Forestry Department (SFD):** SFD is committed to increasing Sindh province's tree cover by promoting reforestation, coastal mangrove conservation, and sustainable forestry development. Their initiatives also target environmental protection and wildlife conservation;
- **Sindh Wildlife Department:** Focused on preserving Sindh's diverse wildlife through effective resource management and public participation. Their vision includes sustainable protection of indigenous wildlife and provision of related benefits to the local community;
- **Sindh Provincial Disaster Management Authority:** The authority employs proactive disaster management strategies, emphasizing disaster risk reduction (DRR) due to the region's vulnerability to natural calamities. Its goal is to attain sustainability in the region by implementing constructive disaster management plans and enhancing early warning systems;
- **Sindh Environmental Protection Agency (SEPA):** Established in 1989, SEPA's mandate is to enforce environmental laws and promote sustainable development in Sindh by protecting and improving the environment and controlling pollution;

4.5.3 NGOs and INGOs

- **WWF Pakistan (South):** WWF Pakistan (South) is a conservation organization that works to protect the natural environment and biodiversity of Pakistan. WWF Pakistan (South) also engages with local communities, academia, government and other stakeholders to promote sustainable development, environmental education and climate change adaptation in the region;
- **Urban Resource Centre (URC):** Founded in 1989, URC aims to influence Karachi's urban development through research and community-led discussions on key projects. It advocates against forced evictions and supports better resettlement policies for impoverished communities;
- **National Forum for Environment and Health (NFEH):** The NFEH is a non-governmental, non-profit and voluntary organization that works to create environmental, healthcare and educational awareness among the people of Pakistan. Advocating for environmental issues and policies, such as air pollution, water scarcity, deforestation, climate change, and sustainable development. NFEH is providing

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technical assistance and guidance on environmental and social safeguards, climate change adaptation, and disaster risk management for the project;

- **International Union for Conservation of Nature (IUCN):** The IUCN is a global organization that works to conserve nature and promote sustainable development. In supporting the Sindh Flood Emergency Rehabilitation Project (SFERP), IUCN is providing technical assistance and guidance on environmental and social safeguards, climate change adaptation and disaster risk management;

4.5.4 Education

- **University of Karachi:** A public research university, offering interdisciplinary research in science, technology, medical, and social sciences through its 53 departments and 19 research institutes under nine faculties;



4.5.5 Partner NGOs (Implementing Partners (IPs))

- **Sindh Rural Support Organization (SRSO):** A not-for-profit entity working towards poverty reduction in Sindh by empowering communities and fostering government partnerships. It aims to create a grassroots-level network for implementing development activities and reducing poverty;
- **Health and Nutrition Development Society (HANDS):** A non-profit organization serving 34 million people across Pakistan, focusing on comprehensive development and disaster management. Its network includes 32 branches, thousands of volunteers, and more than 7,500 partner organizations;
- **Thardeep Rural Development Programme (TRDP):** A non-profit initiative working towards supporting vulnerable groups in Sindh Province, especially women. It promotes sustainable livelihoods, enterprise development, education, health, and disaster preparedness, among other things;
- **Safco Support Foundation (SAFCO):** An NBFC that offers microfinance services to unbanked entrepreneurs and productive poor families. Its objectives include improving outreach, reducing operational costs, and enhancing service quality in rural areas;
- **National Rural Support Programme (NRSP):** Established in 1991, the largest rural support initiative in Pakistan, NRSP aims to alleviate poverty by empowering rural communities to access essential resources. Its programs encompass social mobilization, training, micro-credit, infrastructure development, and natural resource management.

4.6 Summary of Learnings from Consultations

SPHF organized a consultation workshop in April 2023 to share objectives of SPHF and the project with various stakeholders for their clear understanding of the project. Around 85 representatives from 32 national, international, and private sector organizations attended the coordination meeting and actively participated. The learning from the session is included as Section 4.5.4. The organizations that participated in the meeting is attached as Annex I.



In addition, stakeholder consultation was carried out from 13th May 2023 to 26th May 2023 with the potential beneficiary and non-beneficiary community in flood affected areas. Considering the complexity of the project, extensive consultations were also carried out with other interested donors, relevant line departments, and NGOs including the implementing partners. This engagement aimed to ascertain institutional needs, inform stakeholders about planned activities, improve project design, create synergies, and enhance the socio-environmental sustainability of the project activities across different components.

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Most feedback received/heard during the consultations related to engaging with banks, communication and coordination. IPs have a varied approach to Project communications. Where a multi-faceted communications approach may be useful in standard development sectors projects, it cannot be varied for a housing reconstruction project. The relationship with the key stakeholder: commercial banks, is pivotal to the Project's success. Hence articulating and managing the relationship is essential for all IPs and their district managers assigned to this Project. Therefore, it is also essential to know the facilities and limitations offered by small bank branches, such as the number of accounts they can open in a day, the necessary documentation support, and verification features.

4.6.1 Stakeholder Consultation Workshop



Observations/Recommendations	Responses
The participants wanted to know the status of land entitlement work. Earlier, It was meant that the land title ships would be given to women.	The work on land entitlement has been started by SPHF and is in progress; however, the policy on land title ships to women is yet to be devised.
Most of the participants asked for the SPHF approved layout/design of the houses	SPHF has developed a plan for a 200 sq. ft house with a toilet and minimum reconstruction guidelines to be followed by the community in the reconstruction of multi-hazard resilient house. However, a beneficiary may increase the house area but has to comply with the minimum construction guidelines.
The process adopted by SPHF to avoid duplicating the same activities in an area/district needs to be elaborated for the participants.	SPHF have a robust database of individuals with the basic socioeconomic information of the housing beneficiaries, the Partner Organizations can access the SPHF database to avoid duplication of efforts.
The allocated timeframe for finalizing Land ownership/tenancy plan, and referral mechanism for left-out houses in the initial survey	As envisioned by SPHF, how long it would take to reconstruct 2.1 million houses in Sindh is not decided. GoS envisages to convert all katcha houses to resilient Pacca houses. Once the data collection of all planned beneficiaries is completed, SPHF will start preparing for land entitlement. SPHF has established an efficient GRM to address the left-out houses from the initial survey.
For transition shelters and permanent houses, IOM can support the design of transition shelters.	SPHF only focuses on the reconstruction of multi-hazard resilient houses rather than a shelter, whereas if SPHF needs shelter support, it will be considered.
Access to the SPHF Dashboard by the participating partners.	The partner organizations shall reach out to SPHF to get access to the dashboard and its data.
Livelihoods is one of the major components that makes a house a happy home. IFAD is present in 7 flood-affected districts and implementing its projects through the same IPs as of SPHF. IFAD can support SPHF in imparting trainings to masons, carpenters, electricians, and other artisans in the seven districts.	SPHF foresee to know each other through organizing such consultative meetings. At the same time, SPHF requests its IPs to keep us abreast of linking various resources on similar activities to avoid duplication of efforts.
SPHF can take the initiative to amend government policy on land grants which will be a sustainable approach toward creating land entitlement	At the moment, it is beyond the scope of SPHF. Currently, it focuses on its set objective of reconstruction. However, the concern will be communicated to the relevant Government Department.
ERRA Land Grants example can be replicated in Sindh.	SPHF is considering replicating the adoptable initiatives from other provinces of Pakistan on land grants, and SPHF has started working on it.
SPHF provisions to account for the cost inflation in Pakistan, which has reached up to 30%. Update and plan to achieve the funding gap at SPHF for the reconstruction As cash grants are directly disbursed to the beneficiaries, SPHF needs to elaborate the control mechanism available with it to enable the disbursed	We have USD 500 million available and invite donors to support further and hopefully acquire the projected funds as envisioned. Only around 2-3% cost of the program budget is fixed for operational/technical assistance. SPHF is the

