



CRGs... A Pathway to Democracy

Democracy connects and allows people space and freedom to be heard and be part of the decisions that directly affect their lives. The CRGs' goal is to engage citizens in a strategic mechanism to ensure good governance and facilitate citizens stay involved in civic affairs through advocacy, research, election observation and electoral reforms. It ensures and makes accountable public servants and elected representatives for ineffective performance and enforce freedom of information and access to right to information.

Baanhn Beli

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List of Acronyms...

ADEO	Assistant District Education Officer
BHU	Basic Health Unit
CBO	Community Based Organization
CRG	Constituency Relations Group
CSO	Civil Society Organization
CNIC	Computerized National Identity Card
DC	Deputy Commissioner
DCO	District Coordination Officer
DEO	District Education Officer
DHO	District Health Officer
EDO	Executive District Officer
FAFEN	Free and Fair Election Network
FATA	Federally Administered Tribal Areas
FGD	Focus Group Discussion
FOI	Freedom of Information
GBGSS	Government Boys & Girls Secondary School
GGHS	Government Girls Higher Secondary
GM	Governance Monitoring
JI	Jamat-e-Islami
JUI-F	Jameat-e-Ulma Islam-Fazul Rehman
KGM	Kot Ghulam Muhammad
MD	Managing Director
MPA	Member Provincial Assembly
MNA	Member National Assembly

NAP	National Awami Party
NGO	Nongovernment Organization
PMA	Pakistan Medical Association
PML-F	Pakistan Muslim League-Functional
PML-N	Pakistan Muslim League-Nawaz
PPPP	Pakistan People's Party Parliamentarian
PS	Police Station
PTI	Pakistan Tehreek-e-Insaf
RPI	Retail Price Index
RTI	Right to Information
SHO	Station House Officer
SLT	Sindhi language Teacher
SMC	School Management Committee
SP	Superintendent of Police
SSP	Senior Superintendent of Police
SUP	Sindh United Party
STAEP	Supporting Transparency, Accountability and Electoral Processes
THO	Town Health Officer
THQ	Taluka Head Quarter
TMA	Taluka Municipal Administration
TMO	Taluka Municipal Officer
UC	Union Council
VO	Village Organization

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CRGs...A Pathway to Democracy

Democracy connects and allows people space and freedom to be heard and be part of the decisions that directly affect their lives. In other words the citizens have their say in governance at every all, giving them the right to be an essential part of it. In the long run it helps in moving towards transparent, effective and accountable governance.

That is why for FAFEN the role of citizens goes beyond casting vote on the elections day. To make the citizens part of the efforts for a transparent and accountable governance, FAFEN and its partner organizations helped set up Constituency Relations Groups (CRGs) throughout Pakistan.

Free and Fair Election Network (FAFEN):

FAFEN is a nationwide network of 42 leading CSOs. Under the umbrella of FAFEN, member organizations in collaboration with The Asia Foundation (TAF) adopted an innovative initiative to engage citizens in process of ensuring an effective, transparent and accountable governance system to cope up with critical challenges affecting Pakistan's socio-economic and socio-political conditions.

STAEP Program:

Presently the CRGs, which are central to the Supporting Transparency, Accountability and Electoral Processes (STAEP), are working in 194 constituencies across Pakistan. Under its three-year STAEP Program supported by UK Department for International Development (DFID) and Embassy of the Kingdom of the Netherlands (RNE), FAFEN has expanded the scope of its existing work to 200 National Assembly constituencies in all districts in Pakistan and allowed FAFEN to improve and develop effective mechanism for citizens' oversight of and engagement with electoral, parliamentary and governance process.

Constituency Relations Group (CRG):

A Constituency Relations Group (CRG) consisting of 20 to 25 citizens representing many local perspectives are being established in each constituency. In its outlook a CRG is non-partisan, egalitarian in terms of membership as well as opinion, not comprising only traditional local elite and does not accept members with special interests. CRGs only work around issues that are of collective benefit to the constituency/district. FAFEN and its member organizations ensure and encourage active and effective participation of every single segment of the society in CRG without any discrimination of gender, ethnicity and religious. Anyone who has citizenship of Islamic Republic of Pakistan can become member of CRG. It's a volunteer body comprising upon social activists, trade unions, lawyers, women professionals, farmers, youths and minorities.

The CRGs' goal is to engage citizens in a strategic mechanism to ensure good governance and facilitate citizens stay involved in civic affairs through advocacy, research, election observation and electoral reforms. CRGs act as bridge and diagnose

barriers in service delivery at UC and district level through governance oversight. CRGs also measures access and quality of available basic services. CRG ensures and makes accountable public servants and elected representatives for ineffective performance and enforce freedom of information and access to right to information. The CRGs engage in civic education to promote active citizenry and enhancing registration of voters as well Computerized National Identity Cards (CNICs).

CRG often review GM forms 2009-2011, conduct FGDs, community mapping, rural assessment, semi structured interviews, gather related data using different sources i.e. newspapers, NGOs, research documents and relevant reports.

Banh Beli is one of the founder and active member of FAFEN. Bhanh Beli facilitated establishment of CRG in August 2009 in 09 national assembly constituencies in District Karachi, Mirpurkhas, Umerkot and Tharparkar. Bhanh Beli under DGP & STAEP has expanded its geographical coverage from 02 districts i.e. Tharparkar and Umerkot to the following more constituencies;

- NA-226 and NA-227 of District Mirpurkhas
- NA-240 and NA-241 of District Karachi West
- NA-256 of District Karachi East and
- District Malir Karachi

Banh Beli ensured capacity building of CRG members in multiple social accountability, tools and approaches through a series of training workshops under STAEP Project. These success stories are fruit of a planted tree in shape of CRG. These success stories help in building confidence that a little contribution can make a big difference. CRG is candle light in acute darkness.

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Success Story-01

CRG Engagement on Fixation and Issuance of RPI

Constituency:	NA- 226
Union Council:	Mirpurkhas
District:	Mirpurkhas
Beneficiaries:	More than 300,000

Problem Overview:

During GM Monitoring, it was observed that local administration is not issuing official Retail Price Index (RPI) to the shopkeepers and due to which consumers are helpless to buy daily use items on higher rates. The issue then was decided to take up in CRG Planning and Progress Review Meeting

Focus Group Discussion (FGD):

Focus group discussions held with daily wage laborers whose income level is very low. Increasing prices ratio was discussed at large that affects almost all segments of the society equally. FGD highlighted that price control committees are formed everywhere but none of them are functional. Due to inactive role of price control committee and absence of official price list, wholesaler/retailers are selling goods on their own prices. District Price Control and Market Committees are politicized and due to this there is no defined regulatory mechanism for price magistrates. Consumers also do not find any support system to lodge their complaints against price hike.

Public Demand:

- Official Retail Price Index (RPI) should be issued on regular basis and displayed on all vendor's stalls and shops
- Devise a complaint mechanism through displaying name and mobile numbers of concern authorities on RPI displayed at vendor's stalls on shops

CRG Efforts and Challenges:

All mentioned above issues were shared in CRM meeting. CRG members showed great concerns over increasing prices of daily use item. CRG members unanimously decided to take the matter on its top priority. CRG members initiated their efforts since August 2010 on the matter. CRG devised a strategy to take up the issue at high level. It was decided to hold meetings with DCO, DDOs, Price Control Committee's Officials, Assistant Director Marketing Committee and Media to draw their attention towards severity of the issue.

CRG members after in-depth interrogation came across that price list have not been released to shopkeepers since 08 months. CRG also critically analyzed and examined the situation through filling of monthly retail price monitor forms.

CRG members met with District Coordination Officer on this issue and discussed following issues;

- Inactive and ineffectiveness of District Price Control Committee
- No compliance of official rates
- Role of District Price Committee and Market Committees seen nowhere

Success Results:

Mr. Ghulam Hussain Memon (District Coordination Officer) in the response of CRG efforts and mobilization formed a committee led by Executive District Officer Revenue Mr. Muhammad Bachal Hussain Rahopoto. Committee met with shopkeeper association, merchants, consumers and traders. Committee after having series of meetings, decided to issue and develop new rate list of daily use item in consultation with CRG members. One CRG Member Mr. Masood and One DGG Female member Ms. Anjum Shehzadi Advocate were nominate as member in District Price Control Committee and invited in monthly meetings. District Price Control Committee ensured and started issuance of official price list regularly. CRG members are now keeping an eye over the issuance of official price list.



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Success Story-02

CRG Engagement on Livestock Vaccination

Constituency:	NA- 226
Union Council:	Hussain Bux Marri
District:	Mirpurkhas
Beneficiaries:	5,000

Problem Overview:

Torrential rains 2011 not only puts its massive effects on human lives and economical activities but due to these heavy rains livestock also suffered a lot and died in outbreaks. Union Council Hussain Bux Marri was one of the UCs in District Mirpurkhas that badly affected in these rains and livestock affected at large. Seasonal outbreak spread in September 2012 again and a great number of livestock observed dying in this outbreak in UC Hussain Bux Marri. It is noteworthy that people in living rural areas mainly depends on agricultural activities and livestock and in case of seasonal outbreaks, their economical activities disturb at all and they have to face severe financial crises. Same situation observed here and livestock holders were observed gripped in critical economical situation.

Focus Group Discussion (FGD):

Senior CRG members Mr. Taj Muhammad Baloch and Mr. Zulfiqar Ali raised this issue with other CRG members and FGD conducted with livestock holders and farmers to collect accurate information and data about the situation.

During FGD, it was informed that around 400 animals have been died but no vaccination campaign from government livestock department has been initiated. Participants of FGD demanded for vaccination campaign to keep their livestock safe from seasonal outbreaks.

Public Demand:

Government Livestock Department to be mobilized and engaged in vaccination campaign on regular basis to secure livestock from seasonal outbreaks

CRG Efforts and Challenges:

The matter was discussed with CRG members in one its' regular meeting and shared public demand about mobilization and engagement of Government Livestock Department in regular livestock vaccination campaign. CRG members devised strategy to launch an advocacy campaign on the issue and community participation was deemed essential to get expected results of the advocacy campaign.

CRG members took following measures to launch advocacy campaign

- Formed a committee comprised over livestock owners and 02 CRG members
- Base-Line data collected during October 2012 to 2nd November 2012. CRG members performed actively in collection of base-line data
- Coordinated with Deputy Director Livestock in November 2012

CRG members Mr. Taj Muhammad, Mr. Zulfiqar Ali, and Muhammad Bux Kapri visited village Gul Muhammad Rind, Village Dhani Bux Brohi, Village Mureed Khan and Village Pathan Goth to collect base-line data about outbreak. Team met with livestock owners and gathered data about the livestock died and suffering from outbreak. A veterinary Doctor voluntarily assisted base-line team in collection of accurate data. During visit, team also gathered information of neighboring villages where vaccination is highly required.



After collection of base-line data, CRG members along with livestock owners and community notables met twice with Deputy Director Livestock Dr. Saleem Kaim Khani. Meeting participants emphasized severity of the issue and shared facts and figures with Dr. Saleem Kaim Khani. Participants of the meeting tried to convince him on getting his involvement in the matter and after holding second meeting, Dr. Saleem Kaim Khani formed a committee comprised over veterinary doctors and vaccinators and directed to devise a plan of action for vaccination campaign. A team of doctors and vaccinators immediately visited identified villages and vaccinated livestock at risk. Deputy Director Livestock Dr. Saleem Kaim Khani appreciated CRG team's constant efforts in getting issue resolved. He also appreciated CRG member's volunteer facilitation and support extended to vaccination team in rural villages. He also offered his cooperation and support in future course.

