

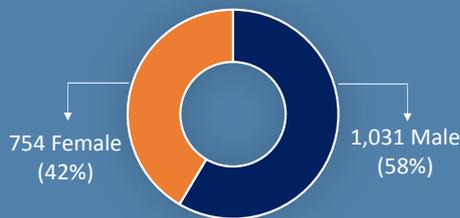


Review meeting with Outreach volunteers in Quetta, Balochistan.



Meeting with refugee community members in Muzaffarabad, AJK.

1,785 Outreach volunteers identified



Since 1 January 2019

913 Community visits and meetings conducted

680 Individual referrals to services

178 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.

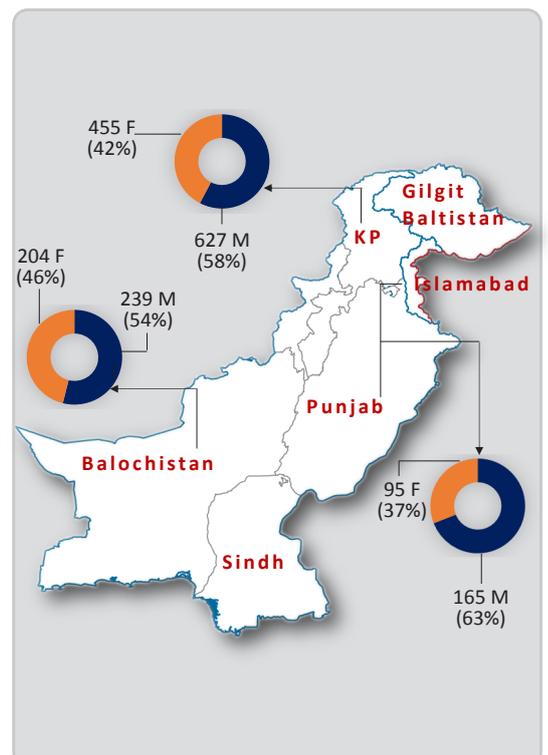
The four key priorities of the strategy covers:

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



- ⇒ The minister of SAFRON visited a refugee village in Kohat district on the last day of Eid and addressed a refugee gathering. The refugees expressed appreciation to the Minister for his gesture and requested him to advocate with the federal government on a number of issues, including: the PoR card extension (which has since then been extended); easing the processes and procedures required for the granting of Pakistani visas to Afghans; expansion of electricity lines; and the enhancement of health and education services to refugees. The Minister also visited an Afghan refugee settlement in Islamabad on the World Refugee Day where he heard about general issues from the refugee community. The Minister shared the contact details of his public office for inquiries and complaints regarding any protection issue.
- ⇒ 147 community outreach sessions were held throughout the country in CBP focused areas, where 2,380 refugees (1,389 male and 991 females), were involved in group discussion sessions. The discussion was mainly focused on UNHCR health and education strategies, voluntary repatriation, legal assistance, skills development and livelihood programs.
- ⇒ Community outreach volunteers continued their activities in their area of responsibility. They remain intact with the community in identifying and do the needful referrals for the vulnerable refugees. Throughout the operation, outreach volunteers, community committees, and partners identified 38 individuals with medical needs, including persons with serious medical conditions including the cases of drug addiction and . All identified cases were assessed and referred for relevant services. Similarly, outreach volunteers also organized a cricket tournament in one of the refugee villages in Baluchistan with the



support of the CBP partner. Six teams from different vicinity participated in the tournament and community elders distributed prizes among the winning team members.