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Observations/Recommendations	Responses
grants to be utilized for the reconstruction only. SPHF also have to share the learning from the Nepal reconstruction project regarding the percentage of utilization of disbursed grants in the construction	replication of other national and international same types of programs with the improvement in the program designs based on the learnings from other models. The impact assessment conducted by renowned economists from Nepal and other countries tells that all the amount disbursed to beneficiaries is utilized for the construction, even the beneficiaries paid 33% of the total reconstruction cost by themselves.
The participating organization required from SPHF to provide access to beneficiary data including the reconstruction guidelines prepared by SPHF to follow by other organization working on housing reconstruction in Sindh.	To avoid data misuse, SPHF currently does not provide direct access to the complete dataset of beneficiaries to other organizations, but SPHF can provide data of specific beneficiaries on request. SPHF does not have a provision to restrict other organizations to SPHF reconstruction guidelines, but SPHF requests everyone to use flood/disaster resilient house design. At the same time, SPHF discourages reconstruction through contractors. It was also clarified that SPHF has created minimum construction guidelines, but one can construct his/her house by adding other provisions to make it more resilient. However, the guidelines shall also discuss the maximum standards to be adopted for cost-effectiveness.



4.6.2 Consultation with Community

Observations/Recommendation	SPHF Response
People from the village belonged to 04 different ethnicities and castes, hence, had their own smaller separate portions in the village.	SPHF will implement activities that promote social cohesion and bridge divides among caste groups. The project encourages foster a sense of collective identity and promote unity within the community.
Community participation and ownership may be hindered by top-down approaches or a lack of trust and transparency; The villagers mentioned that their village has flooded 03 times since 2010, where their trust and belief in the government and its help has vanished; The IP advised how the districts of Shaheed Benazirabad and Naushero Feroze had historically been devoid of community mobilization efforts and campaigns, leading to the villagers being relatively less welcoming of the IP and slow to warm up to their efforts. This was observed when women were not allowed to be part of the Focus Group Discussions by the villagers; The people in the area also advised their wariness in trusting NGOs as 1-2 had come in the past and done superfluous work on cleaning up the area and then left. The representatives of DPOs suggested that their active involvement should be ensured for the design, Identification of persons with functional limitations is difficult	A bottom-up approach may prove more effective in mitigating trust issues and promoting community participation and ownership. These consultations are the first step in ensuring community voice is heard and their concerns are addressed. The Project will have a clear sustainability plan that transmits the Project's intention to go beyond immediate relief efforts. In order to address trust concerns that beneficiaries may have towards IPs and NGOs, these organizations will provide written documentation that encourages accountability to the beneficiaries. Additionally, it is important for IPs and NGOs to be transparent and maintain regular communication with beneficiaries to ensure that they are fully informed of all relevant activities. DA&V activity focuses on the PWD identification. SPHF will share the design and other relevant documents with DPOs prior to finalization

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4.6.3 Consultation with IPs

Observations and Recommendations	SPHF Response
<p>Banks are not fully aware of the project and the importance of opening bank account for beneficiaries</p> <p>Public dealing process varies between banks</p> <p>Lack of awareness of the local community towards banking procedures to open and use bank accounts. At few locations community members highlighted that the banks delayed opening of accounts for people whose list have already been shared with the banks. Technical issues encountered by the community in opening of accounts such as, biometric verification problem, expired CNIC, etc.</p> <p>When asked about the account opening. The people of the community told us that we face many difficulties while opening the account, such as biometrics, time delay tactics, etc.</p> <p>Banks only open 5-10 accounts every day.</p> <p>Bank opening issues, where banks have imposed age limits on who may open accounts, along with a lengthy list of documents.</p> <p>There were also cases uncovered, such as a widowed woman left behind with her young children who were facing issues with her bank account opening that the president of the VRC was not aware of.</p> <p>When asked about the account opening. The people of the community told us that we face many difficulties while opening the account, such as biometrics, time delay tactics, etc.</p> <p>Banks should transparently communicate the status of account opening to each beneficiary</p>	<p>IPs coordinate with the local banks and brief about the project regularly and importance of opening bank account of the beneficiaries as well as seek support from district government to facilitate opening of the banks accounts as in the case of TRDP in which the support from the district commissioner office was sought and 12 bank accounts for the beneficiaries were opening in a day. Similar examples are available for the other IPs as well.</p> <p>In addition, SPHF is coordinating with the State Bank to resolve the issues faced by the beneficiaries to open bank accounts particularly for the elderly persons, widows and other vulnerable groups. SPHF and its IPs are also providing awareness to the beneficiaries on the procedures related to the opening and benefit of using bank accounts. This will help ensure that the account opening and funds disbursement process is timely and tailored to the beneficiary's unique circumstances, such as limited income and documentation challenges.</p> <p>IPs also highlight such beneficiaries and take up the matter on priority basis with SPHF and the bank to facilitate the beneficiary in opening bank accounts.</p> <p>To facilitate efficient coordination between IPs and banks, SPHF is providing capacity-building and training sessions. Each IP holds regular follow-up meetings with their partnered bank to clarify each entity's responsibilities.</p> <p>Awareness sessions of VRCs to facilitate and follow-up with beneficiaries in account opening specially for the vulnerable groups.</p>
<p>The beneficiaries for this Project not only come from low-income backgrounds, but have the unique misfortune of losing most of what they own to the floods. Such individuals/families cannot be expected to furnish proper documentation universally.</p> <p>For people where bank accounts are not opened or are very difficult due to NIC or other issues, special cases are sent to SPHF for consideration.</p> <p>Issues with the bank account opening and timing of disbursements.</p>	<p>SPHF and IPs will coordinate with NADRA to facilitate issuance of new/renewal of expired NICs. The IP should make the appropriate preparations considering the context of such matters in each district (relative level of development).</p> <p>During damage assessment and verification STATS to acquire information on the availability of NIC and bank accounts.</p>
<p>The validation for most houses had been conducted by the IP, where 109 bank accounts had been opened in the village for the beneficiaries, and 41 had received the 1st instalment for reconstruction. Only a few houses were remaining for validation.</p> <p>People in the area did not face issues with opening bank accounts, as the TRDP team had already spoken to the banks and District Commissioners to avoid this issue.</p> <p>The people in the area were aware of the process for disbursement and reconstruction, where all beneficiaries have opened their bank accounts.</p>	<p>SPHF should document the success of SAFCO and TRDP in actively engaging bank managers and district commissioners for inclusion in the SOPs, thus enabling other IPs in similar situations in the future.</p>