Success Results:

Although CRG members faced many challenges in the way to get achieved its task. Mainly livestock team was not initially convinced and created many hurdles. They tried to get bribes from communities and demanded PKR. 50.00 to 60.00 (Fifty to Sixty Rupees) against vaccination of each animal. Somewhere they also put justification of shortage of medicine. CRG members along with community members put social pressure on team and get them mobilized and convinced for vaccination.

Mr. Gul Muhammad and Mr. Niaz Muhammad are two beneficiaries out of hundred who appreciated CRG team member's dedicated efforts in getting their animals vaccinated. They made a point that CRG team member's efforts have secured their livelihood assets and give them a new life.

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Success Story-03

CRG Engagement on Shortage of Medicine in Civil Hospital Mirpurkhas

Constituency:	NA- 226
Union Council:	Mirpurkhas
District:	Mirpurkhas
Beneficiaries:	More than 300,000

Problem Overview:

The city Mirpurkhas has a Civil Hospital having 260 beds with additional capacity to accommodate 40 more indoor patients. On an average more than 1700 patients visit civil hospital at OPD on daily basis from neighboring districts i.e. Umerkot, Tharparkar and Sanghar. Patients from Badin and Tando Allahyar also used to pay visit to Civil Hospital Mirpurkhas to get benefits of medical facilities. In spite of huge numbers of patients at OPD, Civil Hospital Mirpurkhas is facing acute shortage of medicine and patients are helpless to purchase medicines from private medical stores.

During visit to Civil Hospital Mirpurkhas, several patients were interviewed who complained of buying medicines from private medical stores. It was disclosed in a DGG members' meetings that 10.6 Million Pak Rupees had been sanctioned for procurement of quality medicines. It was told that District Purchase Committee is authorized to use 85% of sanctioned amount to procure medicine whereas Civil Surgeon has authority to consume remaining 15% of sanctioned amount. Regarding procurement, it was informed that procurement tender is in process since 05 months but yet no progress has seen on the matter and patients are being told to purchase medicine at own from private medical stores.

Keeping in view acute shortage of medicine, it was therefore decided to launch an advocacy campaign to get medicine procured immediately to benefit a large number of indoor and outdoor patients.

Public Demand:

Ensure Procurement and availability of medicine at Civil Hospital Mirpurkhas immediately

CRG Efforts and Challenges:

DDG met together and devised strategy to launch an advocacy campaign to get issue resolved. The scope of strategy was to collect basic data and mobilize communities, media personnel, bar councils, civil society representatives and concern authorities on the matter. DDG members decided to identify primary stakeholders, allies and barriers at first stage and device a coping mechanism.

In this regard, DGG members identified patients as primary stakeholders, civil society representatives, and media and bar councils as allies in advocacy campaign. Different obstacles were anticipated from concern authorities. DDG members devised a strategy and planned to meet with concern authorities and share problem with them and in case of failure, media, bar councils and civil society representatives were planned to get engaged in the campaign.

As per plan, DGG mobilized primary stakeholders but initially citizen's did not take the matter seriously and focused only on complaining to media but DGG members convinced them to move applications to concern authorities on the matter. Many citizens' released the severity of the matter and agreed and moved applications but concern authorities did not take any notice and ignored all applications. District Purchasing Committee did not show any intention to procure medicine. DGG members paid several visits to Civil Hospital where junior government employees presented different pretexts and tried to ignore the matter.

DGG members kept emphasizing on the issue and hold meetings with district health authorities and brought the issue in their notice. Citizens' active involvement and DGG member's constant follow up compelled concern authorities to take action on the matter. Financial matters remained serious challenge for DGG members as continuous closure/load shading of CNG so DGG members have to bear high rated transportation. But all these challenges did not affect DGG member's advocacy campaign.

Success Results:

In spite of all challenges and non-cooperative behavior of junior government employees and ignorance by Senior Government Authorities, DGG members kept their struggle continue and after paying several visits, District Purchase Committee compelled to finalize tender process and start procurement of medicines. DGG members are vigilant on the matter and keeping a bird eye on District Purchasing Committee as fear of stopping procurement and shortage of medicine is still there so DGG members' are watching to keep them active.

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Success Story-04

A Remarkable Cooperation of Local Media with CRG

Constituency:	NA- 226
Union Council:	Mirpurkhas
District:	Mirpurkhas
Beneficiaries:	More than 300,000

Today Pakistan enjoys a higher degree of freedom with respect to media: in this world of globalization, we are residing in an age of information and it is an established right of every individual to have complete information.

Media plays great role in every society. Media has a significant role to play in the country's success. It also performs significantly in setting public agenda and enhances

In case of Mirpurkhas, Media has performed well in highlighting the people's concerns and bridges gaps between Government and Public. Electronic and print media have played equally and provided a voice to voiceless people. Several issues have attained national level attention only due to media coverage.

the knowledge of public and communicates all the happenings to the public. Pakistan has a huge media landscape: regardless of all the political pressures and bans from the state, the country enjoys media freedom largely. The television sector essentially experienced a boom after liberalization in the year 2002. Due to the excessive and continuous competition, the commercial interests became widespread topped by paramount sensationalism. However, growth in the radio sector has been quite gentle but it serves as a major source of information especially in rural areas.

In case of Mirpurkhas, Media has performed well in highlighting the people's concerns and bridges gaps between Government and Public. Electronic and print media have played equally and provided a voice to voiceless people.

Several issues have attained national level attention only due to media coverage.

Since CRG members have started raising voice on different illegal and irresponsible acts of public and private sector, Media personnel in Mirpurkhas have offered their volunteer support to CRG members. CRG and Media are jointly highlighting issues and concerns and performing key role to achieve the objectives set by Bannh Beli and FAFEN. Media support has strengthen CRG activities and made possible to foster democratic values, political understanding and enhance level of knowledge and information of a common

man. Joint efforts of CRG and Media have ensured a accountability system at district level.

All this mutual understanding developed because of dedicated struggle of CRG members and their way of advocacy motivated Media to extend its volunteer services to CRG members. CRG members have highlighted and get resolved a wide range of issues through making positive use of media. Mirpurkhas Press Club; a hub of media and advocacy activities has offered its auditorium 4 times to CRG free of cost whereas it is an income generating resource of press club.

Due to Media coverage, almost all District Officials are familiar with CRG activities and this recognition has built up confidence and strengthened CRG activities.

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Success Story-05

CRG Engagement on Rehabilitation of Damaged Drainage System

Constituency:	NA- 227
Union Council:	Kot Gulam Mohammad
District:	Mirpurkhas
Beneficiaries:	177,178

Problem Overview:

Kot Ghulam Muhammed (KGM) Tehsil is an important and biggest tehsil of District Mirpurkhas, it is situated on Mirpurkhas look and it is also connected by road district headquarter, being at 30 miles (45 kilometer) from district headquarter. The major economic source is cultivation Chilies, Wheat, Cotton and Sugar Cane. KGM was previously known as James abad having 08 Union Councils, 04 circles, 19 tappas and 113 dehs in its administrative setup. It was named for the services rendered by Captain James Outram in the Battle of Miani in Hyderabad. It has been renamed as Kot Ghulam Muhammad now officially by Sindh Government. It is located at 30°21'0N 71°50'60E with an altitude of 131 meters. Like other talukas the Taluka of KGM is also agro based cum industrial area. It is having good network of cotton factories, flourmills, sugar Mil and ice factories. The majorities of population are engaged in agriculture and livestock fields. Whereas some portion of population has access to transport, construction, wholesale and retail.

According to census 1998 KMG have 177,178 populations. Population of the town is increasing rapidly and sewerage system in KGM is not enough supportive to ensure dispose of waste. The sewerage system in KGM was constructed in 1968 when population of the town was about 12,000 and it has increased sufficiently and reached till 20,478 due to rapid increase in population and old system waste management situation is getting worst.

During torrential rains in September 2011, all drains were chocked and sewerage water backed in to homes and mixed up with domestic and drinking water. Due to blockade, three to five feet water stagnated in thickly populated areas/streets and people were helpless to stay in homes. Due to mixing of sewerage water with domestic and drinking water, many waterborne outbreaks occurred and put serious affects on women and children health. Women reproductive health affected at large.

Public Demand:

Rehabilitation and reconstruction of damaged drainage systems in Kot Ghulam Muhammad

CRG Efforts and Challenges:

The matter was discussed in regular CRG meeting and decided to take up the issue at top priority. CRG devised strategy as below

- To identify stakeholders and develop partnership with potential allies
- To collect accurate information and true picture of the situation
- To held meetings with affected communities, doctors, and civil society organizations
- Meetings with TMA and other government officials
- Media engagement in the Campaign

In this regard, CRG members visited streets and met with households to gather information and motivate them to be part of advocacy campaign of CRG members. CRG members after gathering information wrote a letter to TMA explaining severity of the issues and its negative consequences but did not receive any feedback from TMA. Later, CRG members met with TMA in person and highlighted the issues. TMA shared his limitations and said that he does not have enough funds and required machinery to get issue resolved. CRG members immediately decided to reach at Deputy Commissioner at Mirppurkhas and elected representatives. Meanwhile, local media was engaged in the campaign. Media personnel were given detailed situation analysis and they started highlighting the issue in newspapers. During campaign letter were written by CRG members and citizens to the editor of the different newspapers.

Success Results:

The extensive advocacy campaign successfully diverted the attention of district authorities and Deputy Commissioner visited the effected sites and ensured provision of required machinery and allocated sufficient funds for renovation/reconstruction of damaged drainage system in KGM. Rehabilitation plan was implemented immediately and CRG members kept close watch on the rehabilitation/reconstruction phase and due to this close watch the process completed timely and drainage system made functional. Households in affected streets appreciated CRG efforts and offered their full cooperation in future course. TMA also appreciated constant efforts of CRG members.

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Success Story-06

CRG Engagement on Teachers' Deputation Issue

Constituency:	NA- 227
Union Council:	Kot Gulam Mohammad (KGM)
District:	Mirpurkhas
Beneficiaries:	More than 400 girl's students

Problem Overview:

Education plays a key role in economic growth, building a health and peaceful society and ensures compliance of a code of conduct. CRG team often pays visits to public and private institutions and departments just to keep a check on governance systems and implementation of rules and regulations. In this regard, three members CRG team i.e. Mr. Rasheed Ahemd, Mr. Akhtar Hussain and Ms. Shabeeran Mughal visited Government Girls Higher Secondary School Kot Ghulam Muhammad. Head Mistress shared many concerns and gray areas which needed improvement and could be helpful in increasing enrollment. She also shared serious concern of shortage of teachers in schools due to teachers on deputation. She expressed in grief that some teachers are drawing salaries from this school but due to their political influence they are deputed in other schools of their choice.

CRG Efforts and Challenges:

The matter was taken up in CRG Planning and Review Meeting that organizes regularly in first week of the month. GM education forms were reviewed and educational situation was discussed widely. After having observations from Mr. Akhtar Hussain and Mr. Hamjee, CRG members decided to launch an advocacy campaign to get the issue resolved.

- In this regard, a committee was formed comprising 05 CRG members and roles were assigned to them.
- Ms. Munzah Siddiquee was assigned to ensure correspondence with concern stakeholders
- Mr. Akhter Hussain and Mr. Soomar assigned to held meetings with primary stokers
- Mr. Rasheed Ahmed was assigned to coordinate with press club and get press releases published in different newspapers.