COMMUNICATION WITH COMMUNITIES

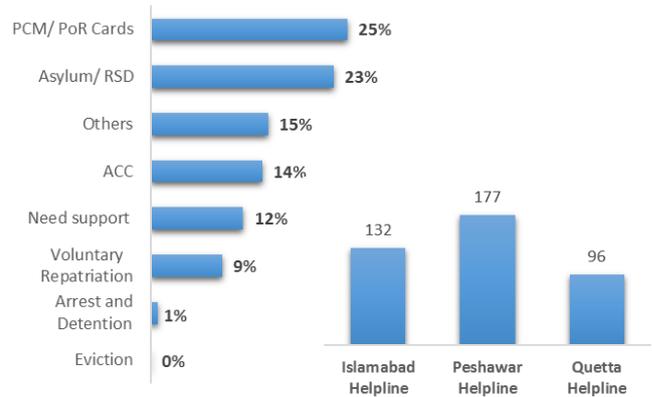


- ⇒ To enhance community engagement in Sexual and Gender Based Violence (SGBV) prevention and response, UNHCR and SHARP conducted two awareness raising sessions on SGBV, reaching 60 refugee women from targeted urban clusters in Kohat district. The office continues its effort to capacitate existing individuals, communities and partners to identify, safely refer and respond to incidents of SGBV, whether in RVs or urban areas.
- ⇒ A total of 147 community outreach sessions were held throughout the country in CBP focused areas, where 1,389 male and 991 females, were involved in discussions group sessions. As part of direct interaction with refugees, the teams sensitized communities on a variety of topics, including UNHCR health and education strategies, voluntary repatriation, legal assistance, skills development and livelihood programs. In addition, 22 monthly and 6 quarterly review meetings were held with male and female outreach volunteers in RVs and urban areas in Baluchistan.

PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Punjab and Khyber Pakhtunkhwa were in regards to Proof of Registration (PoR) Card modification procedures. In Baluchistan, the majority inquiries and calls were regarding the procedures to seek asylum in Pakistan. So far in 2019, 3857 call have been attended through the protection helpline.



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

- ⇒ Following-up on the Representative's mission in Muzaffarabad (Pakistan Administered Kashmir), the Assistant Representative – Protection, along with the CBP team in Islamabad, visited members of the refugee community and a youth group in Muzaffarabad to help address concerns that had been raised by the community. The team also met with the Deputy Administrator and the Superintendent of the Muzaffarabad police regarding allegations of police harassment at check points. It was agreed that UNHCR will conduct police sensitization sessions for police officers in the field. In addition, contact was made with local service providers (health and education). With the intervention of UNHCR team, the District Health Officer issued a notification to all public and private hospitals, including military hospitals, instructing that the Proof of Registration card issued to Afghan refugees be accepted as sufficient to allow for hospitalization.

LINKAGES WITH OTHER SECTORS



- ⇒ The UNHCR CBP team and an education partner in Khyber Pakhtunkhwa jointly met with the Vice President of Soneri Bank in the Kohat district to facilitate in the opening of bank accounts for Afghan teachers. The president informed the team that around 40 accounts have already been opened and the system is now working and recognizing the PoR card numbers. He assured the team that accounts for all Afghan teachers approaching Soneri Bank will be opened.
- ⇒ UNHCR arranged a meeting with Levies (security) force officials deployed in rural areas of Pishin district with the aim of improving coordination. The outreach volunteers mainly from Saranan and Surkhob refugee villages from Baluchistan also attended the meeting to create more direct information pathways along with UNHCR's legal assistance partner.
- ⇒ In Quetta, a CBP team held a meeting with the Administrator of Orthopedic, Prosthetic and Psychiatry Centre (OPPC). The Centre provides services to persons with different abilities. The meeting was

aimed at expanding the CBP network of referral partners in Baluchistan. UNHCR, under the RAHA initiative, has supported OPPC with latest technology for preparing prosthetics.

- ⇒ A multi-functional team of UNHCR Islamabad conducted a follow-up mission in the Mianwali refugee village in Punjab to discuss different options with the refugee community on mainstreaming refugee children in public schools. The community representative, shared different challenges in accessing public schools outside refugee villages such as distance of the public schools, transportation and physical protection risk for Afghan children.

TRAINING AND CAPACITY BUILDING



- ⇒ UNHCR's partner for livelihoods continues to provide skills development trainings in tailoring for 15 male refugees and in livestock and poultry management for 15 female refugees. Tool Kits were distributed for both Tailoring and livestock. A refugee trainer, trained by UN-FAO, conducted training sessions to members of the refugee community on various aspects of vegetable production, including: seed selection; seedbed preparation; sowing; irrigation; mulching; integrated pest and diseases management; fertilizer application; nutritional aspects of vegetables; harvesting and processing; as well as the economic aspects of vegetable production.
- ⇒ A brief awareness session and training on tuberculosis was arranged at the Katwai refugee village health facility in Baluchistan by the UNHCR Partner Taraki Foundation (TF).