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Observations and Recommendations	SPHF Response
<p>Effective coordination between different entities is essential for the successful execution of the project. This coordination relies on timely sharing of information and support between the involved agencies.</p> <p>Considerable coordination problems among various stakeholders, such as the government, donors, communities and NGOs;</p> <p>When money is sent to beneficiaries, the IPs in charge are not informed, increasing the risk of people misusing the money;</p> <p>The response time from SPHF on numerous issues is too long;</p> <p>The IP mentioned that they have good coordination with other IPs and Government Departments through WhatsApp.</p>	<p>IPs will be advised by SPHF to share verified beneficiary information with all bank branches operating in the village. Additionally, the application's performance would be closely monitored as it can greatly assist each stakeholder involved in this process.</p> <p>Some IPs coordinate with other stakeholders through WhatsApp, which is a good sign of initiative even though such measures should be common place. .</p>
<p>Beneficiaries not fully aware of access to funds and other project requirements;</p> <p>SRSO stated that all activities that are started in an area are first described to the community in the form of an open dialogue, after which training is provided</p>	<p>In cases where beneficiaries are unsure about how to access funds or meet project requirements, it is important for implementing partners (IPs) to provide them with clear information. IPs should communicate project activities and equip beneficiaries with the necessary knowledge about funding and other requirements. For instance, IPs should explain the process of opening an account and review essential documents during their sessions. This is a good example for other IPs to follow.</p>

The detailed list of stakeholder consultations is attached in Annex I.

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5 Stakeholder Engagement Program

This section elaborates upon the engagements planned for the Project's remaining lifetime.

5.1 Summary of stakeholder needs and methods, tools and techniques for stakeholder engagement

SPHF's approach to stakeholder engagement is based on the principle of inclusive and meaningful participation of all relevant parties. This involves identifying and categorising stakeholders accurately, understanding their interests and concerns, and tailoring engagement methods to ensure effective communication and collaboration.

5.1.1 Participatory Rural Appraisal (PRA)

Information sharing and dissemination will occur in multiple rounds to address the Project's social and infrastructural impacts, benefits, and stakeholder participation. Stakeholder feedback will be incorporated into the project design as appropriate. The SPHF will thoroughly document all meetings and discussions.

The first round will take place after drafting each framework document, allowing stakeholders to review findings and suggest changes. Project Affected Persons (PAPs) and institutional stakeholders (NGOs, government departments) will be informed about the Project and the documents being prepared, with their feedback incorporated accordingly.

The second round will occur during the screening and scoping stage for site-specific management plans, identifying potential issues and gathering stakeholder feedback, particularly from PAPs.

The third round, conducted after completing site-specific assessments, will inform project stakeholders about the process and disclose critical aspects of the project design, inviting comments and feedback before finalisation.



Informal consultations will continue throughout the Project, focusing on engaging vulnerable groups and incorporating their input through focus group discussions.

5.1.2 Focus Group Discussion (FGDs)

This tool helps gather information on specific topics, such as infrastructure access, project activities' impact, community participation, and stakeholder opinions. These topics will be discussed through open-ended questions in FGDs with primary and secondary stakeholders. Separate sessions will be held for vulnerable groups, PAPs, women in different project areas, and landlords. Gender consultations will also be conducted to record the views of females and issues related to project implementation. Gender specialists will organise consultation sessions with local women in the project area to inform them about project activities and gather their views. For more information, refer to the Gender Action Plan (GAP) separately prepared for this project.

5.1.3 Key Informant Interviews (KIIs)



To gather information from different parts of the community, SPHF will select locals who represent various segments. Typically, these individuals are elders who have lived in the area

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for an extended period. They can provide both current and historical information about the area. They are respected in their respective villages, where they speak on behalf of their peers and make decisions. SPHF will ensure that consent is obtained from the villagers and the people these representatives will be speaking on behalf of.

5.1.4 Consultative Sessions

The Social and Environmental team will conduct Stakeholder Consultations with relevant departments, organisations, NGO representatives, policymakers, and local representatives. The departmental consultations will aim to get their views and concerns for the proposed Projects. These departments will include (but are not limited to) Environmental Protection Agency (Sindh), Forest Department, Wildlife Department, Agriculture Department, Revenue Department, Sindh Irrigation Department, etc.

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5.2 Stakeholder engagement plan

Table 4 below outlines the engagement strategies for each stakeholder relevant to the Project. SPHF has determined this relevance based on the Winch Power and Interest Matrix (see Figure 3-1). The resultant combinations are defined below:



- High Power - High Interest: these stakeholders are decision-makers and have the most significant impact on the Project's success; hence, SPHF will closely manage their expectations;
- High Power - Low Interest: these stakeholders will be updated and satisfied even if their interest level is low. SPHF will manage these situations with care;
- Low Power – High Interest: such stakeholders are adequately informed, and SPHF will regularly check in with them to ensure no major issues are arising. These stakeholders can often be helpful with the detail of the Project.
- Low Power - Low Interest: the views of such stakeholders will be monitored and kept informed with minimum communication.





Figure 1: Power and Interest Matrix

Table 4: Project Stakeholder Engagement Plan (SEP)



S#	Stakeholder	The topic of consultation/message.	Power	Interest	Engagement Strategy	Engagement Tools	Responsible Entity	Minimum Frequency
1	Beneficiaries for housing reconstruction support and affected/non-affected communities of 2022 floods	<ul style="list-style-type: none"> • Project description and overview of eligibility criteria; • Project progress and planned activities • GRM and its processes • Needs assessment and prioritisation • Housing reconstruction plans and support • Community engagement and participation • Disaster risk reduction measures • Livelihood restoration 	Low	High	Manage Closely	<ul style="list-style-type: none"> • Community meetings and consultations; • FGDs; • KII; • Door-to-door surveys; • Local community organisations and networks; • Social media and mobile messaging platforms; • Site visits and inspections; • GRM MIS web portal. 	SPHF PIU, IP	Monthly, On Demand