It was also decided to meet every week at NRSP Office to review the progress on the matter and discuss challenges and devise mitigation plans accordingly.

CRG Members Ms. Mariaum Sheikh and CC-02 met with School Headmistress Madam Mujeeb Un Nisa and gathered relevant information. According to provided information,

there are 27 sanctioned posts of teachers in school but out of which 12 teachers are working at other locations on deputation. School Headmistress has also taken her efforts to get their teacher's deputation cancelled but due to political influence, no action has been taken so far on School Headmistress's complaints.

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Success Story-07

CRG Engagement on Making Dialysis Center Functional

Constituency:	NA- 227
Union Council:	Dighri
District:	Mirpurkhas
Beneficiaries:	50,000

Problem Overview:

During regular visit and monitoring of governance systems in public and private institutions and department, it unveiled that Dialysis Center Dighri is nonfunctional since a long time. GM data collector presented his observations and shared that no one in Dialysis Center is ready to share any kind of information. Only a little information is collected and according to which Dialysis Center Dighri done only seventy five dialysis and then became non-functional.

CRG Efforts and Challenges:

CRG members met on the matter and GM data collector shared that center staff is non-cooperative and unwilling to provide relevant information. CRG members devised a strategy to collect accurate information and get Dialysis Center re-opened. Following approach was adopted to run advocacy campaign.

- Lodging FOI to get accurate information
- Visit to Dialysis Center and meeting with concern authorities
- Planning Meeting with District Health Officer, Director Health and Elected Representatives

CRG member Mr. Roz Aman Khan logged FOI to get accurate information about the reasons of closure of dialysis center. CRG succeeded in getting response on FOI and collected required information.

CRG members met with District Health Officer (DHO) Dr. Shafqat Dahri and held discussion on the matter. DHO agreed with the severity of the issue but showed his helplessness due to shortage of required funds to purchase generator to run the dialysis center. CRG team met with Director Health Dr. Ghulam Ghos Kaim Khani and shared the issue. He also seconded DHO's concern of shortage of funds and suggested approaching to provincial government to get funds released. After having meetings with DHO and Director Health, CRG team met with elected Member of Provincial Assembly (MPA) Mir Haji Muhammad Hayat Talpur and put up a requested of releasing funds to purchase generator for dialysis center.

During the entire phase, CRG team had several difficulties which created hurdles but CRG members constantly kept follow up and mitigated all risks through adopting legal procedures like lodging FOI to get information and getting prior appointment with health authorities otherwise it was difficult to have meeting with health authorities.

Success Results:

MPA Mir Haji Muhammad Hayat Talpur realized the severity of matter and extended his full support in resolving the issue. He released funds to procure generator for Taluka Hospital Dighri that will ensure purposefulness and usefulness of dialysis center.

Citizens' i.e. Mr. Dilbar Khan (03003323263), Shahbaz Ali (03062073779) and Dr. Abdul Wahid Kakepoto appreciated CRG efforts and said that they individually had tried a lot but individual efforts could not give success results but when CRG interrupted and constantly followed up, the problem resolved. Dr. Kakepoto added that this dialysis center is alone facility in nearby towns and villages so thousands patients will be benefited and prayed for CRG team for their dedicated efforts.

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Success Story-08

CRG Engagement on Appointment of Lady Police Constable

Constituency:	NA- 229
Union Council:	Islamkot
District:	Tharparkar
Beneficiaries:	More than 50,000 Women

Problem Overview:

Tharparkar District is one of twenty three districts of Sindh province in Pakistan. Its headquarters is at Mithi. It has the lowest Human Development Index of all districts in Sindh. During Governance Monitoring, it unveiled that there is no lady police constable appointed in any of police station in Tharparkar. Posts of Lady Police Constable are sanctioned but no appointment has taken so far. This is observed that women either a victim or offender have to face difficulties during interrogations. This is unethical act and violation of human rights.

Public Demand:

Appointment of Lady Police Constables in 02 Police Stations of NA-230 and 03 Police Stations of NA-229

CRG Efforts and Challenges:

The issue was discussed widely in regular monthly planning and review meeting of CRG. Female CRG members strongly recommended launching of advocacy campaign to get lady Constables appointed at 05 police stations in the constituencies i.e. NA-229 and NA-230. All CRG members agreed and devised strategy to carry out advocacy campaign under the title of "Appointment of Lady Police Constable against Vacant Post at Police Station Islamkot"

- Visits to Police Stations and Identify Women's Concerns
- Identify potential allies and conduct meetings
- Meeting with Police Officials

CRG team visited several police stations and held meetings with women to get know their concerns. All women who were interviewed during visits to police stations shared grievance and concerns on non availability of Lady Police Constables. They shared that they face difficulties while cross questioning by male police officials. Their comments and feedback strengthen CRG's advocacy campaign and while meeting with Superintendent of Police District Tharparkar Mr. Abid Hussain Kaim Khani, CRG team put their case strongly and shared women's logical concerns.

Meanwhile, CRG team paid visits and held meetings with different civil society organizations' representatives and media personnel and sensitized them on the matter. Political and Social Activists and local influential persons also remained potential partners of CRG team in advocacy campaign.

During the entire process, CRG team had to face many challenges. Mainly attitude of junior police officers was very harsh and CRG team had to respond to irrelevant questions of junior police staff and pays several visits to meet with SSP in his office although CRG team every time got prior appointment for meeting.

Success Results:

Constant follow up by CRG team, series of meetings with SSP and strong demand from public successfully resulted in posting of Lady Police Constable at Police Stations Mithi, Islamkot, Chachro and Khensar.

SP Mr. Abid Hussain Kaim Khani ensured that within two working days posting orders will be delivered to concern Lady Police Constables and copy of the orders will also be provided to CRG team for its record.

Ms. Hajiani Lanjo; a liberal political and social activist from Tharparkar appreciated CRG efforts and said this is great achievement and indicates a positive change in our society. She said CRG team deserves gratitude on this wonderful job. She added that now women will have a woman police constable in police stations that will facilitate interrogative process.

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Success Story-09

CRG Engagement on Maintenance & Beautification of Bilalani Park Mithi

Constituency:	NA- 229
Union Council:	Mithi
District:	Tharparkar
Beneficiaries:	More than 50,000

Problem Overview:

Bilalani Park is the only an entertainment place for about 50,000 citizens of Mithi; district headquarter of Tharparkar. It was constructed in 2004. People of Mithi who does not have any other entertainment place or activity, observed visiting this park daily in evening hours and on public holidays. One can safely assume that about 1500 citizens visit this park daily. A majority of people from neighboring villages, who visit Mithi for different purposes, often use this park as waiting place. At the present time, Bilalani Park presents an overview of zoological garden and wondering animals i.e. dogs, donkeys, cows and goats can often observe grazing bushes and trees in the park. The beautification and purposefulness of the park has been now converted in garbage and animal's dropping dumping point. Presence of wandering animals and bed smell of dropping and garbage do not let people to enter into the park. Due to non-availability of any watchman or gardener, cemented benches are damaged and grass is growing unnecessarily that attracts wandering animals.

Public Demand:

To ensure proper maintenance and beautification of Bilalani Park Mithi

CRG Efforts and Challenges:

Issue was discussed widely in monthly CRG planning and review meeting and decided to engage TMA to appoint watchman cum gardener at Bilalani Park to take care of it. In this regard, CC-1 Mr. Mumtaz Nohrio and CRG Member Mr. Jaimran conducted a meeting with TMA and shared untidy conditions of the park. A series of meeting held with TMA and his staff. It was difficult to find TMA every time but CRG members and CC staff constantly maintained focus on the matter.

CRG members used other advocacy tools and wrote letters to Deputy Commissioner of the District and Divisional Commissioner and tried to get their involvement in resolving of the issue. Media was also engaged in the campaign and one of the largest circulated daily "SINDH EXPRESS" gave reasonable coverage to the CRG efforts and CRG forwarded all news clippings to its primary, secondary and tertiary stakeholders.

Success Results:

CRG after every meeting with primary stakeholder i.e. TMA Office dispatched a reminder and a total four reminders were sent to TMA Office. TMA Mr. Mumtaz Shah finally showed his interest and ensured focusing beautification issues at park. All these efforts put pressure on primary stakeholder and continual efforts convinced and successfully draw attention of Town Officer to the matter who informed CRG Deputy Convener through an official letter dated 26-06-2012 vide officer letter no. TC/485/13 that Town has maintained and ensured beautification of the Bilalani Park. Full time staff was also appointed at the park to take care of it.

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Success Story-10

CRG Engagement on Appointment of Anesthetic Doctor IN THQ Hospital Nagarparkar

Constituency:	NA- 230
Union Council:	Nagarparkar
District:	Tharparkar
Beneficiaries:	150,000

Problem Overview:

Nagarparkar is one of the oldest towns of province of Sindh and Taluka Head quarter of Nagarparkar connected with pucca road with District Headquarter. Nagarparkar is at distance of 150 KMs from Mithi town. This town is just in the foot of high heightening Karoonjhar Hills. It is situated at a distance of about 15 KMs from Indian Border. The Taluka Nagarparkar is widely populated i.e. 153,206 & comprising of totally desert and hilly area, peoples are former and depends on animals/agriculture. Taluka Nagarparkar is backward in term of development priorities.

Baanh Beli; a local partner of FAFEN under its "Supporting Transparency Accountability and Electoral Processes in Pakistan" has formed a diverse group of citizens to ensure citizens' engagement in improving governance systems at public and private institutes and departments.

While reviewing GM forms in monthly planning and review meeting, CRG members came across that Anesthetic Doctor is not available in THQ Hospital Nagarparkar. THQ Hospital extends its healthcare services to the people of seven UCs and due to unavailability of Anesthetic doctor, patients especially pregnant women suffer a lot. They are helpless to travel about 150 kilometers in case of scissoring to find an anesthetic doctor. Due to this, people depend on untrained midwives for deliveries which increase death chances.

CRG members agreed and decided to launch an advocacy campaign to get Anesthetic Doctor appointed at THQ Hospital Nagarparkar.

CRG members initiated an advocacy campaign through acquiring accurate information on the matter and visited THQ many time. CRG met with patients and asked their concerns and later, CRG met with District Health Officer (DHO) Dr. Nalechango Rahimoon and shared grievance and concerns of the people. DHO was briefed about the severity of the issue. He at first hand refused to do anything as according to him new appointments are banned but he was told that post of anesthetic doctor is a sanctioned post and no new appointment will be taken place. Even though he ensured to do something but he did not take any action.

CRG in second stage of advocacy campaign conducted meeting with Deputy Commissioner (DC) Mr. Makhdoom Shakeel Uz Zaman and other social and political activities and civil society organizations and highlighted the issues and consequences of non availability of anesthetic doctor. CRG also initiated a signature campaign to draw attention in media and develop a pressure on authorities.

Success Results:

All these efforts successfully convinced DHO Dr. Nalechango Rahimoon who agreed to resolve the issue on priority basis. Dr. Nalechango Rahimoon met with DSM, PPHI to acquire genuine reasons behind issue. After discussion, he realized the sensitivity of the matter and released orders to appoint Dr. Heeranand as Anesthetic Doctor at THQ Hospital Nagarparkar.

Mr. Abdul Karim (Patient) appreciated and prayed loudly for CRG members as his appendix surgery took place in THQ Hospital Nagarparkar after appointment of Anesthetic Doctor. Citizens of Nagarparkar also appreciated CRG efforts and ensured their full cooperation in future course as they realized that collective efforts can bring positive change and helpful in improving governance systems.

