



Training of female Protection committee Malgaji Refugee village @ Quetta / Baluchistan



Awareness raising session by rescue 1122 @ Kohat / khyber pakhtunkhwa

**1,295** outreach volunteers identified



Since 1 January 2019

**203** Community visits and meetings conducted

**199** Individual referrals to services

**13** Community-led interventions

### BACKGROUND



The Community-Based Protection (CBP) and Urban Outreach Strategy (2017-2019) for refugees in Pakistan was endorsed in July 2017. The overall goal of the strategy is for refugees living in Pakistan to be empowered and their resilient capacity strengthened, enabling them to minimize their exposure to protection risks and improve their overall protection environment, with a special focus on the most vulnerable.

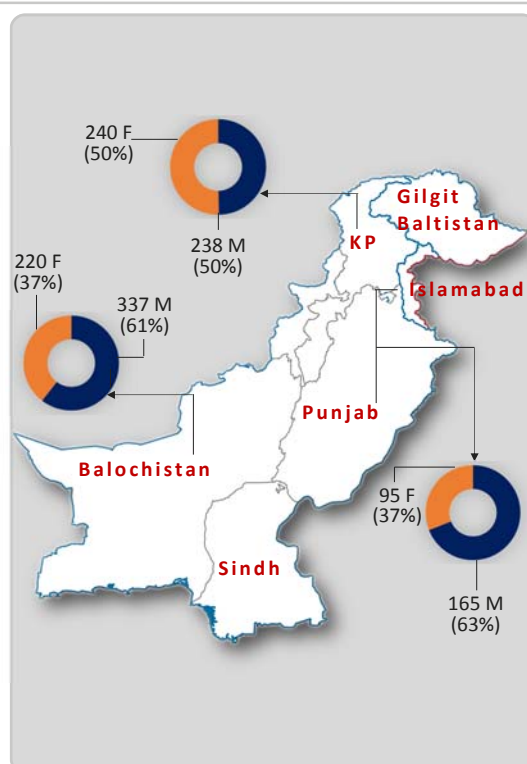
The four key priorities of the strategy covers:

1. A Network of outreach volunteers (OVs) to facilitate effective and efficient outreach and communication with communities.
2. Training and capacity building of UNHCR, partners, and communities in the practice of community-based protection.
3. Community-level referral pathways to services and accountability mechanisms.
4. Support to positive behavior change to reduce incidence of harmful social practices.

### OUTREACH VOLUNTEER ACTIVITIES



- ⇒ UNHCR's CBP team held meetings with 9 newly identified OVs in Nawanshahr, Abbottabad and oriented them on their roles and responsibilities.
- ⇒ To provide support to persons with disabilities, OVs in Peshawar reached out to the community to establish pooled funding mechanisms. So far, PKR 6,000 has been collected which will be used purchase wheelchairs for disabled persons in the community.
- ⇒ To enhance communication with affected populations, the CBP team in Peshawar, in collaboration with OVs, is currently undertaking an initial assessment to map out existing communication channels used within different communities.
- ⇒ OVs in Quetta disseminated information about the distribution of pending Afghan Citizen Cards (ACC), which will take place in March at the Proof of Registration Card Modification Centre (PCM) in Quetta.
- ⇒ OVs in Saranan refugee village conducted an enrollment drive in order to raise awareness and mobilize the community for the enrolment of their children in local schools. In addition, OVs in Surkhab, Saranan and M. Khail took part actively in Polio campaign.
- ⇒ Through a community-pooled funding initiative, PKR 1,000 was collected by OVs in Posti refugee village, in Balochistan. In Zar Karez Refugee village, OVs, along with the water management committee, contributed and mobilized the community for financial contributions for major repair work. A total of PKR 45,000 was collected that is being utilized for the repair of water bore submersible.



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- ⇒ OVs in Chaghi refugee village supported the activities of a mobile registration van (MRV) by disseminating important information and assisting the community to access the service.
- ⇒ The CBP team in Islamabad conducted 9 community visits in various Afghan settlements in district Chakwal, Punjab. Community meetings were attended by 81 Afghan community members and 14 outreach volunteers.