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S#	Stakeholder	The topic of consultation/message.	Power	Interest	Engagement Strategy	Engagement Tools	Responsible Entity	Minimum Frequency
2	Respective line departments, agencies, ministries of the Government of Sindh (GoS) and at federal levels	<ul style="list-style-type: none"> Project progress, challenges and solutions; Policy and regulatory frameworks; Coordination and collaboration; Capacity building and technical assistance; Infrastructure development and support; Disaster response and management; Transparency and accountability. 	High	Low	Manage Closely	<ul style="list-style-type: none"> SPHF Website; Inter-agency meetings and workshops; Memorandums of Understanding (MoUs) and agreements; Joint planning and review sessions; Capacity building and training programs (as per need); Regular reports and updates; GRM MIS web portal. 	SPHF Management	Quarterly
3	Other donor agencies	<ul style="list-style-type: none"> Coherence in work undertaken for supportive development and to avoid duplication of efforts; Funding opportunities and partnerships; Technical assistance and capacity building; Project alignment with international development goals; Best practices and lessons learned. 	Low	High	Keep Informed	<ul style="list-style-type: none"> SPHF website; Consultative sessions; In-person meetings; Response to queries; Donor conferences and roundtables; Regular progress reports and updates (as applicable); Site visits and field visits; Virtual conferences and webinars; GRM web portal. 	SPHF Management	Annual, On Demand
4	Development agencies/partners, including the UN, INGOs, and NGOs	<ul style="list-style-type: none"> Coherence in work undertaken for supportive development and to avoid duplication of efforts; Collaboration and partnership opportunities; Capacity building and technical assistance; Advocacy and awareness-raising; 	Low	High	Keep Informed	<ul style="list-style-type: none"> SPHF website; Consultative sessions; In-person meetings; Virtual meetings and webinars; Partnership forums and networking events; Joint programming and coordination meetings; 	SPHF Management	Annual

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S#	Stakeholder	The topic of consultation/message.	Power	Interest	Engagement Strategy	Engagement Tools	Responsible Entity	Minimum Frequency
		<ul style="list-style-type: none"> Humanitarian response and support. 				<ul style="list-style-type: none"> Collaborative projects and initiatives; Sharing of best practices and lessons learned; Capacity building and training programs. 		
5	Individual donors, philanthropists and charities	<ul style="list-style-type: none"> Funding needs and opportunities; Project impact and outcomes; Success stories and testimonials; Transparency and accountability 	Low	High	Keep Informed	<ul style="list-style-type: none"> Fundraising events and campaigns; Personalised communication and updates (as required); Site visits and project showcases; Social media and online platforms. 	SPHF Management	Annual, On Demand
6	Rights-based organisations;	<ul style="list-style-type: none"> Human rights and social justice Advocacy and awareness-raising Empowerment of marginalised and vulnerable groups Accountability and transparency 	Low	High	Keep Informed	<ul style="list-style-type: none"> Advocacy campaigns and events; Networking and partnership forums; Social media and online platforms; GRM web portal. 	SPHF Management, SPHF PIU	Annual, On Demand
7	Political and social activists, including local/political leadership	<ul style="list-style-type: none"> Policy advocacy and reform Community mobilisation and engagement Conflict resolution and Peacebuilding (if applicable) Inclusive decision-making 	Low	High	Keep Satisfied	<ul style="list-style-type: none"> Advocacy campaigns and initiatives (as required); Media engagement and communication; Social media and online platforms; GRM web portal. 	SPHF Management	Annual, On Demand
8	Mainstream and social media	<ul style="list-style-type: none"> Policy advocacy and reform; Community mobilisation and engagement; Conflict resolution and Peacebuilding; Inclusive decision-making. 	Low	Low	Keep Informed	<ul style="list-style-type: none"> Press releases and media briefings; Interviews and features; Social media campaigns and engagement; Media visits and site tours (as required); 	SPHF PIU	Monthly; On Demand

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S#	Stakeholder	The topic of consultation/message.	Power	Interest	Engagement Strategy	Engagement Tools	Responsible Entity	Minimum Frequency
						<ul style="list-style-type: none"> Multimedia content development, on-demand (videos, infographics, etc.) 		

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5.3 Proposed strategy to incorporate the views of vulnerable groups

SPHF's tailored approach for combining the ideas of vulnerable groups in the housing reconstruction and flood-affected community support project includes the following points:

Identification and mapping: SPHF will identify and map Disadvantaged and Vulnerable Groups (DVGs) within the flood-affected Project Area of Influence (PAI), such as female-headed households, children and youth heads of families, elderly individuals, people with disabilities, and those facing food insecurity. Their needs, interests, and concerns concerning housing reconstruction and post-flood support will be documented.

Tailored engagement methods: Based on insights from the identification and mapping phase, SPHF will adjust its engagement strategies to address the unique needs of each vulnerable group. For example, organise separate consultation sessions for female-headed households, offer transportation assistance for elderly individuals, and provide sign language interpreters for people with hearing impairments.

Capacity building: SPHF will provide ad hoc training, capacity-building opportunities and orientation sessions for women and men beneficiaries and members of village reconstruction committees for DVGs on topics relevant to the Project, such as housing reconstruction guidelines and techniques, disaster risk reduction, sensitization and awareness raising sessions on basic concepts of Gender, Gender Based Violence (GBV) Sexual Exploitation and Abuse, Sexual Harassment, disadvantages of early child marriages, importance of girls education, potential disasters mitigation measures and post-flood recovery skills.

Collaboration with specialised organisations: SPHF will engage local organisations and NGOs with expertise working with flood-affected communities and vulnerable populations. These organisations can offer insights into practical engagement approaches and help facilitate the involvement of vulnerable stakeholders.



Representation in decision-making: SPHF will incorporate learnings from engagements with DVGs into the Project and include them in the decision-making process through Participatory Rural Appraisal (PRA), as applicable. This may involve ensuring that vulnerable groups have representation in the Village Reconstruction Committees (VRCs) overseeing housing reconstruction or flood recovery initiatives.

Monitoring and feedback: SPHF will establish mechanisms to monitor the effectiveness of engagement with vulnerable groups and solicit their input on the Project's progress. Engagement strategies will be adjusted as needed based on their information.

Reporting and transparency: SPHF will document and report on the participation of vulnerable groups in the engagement process, including the methods used, feedback received, and actions taken in response to their concerns. This information will be shared with the broader stakeholder community to demonstrate transparency and accountability.

Grievance Redress Mechanisms (GRM): SPHF has developed and will implement an accessible and responsive GRM to address any concerns or complaints from vulnerable groups regarding the Project's housing reconstruction and flood recovery activities.

By adopting this context-specific GRM, SPHF will ensure that the views of vulnerable groups are effectively incorporated into the decision-making process, resulting in more equitable and inclusive outcomes for flood-affected communities.

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6 Resources And Responsibilities for Implementing Stakeholder Engagement Activities

6.1 Resources

The successful implementation of the SEP requires adequate resources and a clear definition of roles and responsibilities for all involved parties. The following resources have been identified:

Financial Resources: The Project budget includes a dedicated allocation for stakeholder engagement activities that cover the cost of engagement tools, such as community meetings and consultations, surveys, and capacity-building programs.