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Success Story-11

CRG Engagement on Re-Opening of Closed School

Constituency:	NA- 230
Union Council:	Peethapur
District:	Tharparkar
Beneficiaries:	2,000

Problem Overview:

Nagarparkar is one of the oldest Town of province of Sindh and Taluka Head quarter of Nagarparkar connected with pucca road with District Headquarter. Nagarparkar is at distance of 150 KMs from Mithi town. This town is just in the foot of high heightening Karoonjhar Hills. It is situated at a distance of about 15 KMs from Indian Border. The Taluka Nagarparkar is widely populated i.e. 153,206 & comprising of totally desert and hilly area, peoples are former and depends on animals/agriculture. Taluka Nagarparkar is backward in term of development priorities. Education is one of the neglected sectors and many children especially girls suffer a lot. Overall literacy rate in Tharparkar district is 18.32% out which female literacy rate is 6.91%. The situation in Nagarparkar is more worsen in comparison to other talukas of Tharparkar district. Due to non-availability of teachers many schools are non-functional. According to government statistics¹, 18% boys' primary schools, 50% Boys' middle schools, 48% girls' primary schools, 100% girls' middle schools, 12% combine primary schools, 33% combine middle schools are non-functional in Taluka Nagarparkar.

Government Primary School Naryassar is one the non-functional schools in UC Nagarparkar. This school was established in 1985 and found non-functional since one and half year due to non-availability of teachers. More than 25 children have to walk around 7 kilometers to attend their classes in Nagarparkar.

Public Demand:

Functionalize closed Government Primary School Naryassar UC Nagarparkar.
CRG Engagement with Education Department Tharparkar

CRG Efforts and Challenges:

The matter was discussed in monthly CRG planning and review meeting and all members decided to launch advocacy with education department to make the school functional. Community was mobilized at first stage of campaign as without community participation, no campaign can give fruitful results. At later stage, CRG conducted meeting with Mr. Kalaram Assistant District Education Officer (ADEO). He was informed briefly about the matter of closure of the school since one and half year. Complaint

¹ <http://www.rsu-sindh.gov.pk/semis/Profile2011-12/Profile%20Tharparkar%202010-11.pdf>

letter was also submitted at his office. ADEO ensured that he will look into the matter and take best efforts to re-open school by appointing teacher over there. But in spite of many reminders, no action was taken and school remained closed.

Success Results:

This situation led CRG team to involve secondary stakeholders in the campaign. They started meeting with civil society representatives, media personnel, political workers and social activists. CRG members also conducted meeting with District Education Officer (DEO) and shared grieves and concerns over closure of school and shared details of meeting held with Mr. Kalaram.

These efforts developed pressure over authorities and they appointed teacher in Primary School Naryassar. Villagers appreciated CRG efforts on appointment of teacher, re-opening of school and reducing risks of children who used to walk 07 kilometers to get education.

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Success Story-12

CRG Engagement on Installation of Pipeline for Drinking Water @ GGHS Chachro

Constituency:	NA- 230
Union Council:	Chachro
District:	Tharparkar
Beneficiaries:	260 students

Problem Overview:

Chachro is one of the four talukas of District Tharparkar. It's a taluka headquarter and biggest taluka at a distance of 70 kilometers from Mithi. It is located in the southeast corner of Pakistan, in the Thar Desert, along the Pakistan-India border. Chachro has remained under Indian occupation from 1971 to January 1973. A great majority of non-Muslims i.e. Hindus had fled to India during the Indian occupation. Geographically, Chachro is divided into three areas i.e. Khahor, Kantho and Parkar. Chachro is one of ignorant taluka of district Tharparkar in term of development priority. Education is one of the neglected sectors and many children especially girls suffer a lot. Overall literacy rate in Tharparkar district is 18.32% out which female literacy rate is 6.91%. The situation in Chachro is more worsen. Due to non-availability of teachers many schools are non-functional. According to government statistics², 10% boys' primary schools, 08% Boys' middle schools, 19% girls' primary schools, 14% girls' middle schools, 17% combine primary schools, 22% combine middle schools are non-functional in Taluka Chachro. Overall 15% primary schools and 19% middle schools are non-functional. Government statistics shows that 69% schools in Tharparkar do not have drinking water facility and students are helpless to bring water with them or walk away to wells to fetch water if they need to have it. Same condition is observed in Government Girls' High School Chachro. GGHS Chachro is alone available facility in vicinity that extends educational services to about 413 girls up to the secondary level but due to unavailability of drinking water, girls' students have to face many difficulties.

Public Demand:

Ensure installation of pipeline at GGHS Chachro for drinking water

CRG Efforts and Challenges:

The matter was discussed in monthly CRG planning and review meeting. All agreed to launch an advocacy campaign to get issue resolved.

² <http://www.rsu-sindh.gov.pk/semis/Profile2011-12/Profile%20Tharparkar%202010-11.pdf>

At first stage, CRG members conducted meeting with parents and students to get their feedback on issues. Parents and students shared their concerns and said due to unavailability of drinking water, they face difficulty as many students do not bring water with them as they comes from neighbouring villages and this is difficult for them to go back at the time when they need to have a glass of water. Every time rushing to neighbouring houses in the school also does not seem a good practice.

After collecting feedback from parents and students, CRG members conducted a meeting with Mr. Lilaram DEO District Tharparkar and shared feedback, concerns and demand of students and their respective parents. He realized the sensitivity of the matter and committed to resolve the issue but did not take any action. Complaint letters and reminders were also submitted in his office but no action was taken.

At later stage, secondary stakeholders were engaged in the campaign and meetings conducted civil society representatives, media personnel, political workers and social activists. A meeting was also conducted Mr. Makhdoom Shakeel uz Zaman DC Tharparkar. Deputy Commissioner also ensured to look into the matter in person and ensured to get it resolved immediately.

Success Results:

Advocacy campaign successfully developed pressure on authorities from different sides. Constant follow up activities, meetings with different stakeholders and continuous reminders resulted in putting pipeline in GGHS Chachro and supply of drinking water was ensured.

Students coming from neighboring villages appreciated CRG efforts and said that availability of drinking water has improved level of relaxation and now they are attending classes with more interest and keenness.

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Success Story-13

CRG Engagement on Toilet Construction @ Police Station Chachro

Constituency:	NA- 230
Union Council:	Chachro
District:	Tharparkar
Beneficiaries:	58

Problem Overview:

Chachro is taluka headquarter and situated at the distance of 70 Kilometers from Mithi. Chachro taluka has two police stations i.e. Chachro and Kheensar. Jurisdiction of Police Station Chachro is 8573 square kilometer and extends its services and protection to approximately 60,000 residents of the town and its surrounding area. Many citizens and villagers with different complaints visit Police Station Chachro on daily basis but due to non-availability of toilet in the PS Chachro, complainant face difficulties. Police constables and prisoners also face same difficulties. Whenever, any prisoner needs to pass urine or stool, they are being taken out of lock-up to open area near PS. This practice increases the risks of escape of any prisoner from police custody.

Public Demand:

Construction of Toilet at Police Station Chachro

CRG Efforts and Challenges:

The matter was discussed in monthly planning and review meeting. All CRG members agreed to take efforts to get toilet constructed in PS Chachro to reduce risks of escape of any prisoner and facilitate policemen and complainants.

In this regard, CRG members visited PS Chachro and took pictures of destroyed toilet and conducted meeting with Station House Officer (SHO) and police constables to gather basic data. According to SHO and police constables, there were two toilets but due limited budgets repair could not be taken place on time and both toilets destroyed with pace of time. SHO and Police Constables also showed their apprehension on non-availability of toilet and mention it as high risk.

After meetings with police staff and complainants and taking photos of destroyed toilets, CRG members conducted meeting with SSP Mr. Abid Hussain Kaim Khani and shared the matter with him. He agreed and also showed his apprehension on taking prisoners out of lock-ups for natural process of releasing urine and stool. He ensured to get toilet constructed in PS Chachro but in spite of many reminders and complaint letters no action was taken.

Success Results:

CRG at later stage initiated second phase of advocacy campaign and started meeting with secondary stakeholders i.e. Civil Society representatives, media personnel, political workers, social activists and other concern authorities. CRG team also held meeting with DC Mr. Makhdoom Shakeel uz Zaman and shared risks and concerns associated with the matter.

All these efforts developed pressure and SSP Mr. Abid Hussain Kaim Khani directed SHO-PS Chachro and released budget for construction of new toilets. SHO and Police Constables of PS Chachro showed their keenness and appreciated CRG efforts. They showed a hope that this kind of partnership will create friendly environment between police and civil society and crime ratio can be decreased significantly.

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Success Story -14

CRG Engagement on Appointment of More Teachers in GGHS Nagarparkar

Constituency:	NA-230
Union Council:	Nagarparkar
District:	Tharparkar
Beneficiaries:	30,000

Problem Overview:

Nagarparkar is one of the oldest Town of province of Sindh and Taluka Head quarter of Nagarparkar connected with pucca road with District Headquarter. Nagarparkar is at distance of 150 KMs from Mithi town. This town is just in the foot of high heightening Karoonjhar Hills. It is situated at a distance of about 15 KMs from Indian Border. The Taluka Nagarparkar is widely populated i.e. 153,206 & comprising of totally desert and hilly area, peoples are former and depends on animals/agriculture. Taluka Nagarparkar is backward in term of development priorities. Education is one of the neglected sectors and many children especially girls suffer a lot. Overall literacy rate in Tharparkar district is 18.32% out which female literacy rate is 6.91%. The situation in Nagarparkar is more worsen in comparison to other talukas of Tharparkar district. Due to non-availability of teachers many schools are non-functional. According to government statistics³, 18% boys' primary schools, 50% Boys' middle schools, 48% girls' primary schools, 100% girls' middle schools, 12% combine primary schools, 33% combine middle schools are non-functional in Taluka Nagarparkar.

Majority of schools are non-functional only because of non-availability of teachers. Government Girls High School Nagarparkar is also facing same issue of shortage of female teachers. At the present, only one teacher is running the school. She is headmistress and attends classes to teach more than 130 girl students of the class 6th to 10th.

Focus Group Discussion (FGD):

FGD conducted with students, parents, School Management Committee (SMC) and meeting held with teacher cum headmistress.

It was revealed that GGHS Nagarparkar building was constructed in 1987 and school made functional in 1993. It was also unveiled that total 5,469 teachers are appointed in District Tharparkar and out of which female teachers are 656 that makes only 12% in total strength. Government statistics also shows that one female teacher in district

³ <http://www.rsu-sindh.gov.pk/semis/Profile2011-12/Profile%20Tharparkar%202010-11.pdf>

Tharparkar teaches 146 students. These figures are alarming and direct violation of standard policies of education and rights of students.

During FGD, parents opinioned that one teacher cannot give proper time to students so sending children to school are only wastage of the time. During meeting Headmistress made her point that one teacher cannot attend all the classes at a time and it is difficult to deliver all subjects properly. She has tried a lot to draw attention of her officials to the matter but failed in drawing attention of authorities. No elected representative even visited school.

Public Demand:

Increase number of female teachers in Government Girls High School Nagarparkar

CRG Efforts and Challenges:

Findings of FGD with students, parents and SMC members and headmistress's concerns shared in CRG monthly planning and review meeting. CRG members reviewed constitutional provisions, rules and standard policies and after that unanimously agreed on running an advocacy campaign and devised plan of action.