## COMMUNICATION WITH COMMUNITIES

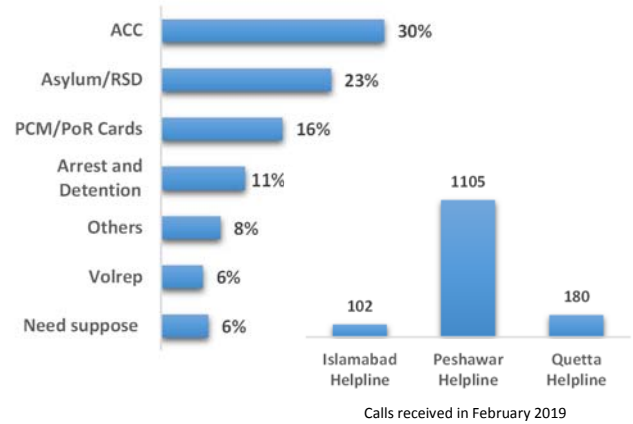


- ⇒ In Khyber Pakhtunkhwa (KPK), the CBP team met with both male and female refugees in the five new districts where UNHCR will roll-out the CBP approach. In Utmanzai refugee village, a communal center was established thanks to a generous donation of a room by the CAR.

## PROTECTION HELPLINE



- ⇒ The majority of calls in Khyber Pakhtunkhwa were regarding Proof of Registration (POR) Cards, Modification Centers (PCM), and the Afghan Citizen Card (ACC). In Punjab, the majority of calls were in regards to ACC. In Baluchistan, the majority of calls were in regards to Refugee Status Determination (RSD) and Resettlement.



## COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

- ⇒ UNHCR's CBP team in Baluchistan conducted 21 community outreach sessions in Killi Paind Khan, Bashir Chowk and Sabzal areas of Quetta for 483 community members. WESS team conducted 48 sessions with the refugee community in refugee villages attended by 336 women and 230 men in Chagai, Posti, Leji Kareaz, Surkhab, Saranan, Zar Karez, Ghazgi Minara and Katwai.
- ⇒ 20 monthly review meetings were attended by 100 male and 99 female OVs in all the prioritized urban settlements in Quetta, whereas a total of 21 review meetings were conducted in refugee villages. Which were attended by 107 male and 63 female OVs. Review meetings are meant to share and discuss progress, challenges, and identification and follow up of protection cases.
- ⇒ A meeting was held with Somali community leaders at ICMC office in Islamabad to discuss issues faced by the community and UNHCR's assistance programs including resettlement, subsistence allowance, health services and skills development for vulnerable individuals.
- ⇒ A certificate distribution ceremony was held for 13 Non-Afghan refugee students who has completed a basic Urdu Language Course. The course was offered by UNHCR with support from ICMC in order for non-Afghan refugees to acquire language skills to allow them to attend local Pakistani schools. Mainly Iranian and Yemeni refugees attended the course.

## LINKAGES WITH OTHER SECTORS



- ⇒ CBP staff met with 'Rescue 1122' in Kohat to include Afghan refugees in free of cost emergency services. An agreement was reached that Rescue 1122 officials working in disaster response, fire services, medical services, and water rescue will provide support to refugees in the event of medical and fire incidents. Information sessions on first aid and emergency services offered by Rescue 1122 were held in Abbottabad District for OVs and refugee leaders.

- ⇒ UNHCR's CBP team and partner held meetings with the Director General and Assistant Director Social Welfare department and Regional Director of Ministry of Human Rights. Ministry of Human Rights and Social Welfare department are part of the CBP referral partner network in Baluchistan and regular bilateral meetings are meant to strengthen the working together component of CBP strategy. The officials were indicated their interest in continuing their coordination with CBP initiatives.
- ⇒ UNHCR CBP staff visited a Union Council (UC) in Chakwal to establish better coordination between Afghans and the local host government. A training plan was also shared with the UC Chairman which was welcomed.

## TRAINING AND CAPACITY BUILDING



- ⇒ A refresher training on SGBV was organized for OVs and refugees leaders in Peshawar by protection team in collaboration with UNHCR's partner, SHARP.
- ⇒ UNHCR's Protection from Sexual Exploitation and Abuse (PSEA) focal point held a session on PSEA and Code of Conduct for 42 staff (33 guards, 11 janitorial staff and eight UNHCR staff). A PSEA 2019 work plan and working group telecom was also held to improve coordination around PSEA.
- ⇒ A total of 14 refresher trainings for Multi Sectoral and female Protection Committee members were conducted in Chagai, Postil, Malgagai, and Zar Karez, Surkhab, Saranan and Katwai refugee villages in Baluchistan. Major topics covered during the training were protection trends, POCs, conflict resolution process, referral pathways, record keeping and TORs of MSC and PC members.