Communication Resources: Various communication tools will be employed to engage stakeholders, including social media and mobile messaging platforms, the project website, and local community organisations and networks.

Human Resources: The SEP implementation will be overseen by the Social Development and Gender Specialists at SPHF. These roles will coordinate all stakeholder engagement activities, including communication with stakeholders, addressing grievances, and ensuring that stakeholder feedback is incorporated into project design and implementation.

Grievance Mechanism: The established GRM provides a clear and accessible process for stakeholders to raise and address grievances related to project activities. The GRC at SPHF has oversight over the GRM and its implementation.

6.2 Management functions and responsibilities



Effective management is critical to ensuring that the stakeholder engagement process is integrated into project design and implementation. The following management functions and responsibilities have been identified:

Leadership: The COO will provide overall leadership and oversight of the stakeholder engagement process. They will ensure that stakeholder feedback is incorporated into project design and implementation and that the GRM is effectively managed.

Planning and Design: The Social Development Specialist will lead the planning and design of the stakeholder engagement process. They will work closely with the Project teams and IPs to ensure that stakeholder engagement is integrated into the Project's planning and design.

Implementation: The Social Development Specialist will be responsible for implementing the stakeholder engagement plan.

Monitoring and Evaluation: The SEP's Monitoring and Evaluation (M&E) system feeds into the Project's overall M&E framework and tracks progress on the effectiveness of the stakeholder engagement process. The Social Development and Environmental Specialists and the M&E Specialist at SPHF will be responsible for managing the M&E system, ensuring that all feedback loops are completed and that the relevant feedback is reflected in the Project's Implementation.

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7 Grievance Redress Mechanism (GRM)

7.1 Description of GM



The GRM is detailed in a separate document and is designed based on the World Bank's Grievance Redress Service (2021).

The GRM follows a five-stage process: registration, evaluation (investigation), solution-seeking, implementation monitoring, and complaints closure. The Grievance Redress Management Information System (GMIS) staff assesses the admissibility of complaints upon registration and proceeds accordingly. The Grievance Committee, either at the Implementing Partner (IP) level or the SPHF level, handles the resolution-seeking stage by developing a solution proposal, sharing it with the complainant, and either agreeing or denying it. The apex GRC (SPHF) oversees the implementation of the solution proposal, and the process concludes when the agreed-upon actions are satisfactorily completed. High-risk complaints are escalated directly to the SPHF GRC.

Step	Description of Process	Time Frame	Responsibility
GRM implementation structure	Notification and establishment of GRM focal persons and committees respectively along with development of comprehensive complaint registry tracking and redressal mechanisms after the deployment of GRS Firm	August 2023	- SPHF - GRS Firm - IPs
Grievance uptake	GRS Firm will set up phone /WhatsApp numbers covering all districts. Additional requirements will be determined by the GRS Firm and executed accordingly. Furthermore, physical complaint boxes must be set up at all IP offices. Similarly, such boxes should be placed at the SPHF HQ and district administrative offices. Figure-2 outlines the various channels, both formal and informal, through which complaints may reach SPHF. Moreover, the GRF will prepare a single e-mail (e.g., shikayat@sphf.gos.pk) address for receiving grievances. The GRS Firm will then log and process these grievances according to the defined handling process.	August 2023	- GRS Firm and - SPHF
Receiving, Recording and Sorting	GRS Firm will develop a comprehensive GR System that includes clear and transparent procedures for receiving, recording and sorting the grievances received and recorded in the system	Upon receipt of complaint	GRS Firm

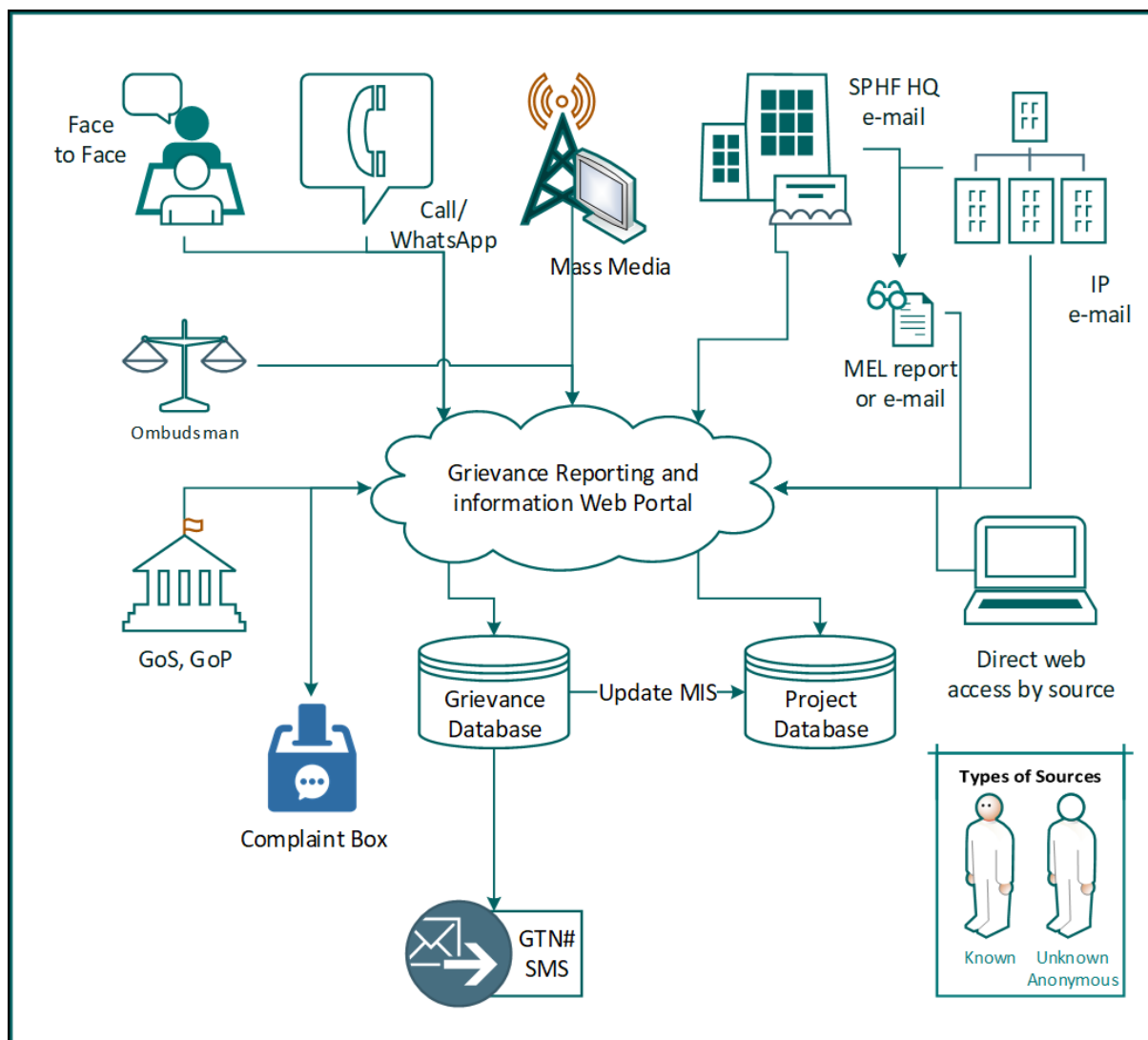
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Step	Description of Process	Time Frame	Responsibility
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by GRS Firm through assigning a unique tracking number which will serve as a referral for follow-up and monitoring the progress of the grievance/complaint	Upon receipt of complaint	GRS Firm
Verification, investigation, action	Investigation of the complaint is led by SPHF. A proposed resolution is formulated by SPHF and communicated to the complainant by GRS Firm	Within 10 working days	SPHF GRC
Monitoring and evaluation	A dashboard will be established for the high-level vigilance of a GRM system which will provide a real-time monitoring, displays key performance indicators, visualises data, can be customised, and promotes collaboration. The dashboard will help the Project management and Donors to assess the performance of the GRM and make timely informed decisions to improve the effectiveness and efficiency of the GRM system. The salient features of the dashboard are given in the overall GRM of the project.	Realtime	SPHF and GRS Firm
Training	<p>All GRM-relevant personnel, be they members of SPHF, an IP, or the GRF, will receive mandatory training on ethical practices, in addition to the following topics:</p> <ul style="list-style-type: none"> - Management of the grievance redress process (including developing flow charts, assigning roles, monitoring the performance of staff dealing with complaints, and providing incentives); - Effective communication, negotiation, and facilitation skills; - Creating awareness of the usefulness of a GRM as an essential source of feedback; - Problem-solving; dispute resolution; and decision-making; and their respective parameters, standards, and techniques; and 	Sep-Oct 2023	<ul style="list-style-type: none"> - SPHF - GRS Firm