- Identification of allies in advocacy campaign and meeting with them
- Submission of complaints in written form at Office of the Executive District officer (EDO) Education
- Engagement of secondary stakeholders in advocacy campaign

CRG members identified Civil Society Organizations, Media, Political Workers and Social Activists as potential allies in the advocacy campaign and started meeting with them. CRG members sensitized them on the matter and attained their full support in campaign. CRG members submitted written applications at office of the District Education Officer (DEO) Education and forwarded copies of same applications to elected representatives i.e. MPA and MNA of the area. CRG did not receive any feedback even acknowledgment from any of recipients of the application. CRG members after that conducted meeting with DEO but DEO refused to comply with people's genuine demand. He also showed his anger over the campaign and refused to appoint any teacher in GGHS Nagarparkar.

Success Results:

CRG team launched signature campaign and submitted same complaint along with signatures and all relevant documents at District Ombudsman under constitutional rights of citizens to education. District Ombudsman called upon DEO and after hearing both parties concerns and responses, he directed DEO to appoint more teachers in GGHS Nagarparkar. District Ombudsman also directed him to report him in a week time on implementation on the verdict.

DEO immediately complied with District Ombudsman's verdict and appointed 02 more teachers in GGHS Nagarparkar. Students and parents thanked and appreciated CRG

efforts and offered their full cooperation in future courses. CRG decided to keep continue their struggle to get 02 more teachers for school to fully comply with international standard ratio of students and teachers.

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Success Story -15

CRG Engagement on Ensuring Equitable Supply of Drinking Water in Mujahid Colony

Constituency:	NA- 240
Union Council:	Mujhahid colony-Baldia Town
District:	Karachi
Beneficiaries:	20,000

Problem Overview:

Problem of shortage and inequitable supply of drinking water in Mujahid Colony Baldia Town Karachi was identified through Focus Group Discussion (FGD) with affected communities in the mentioned area in November 2011.

Public Demand:

Equal and Equitable Supply of Drinking Water to Residents of Mujahid Colony Baldia Town

CRG Efforts and Challenges:

CRG took this issue on priority basis and put up before Water and Sewerage Board Karachi through submission of detailed application. CRG members also gave presentation to authorities with background history of the problem and possible solution. Managing Director (MD) Water Board took the matter seriously and called upon Superintendent Engineer Baldia Mr. Siraj Durani and inquired about the matter.

Superintendent Engineer Baldia contacted CRG team and invited them for a meeting in his office. CRG team put up the issue before him and made a point that unfair supply of drinking water is the main reason of shortage. Authorities in water board did not agree with the reasons and refused to accept any complaint of shortage of drinking water. On their refusal, CRG team suggested conduction of site survey and meeting with communities. Authorities agreed on this proposal and an interface meeting was organized on December 12, 2011. Superintendent Engineer Baldia Mr. Siraj Durani, Executive Engineer (XEN) Baldia Mr. Imtiaz, Administrator Baldia Town Mr. Athar Saeed and local residents gathered around and discussed widely. After a long discussion, Water Board Officials realized the severity of the issue. Administrator Baldia Town Mr. Athar Saeed recognized that inequitable supply and illegal water connections by water tanker mafia are main reason behind shortage of drinking water.

Success Results:

MD Water Board informed CRG on December 13, 2011 about overcoming shortage of drinking water through adopting following measures;

- Action against illegal water hydrant has been taken and all illegal hydrants are closed immediately
- Proper schedule has been proposed for legal water hydrant
- Drinking water will not be supplied during electricity load shading and
- XEN Baldia has been assigned to visit sites in person during water supply

After receiving this information, CRG member visited sites and physically verified equal and equitable supply of water. CRG appreciated water board officials on their realization and taking immediate efforts to resolve the matter.

Water supply days are also increased and drinking water in sufficient quantity is being supplied as per given schedule.

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Success Story -16

CRG Engagement on Implementation of Factories Act 1934

Constituency:	NA- 240
District:	Karachi west Site
Beneficiaries:	200,000 Daily Wage Laborers

Problem Overview:

Sever violation of rights of workers observed in factories as industrialists and Proprietors were hiring daily wage laborers on inadequate wages and engaging them for more than 08 hrs a day. This was not only violation of Factories Act; 1934 but this is also violation of human rights and constitutional rights of workers. Daily wage laborers were taken in membership and gathered genuine issues, concerns, feedback and consequences.

Focus Group Discussion (FGD):

CRG conducted Focus Group Discussion (FGD) with laborers, and trade unions to identify and gather more information about the Factory Act 1934. CRG members met with Labor Officers in different industries, consulted with senior lawyers and trade union leaders to collect authentic data on the matter.

Introduction to Factories Act; 1934:

Labor Laws are framed to regulate industrial relations and to ensure safe working conditions and remunerative work. They also specify the rights and obligations of both workers and employers and can facilitate the development of an environment conducive to industrial activities, peace and growth. Thus, properly designed labor laws and their effective implementation are necessary for initiating and sustaining economic activity by raising productivity.

It was in the 1881 that the first Factory Act was passed. This act contained provisions relating to health and safety and placed certain limitations on the employment of children. This act defined a factory as any premises using mechanical power and employing 100 persons or more in a year. A child was defined as any person below the age of 12 years; no child under 7 years of age could be employed. This act suffered from many handicaps in as much as it did not adequately protect the children and contained provisions for the regulations of women's labor. It was therefore amended in 1891 and repealed and replaced by Factories Act 1891. The next stage in the development of factories legislation came in 1911. In 1922, government of India ratified ILO convention on hours of work and act was further revised accordingly. Some minor changes took place in 1923, 1930, and 1931. The most important change however made in 1934. It was in 1934 that a consolidating and comprehensive Factories Act was enacted to deal

with the person's health and safety welfare and hours of work relating to the employment in the factories. Factories Act 1934 is star piece of labor legislations of Pakistan. The act is applicable to whole Pakistan and has also been extended to the Federally Administered Tribal Areas (FATA). Factories Act 1934 is applicable to all factories employing 10 or more workers.

Since 1937 the scope of benefits to the factory workers have considerably been extended and enlarged by a series of amendments in 1940, 1941, 1944, 1945, twice in 1946, 1947 and 1996. In 1972, the entire chapter III of the Factories Act, 1934 was amended (or overhauled) in several matters of importance and concern to the factory workers. The act was further amended so as to extend its overage and provide for medical check-ups, vaccination and appointment of labor welfare officers. Federal Government of Pakistan also made amendment in the Factories Act 1934 in 2006 through Finance Bill, 2006.

Public Demand:

- Issuance of Notification from labor Department regarding proper implementation of Factories Act 1934
- Ensure Proper Implementation of Factories Act 1934

CRG Efforts and Challenges:

The matter was then taken up in CRG monthly planning and review meetings. All CRG members unanimously agreed to launch an advocacy campaign on highlight the issues and get it fixed. CRG members took following steps to resolve the issues.

- CRG members submitted issues in written form at Office of the Director Labor Sindh in the month of September and asked for having a formal meeting to discuss the matter. Office of Director Labor Sindh did not respond to the CRG request
- CRG members started meetings with potential allies in advocacy campaign and highlight the plight of daily wage laborers. Three networking meetings and several corner meetings conducted in this regard with different CSOs and factory workers.
- CRG members had a meeting with the SITE Labor Association, Pakistan Workers Federation and Hosiery Garment Textile Workers' General Union Sindh. All these bodies were briefed about the matter and CRG efforts. These groups agreed and willingly joined CRG Advocacy Campaign.
- CRG team visited the factories in SITE town and met with factory management and administration to convince them on proper implementation of Factories Act; 1934. Members from SITE Labor Association joined CRG in the visit. 05 Factories released letter of acknowledgement that they are implementing Factories Act 1934 properly. They also appreciated CRG efforts to ensure friendly environment for factory workers.
- Meanwhile, CRG continuously sent reminders to Office of the Deputy Director labor Sindh Mr. Ghulam Nabi Memon.

Success Results:

Constant follow-up, reminders and written complaints successfully draw attention of authorities of Labor Department. Deputy Director Labor Sindh Mr. Ghulam Nabi Memon after two months in January 2013 invited CRG members in his office to discuss on the matter. Ms. Ameeran Begum and Mrs. Samina Asghar along with CC-2 Rehana Yasmeen visited his office and briefed him about the sensitivity of the issue. CRG team suggested issuance of official notification from labor Department to all concerned factories regarding proper implementation of Factories Act 1934. Mr. Memon appreciated CRG efforts and said that Labor Department has already notified all factory owners regarding proper implementation of Factories Act 1934 but none of factor owner has comply with notification. He suggested CRG team to visit factories and motivate and sensitize factories owners to ensure implementation of said act. He also ensured to try his level best to reissue notification.

Though, Labor Department responded positively and issued notification to the factories and some factory owners released letter of acknowledgement so the problem is however resolved partially but this requires a long-term extensive advocacy campaign to fix the problem at large.

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Success Story-17

CRG Engagement on Deploying Female Paramedic in Govt Dispensary @ Rasheedabad

Constituency:	NA- 240
Union Council:	UC-8, Baldia Town
District:	Karachi West
Beneficiaries:	15,000

Problem overview:

Rasheedabad is one of the residential neighborhoods of Baldia Town in Karachi. Rasheedabad is neglected area in the constituency in term of development priorities. Education and health are fundamental human rights and non provision of these facilities comes under violation of human rights. Residents of Rasheedabad Baldia Town are not facilitated in these developments. So far, literacy ratio and health status of citizens especially children and women are remarkably low. People do not have enlarged livelihood options so they are helpless to survive under severe poverty.

During Governance Monitoring, CRG team visited Rasheedabad Shafakhana, UC-08 Baldia Town Government Dispensary to check governance system. This dispensary is alone healthcare facility to provide healthcare services to thickly populated area. It was highlighted that no female paramedic staff has been appointed in the dispensary against sanctioned post. Residents are very much conservative and women mobility is prohibited in the areas. So the situation was very alarming as health of a number of women of the area found at risk.

Public Demand:

Appointment of Female Paramedic Staff at Government Dispensary Rasheedabad, UC-08 Baldia Town

Focus Group Discussion:

CRG members conducted Focus Group Discussion with women in the area to get their feedback and know how about the consequences. In this regard, 02 FGDs were held with female community members. They expressed grieves and concerns over the non-availability of the female staff. They told that they are allowed to travel alone without male member of the family even in surrounding of the area. Therefore, it is much difficult for them to visit a female medical practitioner or any other healthcare facility to get examined their health problems. They added that due to non-availability of female staff, they are unable to go to government dispensary and take traditional remedies.

CRG Efforts and Challenges:

GM Forms were carefully reviewed in CRG monthly planning and review meeting and shared findings of FGD held with women community members of the areas. The issue of non-availability of female paramedic staff at Rasheedabad Dispensary was taken seriously and all CRG members agreed to take efforts to get a female paramedic staff appointed at government dispensary Rasheedabad.

CRG in its monthly meeting devised strategy and started sending applications and complaints in written form to Office of the Executive District Officer (EDO) Health Karachi. Issue and related concerns were highlighted in applications and requested for a formal meeting. Several reminders were also sent but written form did not work and no response received EDO Health Office.

Success Results:

In meantime, CRG team submitted an application regarding the matter at Taluka Health Officer (THO) Baldia Town and after two to three reminders, THO Baldia Dr. M. Kamal called upon CRG team in his office to discuss the issue. CRG Membes i.e. Nargis Sadiq (Lady Health Worker), Gulzar Bibi (Social Activist), Ameeran Begum (Social Worker) and Rehana Yasmeen (CC-2) met with THO in his office and briefed about the matter and its consequences.

CRG also conducted meetings with other stakeholders i.e. CSOs, NGOs, political workers and social activists in the area and shared and sensitized them on the issue. CRG team kept following up with THO Dr. Kamal on the issue who every time ensured his full support in getting issue resolved. Finally, after several meetings with THO Dr. Kamal, CRG succeeded in getting a female paramedic staff Ms. Salma Baloch appointed at Government Dispensary Rasheedabad Shafakhana.

Women community members thanked and appreciated CRG efforts and said that availability of female staff at dispensary will facilitate them a lot in taking advices and advanced remedies at dispensary.

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Success Story-18

CRG Engagement on Appointment of SLT in Ibrahim Ali Bhai School Metrovill

Constituency:	NA- 241
Union Council:	Orangi Town
District:	Karachi West
Beneficiaries:	530 students of Government Secondary School Ibrahim Ali Bhai Karachi Metrovill West 253 Students

Problem Overview:

During GM visit it was observed that no Sindhi Language Teacher (SLT) was appointed in Ibrahim Ali Bhai School Metrovill Karachi area whereas a number of students were enrolled there and *Asan Sindhi* (Easy Sindhi) was a compulsory subject. Due to non-availability of SLT, about 530 students were unable to have done syllabus of *Asan Sindhi* subject since last 04 years.

CRG members after finding this serious issue, met with students and teachers and school administration to get accurate information and authentic data on the matter. It was told that school administration found a temporary solution of the problem by appointing a private SLT during examinations against collection of 15.00 (Fifteen Pak Rupees) Pak rupees from each student. School administration informed the situation to high-up but no action so far taken. It was also unveiled that two posts are sanctioned and SLT were appointed on both sanctioned posts but one using influence went on deputation to other school and one teacher was transferred. Since then both sanctioned posts are vacant.

Public Demand:

To ensure appointment of SLT in Ibrahim Ali Bhai Government Boys Secondary School Metrovill Karachi West

CRG Efforts and Challenges:

The overall issue was discussed in CRG monthly planning and review meetings held on 17 April 2012. Fact findings were also shared and decided to take efforts at both level to get issue resolved.

- School administration and parents to be sensitized and mobilized to recognize and play their role
- Advocacy to be done with education officials

CRG conducted meetings with School Staff including teachers and headmaster and parents and tried to sensitize them on the issue and advised to play their role in

advocacy campaign. Headmaster complained that community/parents do not extend their cooperation and figure out to school administration so issue is being hanged up. He added that school administration is doing a lot at their level but their efforts fruitless as high-ups do not listen to them. Headmaster provided copies of correspondence made by him with his department. Headmaster was taken as member in advocacy committee. Parents in meeting offered their full support to CRG in advocacy campaign. One parent was selected in meeting for advocacy committee.

Success Results:

CRG members after completing home work conducted meeting EDO Education and shared entire situation and its consequences. EDO positively responded and appreciated the efforts. He immediately directed Director Headquarter to issue a letter to District Education Officer to arrange SLT on urgent basis. EDO Office provided a copy of the order to CRG members who then met with DEO Mr. Ghulam Rasool Jokhio and showed him copy of official letter.

DEO immediately arranged and appointed SLT in Govt. Secondary School Ibrahim Ali Bhai Karachi West. Headmaster and parents thanked CRG efforts and said that school administration took a lot of efforts but no results found but involvement of citizens bring this success to the school. Students were happy as now they can attain good marks in this compulsory subject where they were losing their marks.

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Success Story-19

CRG Engagement on Enforcing FOI and RTI

Constituency:	NA-241
Union Council:	Orangi Town
District:	Karachi West
Beneficiaries:	253 Students

Problem Overview:

In the last decade, governments around the world have become increasingly more open. By 2003, over 50 countries had comprehensive laws to facilitate access to official information and more are enacting such legislation. Governments increasingly recognize the importance of access to information for enhancing democratic engagement, building confidence in government institutions and strengthening their credibility and effectiveness.

The RTI is important for many reasons. Chief among these is the contribution it makes towards:

- Creating a more open and democratic society
- Reducing poverty through achieving the Millennium Development Goals (MDGs)
- Challenging corruption and enhancing transparency

UN Commission on Human Rights says "Freedom will be bereft of all effectiveness if the people have no access to information. Access to information is basic to the democratic way of life. The terms Right to Information (RTI) and Freedom of Information (FOI) are often used interchangeably and have long been regarded as a fundamental human right".

However, in many States, including democracies, people are still routinely denied access to information that should be in the public domain. In Pakistan, historic 18th amendment (April 2010) by inserting a new article 19-A in the Constitution has acknowledged the Citizens Right to Information. The Article 19-A about the Right to information says: "Every citizen shall have the right to have access to information in all matters of public importance subject to regulation and reasonable restrictions imposed by law". After inclusion of this article Pakistan has joined the club of 50 plus countries whose constitution guarantee right to information.

In spite of inserting article 19A in constitution and acknowledging citizens' right to official information, a great majority of citizens do not have knowledge and information about their right. Government officials too do not have knowledge about this FOI and RTI thus violation of rights of citizens is observed increasing upward.

This situation came in CRG knowledge when CRG members lodged raised a request under FOI and RTI acts to obtain information related to public healthcare facilities but did not receive any information from Health department. CRG intended to have year wise basic data about public healthcare facilities established in last 10 years including 2012. CRG also required having details of functional and non functional healthcare facilities and reasons of non-functionality.

CRF Efforts and Challenges:

CRG waited for 21 days for any response but after failure in getting information, CRG members sent remind but after week time, Office of EDO Health did not responded to application and reminders. When CRG did not provided required information from Office of the EDO Health, CRG directly contacted to THO on phone but he refused to provide such official information and said official information cannot be provided to anyone.

CRG member then put up this case before Provincial Ombudsman Sindh with all relevant documents. CRG member was called upon by Provincial Ombudsman to get details on case. CRG Member briefed him on constitutional rights of a citizen to access official information and made his case stronger with references of relevant regulations regarding Freedom of Information and Right to Information.

Success Results:

Provincial ombudsman issued summon letter to EDO Health on 26th August 2012 and directed him to appear before his court in person. After receiving summon from court of Provincial Ombudsman, EDO Health contacted with CRG member and asked about the case and showed his grievances that applicant has put up case in court. He also showed unawareness regarding FOI and RTI. He offered his cooperation and requested to settle down the matter before appearing in the court. CRG member thanked to him and said that as case is in court so both parties should meet over there for any conclusion.

EDO Health appeared before court of Provincial Ombudsman on 28th August 2012. EDO showed his unawareness regarding FOI and RTI related regulations and he ensured to provide all required information to applicant. He also ensured to be more careful and vigilant in future course in this kind of matters. He also appreciated and thanked CRG members who made them enable to understand the relevant regulations. Provincial Ombudsman also appreciated CRG case and said this is first case from Organi Town and if all citizens show this level of dedication and sincerity, corruption and undemocratic practices can come to an end and governance system at all public and private sectors can be improved. EDO after hearing in the court provided all required information to CRG.

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Success Story-20

CRG Engagement on Repair & Maintenance of Water & Sanitation Facilities @ GBGSS Shah Faisal-04

Constituency:	NA-256
Union Council:	Shah Faisal Town
District:	Karachi East
Beneficiaries:	More than 400 Boys and Girls Student

Problem Overview:

Shah Faisal Colony is a small, densely populated town in Karachi, Sindh, Pakistan. Shah Faisal Colony is named after the late King Faisal of Saudi Arabia. The colony is bordered by Malir Town to the northeast, Bin Qasim Town to the east, Korangi Town and Landhi Town to the south, and Faisal Cantonment and Malir Cantonment to the west and northwest. The Malir River forms the southern boundary of the colony and the Shahrah-e-Faisal highway forms much of the northern boundary with the Jinnah International Airport at the northern end of the colony.

Government Boys & Girls Secondary School (GBGSS) Shah Faisal Colony No-04 is one of the educational facilities in the areas but students are facing many problems like;

- Drinking water is unsafe due to old and dirty water tanks and reservoirs
- Cleanliness of water tanks and reservoirs is not taking place properly
- Inadequate sanitation situation due to unhygienic toilets

These problems are roots and creating diseases in students and due to poor health, students are unable to take part in different sport competitions.

Students' Demand:

- Ensure repair, proper maintenance and regular cleanliness of water tanks/reservoirs
- Ensure legal water supply connection approved by water board
- Ensure regular cleanliness of toilets

CRG Efforts and Challenges:

The matter was discussed in CRG monthly planning and review meeting and all agreed to take efforts to resolve the issues. CRG members met with Headmaster, SMC members, teachers, parents and students separately and gathered authentic information and discussed the possible way out. All stakeholders were sensitized to play their respective roles in advocacy campaign to get issue resolved.

CRG members put an application highlighting the issue at Office of the Executive District Officer Education and conducted meeting with EDO in his office. Issue and possible way out discussed with him. EDO ensured looking into matter in person and he assigned Assistant District Education Officer (ADEO) to visit site and present report. ADEO visited school and prepared and presented report to EDO accordingly. After having detailed report, EDO apologized and due to limited funds available he regretted to comply with application.

Success Results:

After refusal of EDO Education, CRG coordinated with secondary stakeholders and launched second phase of advocacy campaign. During second phase, CRG members conducted meeting CSOs’ representatives, media personnel, political workers and social activists to make them allies in advocacy campaign and ultimately develop pressure on authorities.

CRG held meeting with Director Education and briefed him about the issue and its consequences on students. Director positively responded and issue orders to EDO Office to resolve the issue on urgent basis and directed EDO to report him after completion of work. Education Works Department was engaged by Education department in the matter and repair and required maintenance work done within month time.

Students, their parents and school administration thanked and appreciated CRG efforts who engaged all stakeholders in campaign and resolve issue collectively. CRG Members also thanked all stakeholders who took part in campaign and ensured completion of task.

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Success Story-21

CRG Engagement on Ensuring Punctuality of Doctor @ BHU Juma Goth

Constituency:	NA- 258
Union Council:	Juma Himaitee Goth
District:	Malir Karachi
Beneficiaries:	15,000

Problem Overview:

During GM visit to BHU of Juma Goth absence of doctor was observed. FDG was conducted to verify the issue and gather basic information. Male and female community members joined FGD and shared their opinion and concerns on absence of the doctor. VO representatives and Ex-Counselors i.e. male and female were also interviewed. After FGDs district health profile was reviewed and verified the provided information by villagers.

It was informed that duty doctor does not pay his duty properly and remains absent for many days. He visits occasionally and leaves BHU without informing to anyone. During FGDs, it was shared that residents of Juma Goth are deprived of basic amenities of life. Basic Health Unit (BHU) exists in the village but due to absence of appointed doctor, villagers have to travel to the city to find medical professional and advanced facilities. This not only burdened on their pocket but left them under poverty lines.

Public Demand:

Development of proper monitoring mechanism to ensure availability of Doctor and other paramedic staff at BHU Juma Goth Malir for prescribed duty hours

CRG Efforts and Challenges:

The issue and FGDs' finding were shared and discussed in CRG monthly planning and review meeting. CRG members unanimously agreed to take up the issue to the concerned authorities to get it resolved.