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Step	Description of Process	Time Frame	Responsibility
	- Documentation and reporting, including “customer feedback”, as part of an ongoing organisational learning process for the SPHF.		

Figure 2 Grievance Input Pathways



7.2 Handling GBV and SEA/SH Issues

The project will be particularly sensitive to GBV and SEA/SH issues given that its key stakeholders include marginalized communities, whose women and children are particularly vulnerable to abuse. The SPHF and IP staff responsible for receiving complaints will be provided training on handling complaints regarding GBV, VAC and SEA/SH from a certified and reputable organization/firm focusing on issues of GBV, SEA/SH and VAC. The project will also draw up a list of established service providers who can provide support to GBV, SEA/SH and VAC survivors and all relevant cases will be referred accordingly.

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For SEA/SH and GBV-related matters, the SPHF will also sensitize and provide awareness to beneficiaries and share the mapping along with the name and contact details of GBV and SEA/SH service providers to women beneficiaries and the designated focal persons of IPs will share the lists with them. A Preliminary list of Service Providers for GBV, SEA/SH is attached as Annex-II

7.3 GRM Process



The Grievance Redress Mechanism (GRM) process can be summarised into the following steps:

Receiving and acknowledging the complaint/grievance: Stakeholders or their representatives can communicate grievances verbally or in writing through appropriate channels. All grievances are recorded in the GMIS grievance redress web portal, and a unique Grievance Token Number (GTN) is generated. The complainant receives an acknowledgement message from the GTN.

Initial review, examination, and investigation of the complaint/grievance: The GMIS identifies the responsible entities based on a predetermined responsibility matrix. Investigation Officer (IO) and Reviewing Officer (RO) are assigned to the case. The IO conducts an initial review and, if necessary, a more in-depth investigation, gathering relevant evidence. The findings are logged in the GMIS, and the RO is notified.

Resolve or escalate complaints/grievances: The RO reviews the IO's findings, analyses the case materials, and formulates a resolution. If the complainant agrees to the solution, the case is closed, and the GTN is updated. If the complainant is unsatisfied, the complaint is escalated to the next level in the hierarchy.

Close and prepare outcome reports: Upon closure of the grievance, the RO and IO complete a Grievance Closure REPort (GCREP), which is kept physically for one year and digitally for the Project's entire duration. These GCREPs serve as references for any future grievances of similar nature.

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8 Monitoring and Reporting

A well-structured SEP, supported by a participatory monitoring approach, is crucial for successfully implementing the Project. This section outlines SPHF's process for monitoring the SEP's effectiveness (including indicators) and addressing stakeholder interests.

8.1 SEP implementation monitoring indicator framework

Table-5 below outlines the indicators and the sources of verification that enable accurately gauging the SEP's effectiveness. The relevant verification sources will be finalised by the MEL Lead at SPHF.



Table 5: Indicators of SEP Implementation Effectiveness

Indicator and Description	Sources of Verification
Stakeholder Identification and Mapping: This indicator tracks the identification, categorisation, and mapping of stakeholders, including affected communities, local authorities, NGOs, and other relevant organisations. It ensures that all appropriate parties are engaged, their concerns are addressed, and their inputs are considered in decision-making processes.	A comprehensive list of identified stakeholders, their roles, and interests, along with a visual representation (e.g., stakeholder map) to illustrate their relationships and influence on the Project.
Stakeholder Consultation and Participation: This indicator measures the extent to which stakeholders are engaged in consultations, meetings, and workshops to provide input on project design, implementation, and monitoring.	Records of consultations, including the number of meetings, attendees, and key issues discussed, as well as documentation of how stakeholder feedback has been incorporated into the Project.
Information Disclosure and Transparency: This indicator assesses the Project's level of transparency and the effectiveness of information disclosure mechanisms to ensure stakeholders have access to timely and accurate project information.	Details of the information disclosure process, including the types of documents and data shared, the channels used for dissemination, and the frequency of updates. The extent to which stakeholders report being well-informed about the Project and its progress is also considered.
Grievance Redress Mechanism (GRM): This indicator evaluates the effectiveness of the Project's GRM, ensuring that stakeholder grievances are acknowledged, addressed, and resolved in a timely and appropriate manner.	Data on the number of grievances received, the nature of the grievances, the response time, and the resolution status. Periodic assessments of stakeholder satisfaction with the GRM process will also provide valuable insights.
Monitoring and Evaluation (M&E) of Stakeholder Engagement: This indicator assesses the effectiveness of the SEP's M&E system to track stakeholder engagement performance, identify areas for improvement, and facilitate corrective actions.	M&E reports that outline the methodology, data collection, analysis, and results related to stakeholder engagement performance. This will include periodic stakeholder surveys, project team assessments, and feedback from external monitoring entities.

Furthermore, Table-6 below outlines the specific M&E indicators that SPHF will use to determine the effectiveness of the SEP. Fine Tuning of these indicators of the MEL Lead.

Table 6: Monitoring and Evaluation (M&E) of Stakeholder Engagement



Indicator	Description	Method	Source of Verification
Level of Stakeholder Participation:	This indicator measures the degree of stakeholder involvement in the decision-making process, from project planning to implementation and monitoring. High levels of participation suggest an inclusive and transparent process, which can contribute to the Project's overall success. Tracking attendance at meetings, the number of stakeholders consulted, and stakeholders' feedback will provide insights into the level of stakeholder participation.	<ul style="list-style-type: none"> Surveys or questionnaires to assess the extent of stakeholder involvement in consultations and decision-making processes. Attendance records and meeting minutes to track stakeholder presence and input during project meetings, workshops, or focus group discussions. 	<ul style="list-style-type: none"> Meeting minutes, attendance sheets, or sign-in logs from consultations, workshops, or other participatory events. Stakeholder survey or questionnaire results and analysed data on stakeholder participation.
Quality of Communication:	Effective communication is vital for keeping stakeholders informed and engaged. This indicator assesses the clarity, frequency, and appropriateness of communication channels.	<ul style="list-style-type: none"> Stakeholder surveys or interviews to gather feedback on the clarity, relevance, and usefulness 	<ul style="list-style-type: none"> Stakeholder feedback reports or survey results on

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Indicator	Description	Method	Source of Verification
	Monitoring the dissemination of project updates, satisfaction with the communication methods, and stakeholders' understanding of the project objectives will help evaluate the quality of communication.	<ul style="list-style-type: none"> of project information and communication. Internal reviews of communication materials, such as newsletters, project updates, or website content, to assess their quality and comprehensibility 	<ul style="list-style-type: none"> communication quality. Records of internal communication material reviews and revisions or updates made based on those reviews.
Timeliness of Response to Stakeholder Concerns:	Addressing stakeholder concerns promptly and efficiently is crucial to maintaining their trust and support. This indicator measures the time taken to address stakeholder concerns, queries, or complaints. Tracking response times, resolution rates, and the satisfaction of affected stakeholders will provide insights into the project team's responsiveness.	<ul style="list-style-type: none"> Tracking response times to stakeholder inquiries, complaints, or feedback through a centralised communication log or database. Periodic stakeholder surveys or interviews to assess their perceptions of response timeliness. 	<ul style="list-style-type: none"> Communication logs or databases containing records of stakeholder interactions, concerns, and response times. Stakeholder feedback reports or survey results on the timeliness of responses
Grievance Redress Mechanism (GRM) Effectiveness:	A well-functioning GRM helps resolve disputes and address stakeholder grievances during the Project. This indicator assesses the effectiveness of the GRM, including its accessibility, transparency, and responsiveness. Monitoring the number of grievances received, the time to resolve them, and stakeholder satisfaction with the outcomes will help evaluate the GRM's effectiveness.	Monitoring the number, nature, and resolution status of grievances received through the GRM. Conducting periodic stakeholder surveys or interviews to gauge satisfaction with the grievance resolution process	Grievance logs or databases containing details on grievances received, response times, and resolution outcomes. Stakeholder feedback reports or survey results on the effectiveness of the GRM.
Stakeholder Satisfaction:	The overall satisfaction of stakeholders is a key indicator of a successful SEP. This metric evaluates stakeholders' perception of the Project's benefits, their involvement in the process, and the responsiveness of the project team. Conducting periodic surveys or interviews with stakeholders to gauge their satisfaction levels and collecting feedback on areas of improvement will help ensure the SEP is achieving its objectives.	Conducting regular stakeholder surveys, interviews, or focus group discussions to assess satisfaction with project progress, communication, and overall engagement. Analysing stakeholder feedback to identify trends, improvement areas, and best stakeholder engagement practices.	Stakeholder feedback reports or survey results, including insights on satisfaction levels and improvement areas. Documentation of actions taken to address stakeholder feedback and improve satisfaction levels.

8.2 Reporting back to stakeholders

The SEP will be periodically revised and updated as necessary during project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions, will be collated by responsible staff and referred to the Project's senior management. The quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Stakeholders will be kept informed as the Project develops, especially regarding guidelines on operations in line with health and safety procedures, through bi-annual reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. This will be important for the wider public but specifically critical for the directly impacted community members. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways, such as newsletters, email updates, community meetings, and the project website.

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Annex 1- List of Stakeholders Consulted

S. No.	Name of Organization
1	ACTED Pakistan
2	Agha Khan Agency
3	Asian Infrastructure Investment Bank (AIIB)
4	Adam Smith International (ASI)
5	Carelend Pakistan
6	Catholic Relief Services (CRS) Pakistan
7	Ernst & Young Global Limited (EY)
8	Foreign, Commonwealth & Development Office, British Deputy High Commission in Karachi
9	Human Development Foundation (HDF)
10	Health and Nutrition Development Society (HANDS)
11	International Organization for Migration (IOM)
12	Indus Resource Center (IRC)
13	Islamic Relief Pakistan
14	Karachi Relief Trust (KRT)
15	Muslim Aid
16	National Humanitarian Network Pakistan (NHN)
17	National Poverty Graduation Program (NPGP)
18	P&D Department, Government of Sindh
19	Pakistan Poverty Alleviation Fund (PPAF)
20	Qatar Charity
21	Rotary International
22	Save the Children Intl
23	Sindh Rural Support Organization (SRSO)
24	Turkish Cooperation and Coordination Agency (TIKA)
25	Thardeep Rural Development Program (TRDP)
26	UNDP
27	Un-Habitat
28	UNOPS
29	UNRCO
30	USAID
31	WFP
32	World Bank