CRG members conducted meetings with community leaders, VOs representatives, Social, political and human rights activists, local CBOs and media personnel to develop partnership and mutual understanding with them on the matter. CRG members also met with Dr. Fareeda and Dr. Mustafa Shah of Pakistan Medical Association (PMA).

CRG members put application highlighting the issue at EDO Health Office at Malir. CRG members also conducted meeting with EDO Health Dr. Nasir Javed Sheikh and briefed him about the issue and its consequences.

EDO Health appreciated CRG efforts and agreed with concerns of village. He admitted openly that duty doctor has political back-up so he avoids paying duty properly.

Success Results:

EDO later conducted a surprise visit to BHU along with CRG members. He met with villagers, influential persons of the village and patients present in BHU. Doctor was not present whereas dispenser was observed examining patients. Villagers shared their concerns and said that they frequently visit BHU but never have seen doctor on duty. EDO asked villagers and influential persons of the village for their cooperation in getting issue resolved. All ensured him their full support.

EDO issued explanation letter to the Doctor who after receiving of explanation letter admitted his wrongdoing and ensured that he will be punctual in future and perform his duty regularly.

CRG Members of the village are keeping a bird eye on the BHU affairs and observed Doctor is performing his duty regularly and due to his punctuality a number of patients who were visiting nearby private practitioners are now visiting this BHU for medical examinations.

EDO Health has also assigned THO for regular monitoring of all healthcare facilities in the area to ensure punctuality of doctors and others staff.

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Success Story-22

CRG Engagement on Ensuring Availability of Medical Staff @ BHU UC-07

Constituency:	NA- 258
Union Council:	Ghughar Phattak Bin Qasim Town, Malir
District:	Malir Karachi
Beneficiaries:	15,000

Problem Overview:

UC Ghughar is a remote rural settlement located at distance of 10 Kilometers away from Gulshan-e-Hadid. Villagers of the UC are deprived of basic facilities of life and UC is completely ignorant in terms of development priority. BHU although exists in Ghulam Muhammad Goth UC-07 of Ghughar but it is non functional since last year due to shortage of healthcare staff. Villagers are helpless to travel 10 kilometers to find a qualified medical professional and mostly they have to face different issues of transportation and traffic jam thus avoiding these issues they rely on private practitioners available in nearby of vicinity.

The issue was identified during GM visit and CRG conducted 02 FGDs i.e. one with male and one with female community members. FGDs enabled CRG members to have basic information about the matter.

Public Demand:

Ensure availability of medical staff including qualified doctor and dispenser at BHU of UC 7 Ghughar Phattak Bin Qasim Town, Malir

CRG Efforts and Challenges:

The matter was discussed in CRG monthly planning and review meeting and all members agreed to take up the matter at high ups to get it fixed. A three members committee was formed and roles and tasks were assigned to them.

Written application highlighting the issue submitted at Office of the EDO Health and requested to have meeting to discuss the issue. EDO Health referred CRG application to District Officer Curative Dr. Shahid. Dr. Shahid met with CRG team and acquired details of the matter. Dr. Shahid after having details referred to THO Dr. Manzoor Memon who also took interest in having details of the matter and showed commitment to get the issue resolved within fifteen days.

Success Results:

THO Dr. Manzoor Memon fulfilled his commitment and appointed a doctor and dispenser at BHU and made it functional. CRG followed up with villagers and BHU and confirmed that Doctor and Dispenser are punctual and performing well. Recently appointed medical staff has fixed one day (Friday) in a week for WRAs vaccination and children vaccination. Local Support Group is formed that ensures monitoring of BHU affairs and maintain close coordination with duty staff. Local Support Group is also supposed to bridge the gap between duty staff and villagers and this kind of partnership is helpful in improving governance system at BHU.

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Success Story-23

CRG Engagement on Repair and Maintenance of Damaged Schools in Torrential Rains 2011

Constituency:	NA-226
Union Council:	Hussain Buksh Marri
District:	Mirpurkhas
Beneficiaries:	15,000

Problem Overview:

District Mirpurkhas was the second most vulnerable and affected area in Sindh Province where 700 mm rain was recorded in 2011. In District Mirpurkhas, Heavy intermittent rains played havoc prompting shifting of around 40,000 rain- affected people to 93 relief camps set up in four Talukas of the district Mirpurkhas. Most of the areas in the district were badly affected due to heavy rain and breach of Mitharo Canal and overflowing of Left Bank Outfall Drain (LBOD) and all saline water from different small channels fall in LBOD.

The result was that large rural areas, crops, and infrastructure remained under water for several months. A large number of farmers had lost their livestock on the way to safer places, on account of non-availability of fodders and exertion. Moreover, approximately 70 percent of the people in the affected areas relied on agriculture as a source of food and income. The floods had destroyed nearly 925000 hectares of crops which left peasants in critical conditions. Millions of people had lost their productive assets and livelihoods, especially farmers who had lost their current and future sources of food and income. For many communities, the recent crisis compounded losses from last year's floods, which receded too late in many areas of Sindh to allow for planting of the Rabbi (spring) wheat crop. Damage to irrigation is also a major concern as around 80 percent of wheat planted in Sindh is irrigated.

Hussain Bux Marri was one the four talukas of District Mirpurkhas that badly affected in torrential rains 2011 that occurred during August and September 2011. 96,520 people affected and migrated in taluka and 168,182 acres crop land was badly affected. Total 118,810 houses were damaged out of which 87,483 houses were fully destroyed. All schools and healthcare facilities were converted into IDP camps. According to reports, approximately more than 180 government primary and secondary schools were partially and fully damaged. Somewhere schools were observed under five to six feet water and somewhere school buildings were damaged as these were used as IDP camps. Education process in all these schools were disturbed and students suffered a lot. Schools and education process remained suspended for about two months.

Soon after decrease in water level and return of IDPs back to their homes, local government launched rehabilitation phase but rehabilitation school building was not put at top priority. Students and parents were observed very much worried about the restoration of academic process.

Public Demand:

Repair and Proper Maintenance of badly affected schools in torrential rains 2011

CRG Efforts and Challenges:

CRG conducted survey of affected schools and decided to take efforts to restore academic process and save students' academic year. CRG put an application at TMA and conducted meeting with TMA. The matter was discussed and TMA was suggested to rehabilitate School buildings on priority basis as educational process could be restored. Peaceful children rallies were also organized to sensitize authorities on the matter. CRG held a press conference and shared facts findings with media and issue was highlighted by local media. CRG members also met with DCO Mirpurkhas and asked for his support.

Success Results:

DCO convinced and realized the importance of academic year and agreed to restore educational process on immediate basis. He directed TMA to visit affected site immediately. TMA Hussain Bux Marri visited affected schools along with CRG Members. He arranged water pumping machines on urgent basis and disposed off stagnant water from and around school areas. He ensured repair and proper maintenance of 12 badly affected schools within one month time and academic process restored after gap of three months.

Parents and students thanked CRG for their efforts which ensured rapid repair and maintenance of damaged schools.

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Success Story-24

CRG Engagement on Ensuring Rural Women's Dialogue with Contestants of National & Provincial Assemblies

Title of Event:	First Ever Rural Women's Forum making Candidates Accountable for Women Empowerment
Organized by:	Baanh Beli and Constituency Relations Group (CRG)
Venue:	Local Hotel at Mirpurkhas
Participants:	
Public:	Approximately more than 200 rural women
Political Parties:	12 Candidates for National and Provincial Assemblies from PPPP, PML-N, PTI, JI, JUI-F, PML-F, SUP, and NAP
Media:	Dawn News, Kawish, Ummat, Khabroon, Sindh TV, Mehran TV, Sama TV, Waqt TV, Assas, Dunya TV, Nai Baat, Eeman, Jahan Pakistan and many others attended the forum
Civil Society:	Representatives from CSOs, NGOs, and other regional and provincial political groups also attended the forum

Proceeding:

This was the first ever rural women's forum where contestants of different political parties for national and provincial assemblies were invited and made accountable before rural women on the matter of women empowerment and good governance. The central theme of the event was role of rural women in elections 2013.

It was discussed that male candidates often meets with male community members and do not try to have interface meetings with women who are equally right holders and cast their votes. Although women in rural and remote areas have a significant role and contribution in income generating activities and they are key player in producing food items but still their role has not been recognized. This is the reason; political parties use women only as token and do not give proper space in their manifestos. In spite of having important role, women are helpless to cast their vote on advice of male family members. Not only



this but women in rural areas of Tharparkar, Umerkot, Mirpurkhas and other areas of Sindh province are not allowed to join any political gathering.

During open session in the forum, women at large condemn the violation of social, political, cultural and economical rights of women. Charter of demand was presented before candidates for national and provincial assemblies and candidates were said to convince their party heads to include this charter of demand in their party manifestos. Women participants in forum showed their commitment and said they will leave no stone unturned to ensure that this charter of demand is implemented.

The forum was followed by a question and answer session and women asked many questions from candidates regarding party manifestos, future plans for women's empowerment, safe drinking water, girl's education, and gender based violence, honor killing, reproductive health, domestic violence, implementation of women protection laws and labor laws. Candidates responded all questions accordingly and tried to convince women on their opinion.

All candidates unfold their election manifestos and ensured that they will raise voice against abuse of women and make the more secure and independent in keeping with religious and cultural traditions. Feedback of candidates on Candidate Forum was very much positive and they took it as an opportunity to share their opinion and party manifesto with rural women.

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Success Story-25

DGG Engagement with Health Department for Availability of ASV in all Health facilities in District Tharparkar

Constituency: NA- 229, 230
District: Tharparkar
Beneficiaries: 30000

Problem Overview:

DGG found the issue of reviewing GM forms in monthly planning and review meeting, DGG members came across that More than of 3000 cases of snake bite were reported in the one-year period of 2012-13, ten hundred and thirteen bites were identified as poisonous and 4 deaths were reported. Shortage of ASV was also observed during the year. Due to peculiar topography of the Tharparkar desert, snakes have been found in a large number, making snake bite cases a regular phenomenon. Patients die if ASV is not being provided immediately. With an estimated figure, seventy two percent of patients reach the health facility (THQ or DHQ) within 24 hours and twenty percent within 6 hours of being bitten. Poor people of Snake bite remains an important problem in endemic areas.

DGG members agreed and decided to launch an advocacy campaign for availability of ASV on health facilities of District Tharparkar in sufficient quantity in snake bite season to provide immediate relief to snake bite patients.

Public Demand:

District health department Tharparkar/ Sindh ensure the availability of sufficient doctors in Health facilities of District Tharparkar on war footing basis so that the people could be provided relief without any further delay & save lives of children, old and women.

DGG Efforts and Challenges:

DGG members initiated an advocacy campaign through acquiring accurate information on the matter and visited THQs, RHCs and other health facilities many time. DGG met with patients of snake bite case and asked their concerns and later, DGG met with District Health Officer (DHO) Dr. Nalechango Rahimoon and shared grieve and concerns of the people. DHO was briefed about the severity of the issue. He at first hand told that it is not a season of snake bite cases. After few days Dr. Nale Chango Rahimon DHO District Tharparkar has been transferred and Dr. Abdul Jalil Bhurgri occupied the position of DHO Tharparkar. Again DGG members met with Dr. Abdul Jalil Bhurgri, He insured to provide ASV but it was not a provided.