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Date	Level	Cat	District	Participants	UC/Taluka	Location	IP	Event type	M	W	Total MW
13/05/2023	S	INGO	Remote	Manager Conservation	-	WWF Pakistan (South)	NR	KII	1	0	1
15/05/2023	S	GoS	Karachi	Director, Joint Director	-	Urban Resource Centre	NR	KII	2	0	2
15/05/2023	S	INGO	Karachi	NRM Coordinator	-	IUCN	NR	KII	1	0	1
15/05/2023	P	IP	Sukkur	SRSO and EMC	Sukkur City	SRSO Regional Office	SRSO	CS	9	3	12
16/05/2023	P	FAB	Sukkur	Community Members	Ghumra	Ghumra Mohalla	HANDS	FGD	32	8	40
16/05/2023	P	FAB	Sukkur	Community Members	Gangro	Gangro Village	HANDS	FGD	21	4	25
16/05/2023	P	IP	Sukkur	HANDS and EMC	Sukkur City	HANDS Regional Office	HANDS	CS	9	2	11
17/05/2023	P	FAB	Khairpur Mirs	VRC/WO	Nara	Chutal Sodhro Village	SRSO	WTO	6	7	13
17/05/2023	P	FAB	Khairpur Mirs	VRC/WO	Thari Mirwah	Ali Bux Kharwal Village	SRSO	WTO	4	1	5
17/05/2023	P	FAB	Khairpur Mirs	VRC/WO	Kingri	Lal Bux Ujjan Village	SRSO	FGD	9	26	35
17/05/2023	P	FAB	Khairpur Mirs	VRC/WO	Kingri	Ghulam Ujjan Village	SRSO	FGD	6	16	22
17/05/2023	S	INGO	Karachi	President	-	National Forum for Env. and Health	NR	KII	1	0	1
18/05/2023	P	FAB	Dadu	n/a	Khairpur Nathan Shah	Pejaho Village	TRDP	WTO	4	9	13
18/05/2023	P	FAB	Dadu	VRC and village members	Khairpur Nathan Shah	Usman Kamrani Village	TRDP	FGD	17	5	22
18/05/2023	P	FAB	Dadu	VRC/WO	Khairpur Nathan Shah	Poto Machi Village	SRSO	FGD	16	8	24
18/05/2023	P	FAB	Jacobabad	VRC/WO	Jacobabad	Abdul Rehamn Bhanger Village	SRSO	FGD	4	7	11
18/05/2023	P	FAB	Jacobabad	VRC/WO	Jacobabad	Abdul Majeeb Hanhbhi Village	SRSO	FGD	4	8	12
18/05/2023	P	FAB	Shikarpur	VRC/WO	Lakhe	Wazirabad Village	SRSO	FGD	1	3	4
18/05/2023	P	FAB	Shikarpur	VRC/WO	Lakhe	Andal Mahar Village	SRSO	FGD	3	16	19
18/05/2023	P	IP	Dadu	TRDP and EMC	-	TRDP Regional Office	TRDP	CS	5	1	6
19/05/2023	P	FAB	Larkana	Community Members	Ratodero	Vikya Sanghi Village	SRSO	FGD	14	4	18
19/05/2023	P	FAB	Naushero Feroze	Village Representative	Moro	Qadir Bux Burriro Village	SAFCO	FGD	6	2	8
19/05/2023	P	FAB	Naushero Feroze	Village Representative	Moro	Khan Muhammad Mari Village	SAFCO	FGD	12	2	14
19/05/2023	P	FAB	Qambar Shahdadkot	VRC/WO	Qambar	Gari Raza Muhammad Village	SRSO	FGD	14	3	17
19/05/2023	P	FAB	Qambar Shahdadkot	Village reps, and Project Engineer	Warah	ENGRO-funded 100% village	SRSO	WTO	4	3	7
19/05/2023	P	FAB	Shaheed Benazirabad	Village Representative	Daur	Syed Gul Shah Village	SAFCO	FGD	12	0	12
19/05/2023	P	FAB	Shaheed Benazirabad	Village Representative	Nawabshah	Khair Shah Village	SAFCO	FGD	24	2	26
19/05/2023	P	IP	Shaheed Benazirabad	SAFCO and EMC	-	Taj Restaurant	SAFCO	CS	9	3	12

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Annex 2: Information on Key Protection Initiatives for Gender-Based Violence (GBV) and SEA/SH Survivors in Sindh

Gender-based violence (GBV) survivors can access shelter homes run by Government's Welfare Department and Women Development Department or local NGOs. The government-run shelter homes are known as Dar-ul -Aman and Women's Crises Centers (WCCs). Shelter homes are responsible to provide protection, security, and rehabilitation services to female victims of violence, abuse, and exploitation



The purpose of WCCs is to operate as a first-stop drop-in referral facility offering immediate and independent legal aid, medical aid, temporary shelter in case of emergencies (for 24 to 72 hrs), social and psychological counseling, and linkages with law enforcement agencies and telephone helplines.² Moreover, GBV survivors can also access Women and Human Rights Help Desks existing in different police stations across Sindh.

There are 8 shelter homes in Sindh. Of these four are in Karachi, and there is one Dar-ul- Aman each in Sukkur, Larkana, and Hyderabad. In addition, there is also a private shelter home in Hyderabad and four WCCs in Karachi, Hyderabad, Shaheed Benazirabad and Jacobabad. A notification by the Government of Sindh provides guidelines for Dar-ul-Aman operating in Sindh.



Protection and response service systems available in different districts of Sindh are mentioned below.

List and contact numbers of Organizations and Dar-ul- Amans in Sindh

S. No.	Organization	NGO	Services for GBV	District	Contact
1	ABAD: Association for Betterment & Development of Human Being	NGO	<ul style="list-style-type: none"> Shelter Legal assistance Psychological Counselling 	Hyderabad	+92-22-3667201 +92-300-3064195 26, Shahbaz Town Near Honda Palace Hyderabad
2	PANAH	Public-Civil society Dar-ul Aman adopted by an NGO	<ul style="list-style-type: none"> Shelter Legal assistance Mental healthcare Medical aid 	Karachi	+92 21 36360025, 36360028 Plot No. ST-6, Block 10, Federal B

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S. No.	Organization	NGO	Services for GBV	District	Contact
					Area, Karachi, Pakistan
3	Rozan	NGO	<ul style="list-style-type: none"> Counselling helpline during COVID19 	Across Pakistan	0304-111-1741
4	Women Development Department	Public	<ul style="list-style-type: none"> Registration of complaint against GBV3 	Across Sindh	1094
5	Women Complaint Cell	Public	<ul style="list-style-type: none"> Registration of complaint 	Across Sindh	34397758
6	Secretary Social Welfare Department	Public	<ul style="list-style-type: none"> Implementation of laws 	Across Sindh	021-99211201 021-99211202
7	Sindh Commission on Status of Women	Public	<ul style="list-style-type: none"> Promotion of social, economic, political and legal rights 	Across Sindh	02199211110 Room 411, 4th Floor, Sindh Secretariat No. 3, Karachi, Pakistan
8	Sindh Human Rights Commission	Public	<ul style="list-style-type: none"> Report a human right violation 	Across Sindh	+92 21 99217318
9	Divisional Women Protection Cell	Public	<ul style="list-style-type: none"> Registration of complaint 	Hyderabad	0306 1311823
List of Dar-ul- Aman					
10	Dar-ul- Aman	Public	<ul style="list-style-type: none"> Shelter Medical aid 	Sukkur	Ph #. 071-9310351

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S. No.	Organization	NGO	Services for GBV	District	Contact
			▪ Protection		Near Latif Park Tanga Stand Old Sukkur
11	Dar-ul- Aman			Larkana	Ph # 074-9239018 Shaikh Zaid Colony Larkana
12	Dar-ul-Aman			Hyderabad	Ph # 0221-9239275

Helplines	
Women Development Department	109
The Human Rights Commission	02199217318
Women Development Department Sindh	1094
Federal Human Rights Helpline	1099
Federal Ombudsman's Helpline	1055