DGG in second stage of advocacy campaign conducted meeting with Deputy Commissioner (DC) Mr. Asif Iqram and other social and political activities and civil society organizations and highlighted the issues and consequences of non-availability of ASV. DGG also conducted meeting with Mr. Faqir Sher Muhaammad Bilalani MNA NA-229 and informed that it will be the disaster if ASV not provide on time.

Success Results:

All these efforts successfully convinced DHO Dr. Abdul Jalil Bhurgri who resolve the issue on priority basis and provided ASV to all government health facilities.

Mr. Kheemon Mal (Patient) appreciated DGG and told that due to efforts of DGG we are provided ASV here in RHC, before this we were going to Chachro in case of snake bite case.

Success Story-26

DGG Engagement on Appointment of Doctors against vacant Positions in District Tharparkar

Constituency:	NA-229, 230
District:	Tharparkar
Beneficiaries:	300000

Problem Overview:

Banh Beli; a local partner organization of FAFEN under its project "Supporting Transparency Accountability and Electoral Processes in Pakistan" has launched advocacy campaign with the support of formed a diverse group of citizens to ensure citizens' engagement in improving governance systems at public institutes.

During reviewing GM forms in monthly planning and review meeting, DGG members came across that Total 139 health facilities including DHQ, THQ, RHC, BHU and GD are providing health services District Tharparkar and total figure of vacant positions of doctors in district Tharparkar is 185 which is on record. Shortage of doctors and this negligence of health department was also a cause of famine condition in the area in which more than 150 children died. When patients travel to DHQ from border area seventy two percent of patients reached the health facility within 24 hours and twenty percent within 6 hours

The matter was discussed in monthly DGG planning and review meeting and all members decided to launch advocacy with Health department to Appointment Doctors against vacant Positions in District Tharparkar.

Public Demand:

District health department Tharparkar/ Sindh ensure the appointment of sufficient doctors in Health facilities of District Tharparkar on war footing basis so that people could be provided relief without any further delay & save lives of children women and old peoples.

DGG Efforts and Challenges:

1. DGG members initiated an advocacy campaign through acquiring accurate information on the matter and visited DHQ, THQs, RHCs and other health facilities many times. DGG met with patients and asked their concerns and later, DGG met with District Health Officer (DHO) Dr. Nalechango Rahimoon and shared grievance and concerns of the people. DHO was briefed about the severity of the issue. He at first hand he told that it is not his authority to appoint doctors but will discuss this matter with high authorities.
2. After famine declared in district Tharparkar in which more than 150 children died only due to shortage of doctors. DHO transferred due to his negligence and Dr. Abdul Jalil Bhurgri replaced him. DGG met with new DHO and DC Tharparkar for appointment of new doctors. This issue also got coverage in Local Media. Famine declared in Tharparkar supported in solution of issue.
3. DGG continue efforts, they conducted meetings with DG Health Dr. Abdul Hafeez Memon and Secretary Health Iqbal Durani. They promised to appoint doctors in Tharparkar very soon.

Success Story-27

DGG Engagement with Education Department for Appointment of JST and PST teachers to open closed Schools in District Tharparkar

Constituency: NA- 229, 230
District: Tharparkar
Beneficiaries: 150000 students

Problem Overview:

District Tharparkar is only a district of Sindh which is almost arid desert and its area is 19389sq.km and population is 914291 as per census of 1998 and 2321 surveyed villages. Boundaries of District Tharparkar meet with District Mirpurkhas, District Badin, District Umerkot and Indian border. Peoples of District Tharparkar are poor and marginalized; their major earning source is livestock and agriculture which depend upon rainfall. Mithi city is District Head Quarter of District Tharparkar which is at the distance of about 150km from Mirpurkhas.

Literacy rate of District Tharparkar is 18%, as per record more than 1500 positions of JST and PST are vacant in the district and written test for the recruitment of teachers has been conducted and result also announced, more than two years passed but teachers not appointed against vacant posts in Schools, several schools are closed due to shortage of teachers.

Public Demand:

District and Sindh Education department fulfill vacant positions of PST and JST teachers immediately and reopen closed schools to provide basic education to students.

DGG Efforts and Challenges:

Baanhn Beli; a local partner organization of FAFEN under its project "Supporting Transparency Accountability and Electoral Processes in Pakistan" has launched advocacy campaign with the support of formed a diverse group of citizens to ensure citizens' engagement in improving governance systems at public institutes.

While reviewing GM forms in monthly planning and review meeting, DGG members came across that More than of 1500 positions of PST and JST teachers are vacant in District Tharparkar and several Schools are closed due to non availability of teachers. It was very badly affecting education quality of Tharparkar while Literacy rate is already low. It was a burning issue of Tharparkar district.

DGG members agreed and decided to launch an advocacy campaign for appointment of teachers in Schools against vacant positions.

DGG members initiated an advocacy campaign through acquiring accurate information on the matter and visited Primary and Middle Schools, also met with students, Parents, SMCs and asked their concerns and later, DGG met with District Education Officer Mr. Aijaz Ali Babar and shared grievance and concerns of the people. DEO Tharparkar also realized the issue and told that He personally will discuss the issue with higher authorities and posting orders will be distributed very soon.

DGG in second stage of advocacy campaign conducted meeting with Deputy Commissioner Tharparkar Mr. Asif Iqram and other social and political activities and civil society organizations and highlighted the issues and consequences of non availability teachers in Schools. DGG also conducted meeting with Mr. Faqir Sher Muhaammad Bilalani MNA NA-229 and informed that more than 1500 positions of teachers are vacant in District Tharparkar and it is a very big loss of students' education. MNA Faqir Sher Muhammad

Bilalani told that he will discuss the issue with education Minister and NTS passed teachers will be appointed very soon.

Success Results:

All these efforts successfully convinced Education Department Officials and MNA of area Faqir Sher Muhammad Bilalani who resolve the issue on priority basis and Senior Provincial Minister Education Nisar Ahmed Khuro distributed 275 appointment order of JST and 758 offer orders of PST in District Tharparkar on June 08, 2014.

Success Results:

All these efforts successfully convinced DG health and Secretary Health and resolve the issue on priority basis and appointed 66 doctors new doctors in Tharparkar.

Success Story-28

DGG Engagement on Dengue Spray specially in Schools

District: Malir
Beneficiaries: More than 2000 students

Problem Overview:

Health and Education play very important role in the life of every one. As someone said: "Health is Wealth" and "Education is a key of success". DGG members visited almost government schools and visited the different communities to judge the situation of dengue in respective areas of Malir as UC's (Murad memon, Darsano Channo, Soomar Kandani, Chouhar, Konkar etc). During the survey of DGG members, they find out the problems of Dengue in different schools just because of lack of spray (Anti-dengue). Due to that many students and teachers became ill and they were unable to come at school.

Program/Activity Description:

After finding the issue of Dengue DGG members conducted a monthly meeting and discussed that issue of Dengue. In meeting we find out the way resolve the dengue problem in schools. Firstly DGG decided to meet with relevant official. Then Mr. Qadir Dinhu got a responsibility and he submitted the letter to Director Public Health and Municipal Service Karachi. After few days Director Public Health called Mr. Qadir Dinhu for meeting to discuss the problem. In that meeting he discussed the dengue issue with Official. Also briefed about the patients and demanded the proper spray of anti-dengue in schools. Director gave the time of 15 days that within 15 days the problem will become resolve. But till 15 days there was no any solution of problem. Then DGG members jointly meet with Director Public Health and Municipal Service Karachi and demanded again to resolve the problem. Again Director got few days to resolve the issue and took the lists of schools in which this dengue issue is being held. But again there was no any solution of problem. Then 3rd time DGG members meet with Director Public Health and Municipal Service Karachi after then within 3 days the workout against the dengue issue became start to resolve. And now according to proper schedule the anti-dengue spray is being held in schools.

Program/Activity Outcomes:

Dengue virus is decreasing day by day in schools. Students and teachers are coming properly at schools. And parents of students are relaxed regarding this critic issue. Spray of anti-dengue is being held according to schedule.

Additional Information:

This problem became resolve by jointly meeting and field work efforts of DGG members.

Success Story-29

DGG Engagement on Garbage Collection and Established on Garbage Collection points in Malir

District: Malir
Beneficiaries: Communities of Malir District

Problem Overview:

Health and Education play very important role in the life of every one. As someone said: "Health is Wealth" and "Education is a key of success". DGG members visited the different communities to judge the situation of garbage in respective areas of Malir as UC's (Murad Memon, Darsano Channo, Soomar Kandani, Chouhar, Konkar etc). During the survey of DGG members, they find out the problems of garbage and points of garbage collection in different communities just because of lack of garbage points. Due to that many diseases are being held as malaria, hepatitis etc.

Program/Activity Description:

After finding the issue of Dengue DGG members conducted a monthly meeting and discussed that issue of garbage and points of garbage collection. In meeting we find out the way resolve the dengue problem of garbage and points of garbage collection. Firstly DGG decided to meet with relevant official "Administrator District Municipal Corporation Malir (Mr.Zaheer Abid Memon)". Then Mr.Akhtar Ali got a responsibility and he submitted the letter to Administrator District Municipal Corporation Malir. After few days Administrator District Municipal Corporation Malir called Mr.Akhtar Ali for meeting to discuss the problem about garbage collection. In that meeting he discussed about the establish points of garbage collection. Also briefed about the diseases that are creating because of garbage. Diseases are rapidly increasing in respective areas of Malir. Administrator got the time of one week. After one week DGG members Mr.Akhtar Ali, Mr.Bashir Ahmed Memon, Mr.Abubakkar Memon, Mr.Anwer Ali Memon again meet with Administrator District Municipal Corporation Malir and reminded him about issue of garbage collection points. Then Administrator forwarded letter to Municipal Commissioner Mr.Rehmatullah Sheikh. DGG meet with Mr.Rehmatullah Sheikh and brief him about issue. Then he forward letter to DTO/DDO Mr.Afzal Laghari. DGG meet with Mr.Afzal Laghari too and Brief him about issue. After two meetings DDO took action and establish garbage collection points. Now two days in a week are for garbage lifting in different UCs of Malir.

Program/Activity Outcomes:

Garbage is properly is lifting from collection points. Diseases are decreasing and system is being well.

Success Story-30

DGG Engagement on Shortage of Text Books Issue

District: Malir
Beneficiaries: More than 2400 students

Problem Overview:

Education play very important role in the life of every one. As someone said: "Education is a key of success". Government of Sindh passed a bill that every students will have provided the free education and text books. But in some schools many students are not getting free books and they are facing difficulty to study. Due to Governance Monitoring this issue became identify. And got more information from community. Finally it became identify that this issue is from DO Elementary Office.

Program/Activity Description:

After finding the issue of this shortage of text books DGG members conducted a monthly meeting and discussed that issue of shortage of text books and implementation of free text books policy. In meeting we find out the way resolve the shortage of text books problem in schools. Firstly DGG decided to meet with relevant official. Then Mr.Akhter Ali and Mr.Ashfaq Ahmed got a responsibility and he submitted the letter to DO Elementary Office.

After few days DO Elementary called Mr.Akhter Ali and Mr.Ashfaq Ahmed for meeting to discuss the problem. In that meetind they discussed the shortage of text books and implementation of free text books policy. Also briefed about the problem and demanded to remove shortage of books in schools of Bin Qasim Town and gadap Town. DO Elementary got the time of two months and said I will discussed your issue in high level meetings. You must meet me in April. After two months DGG again meet with DO Elementary MR.Qurban Ali Dehr and Reminded him about that issue of shortage of text books and implementation of free text books policy. Official said I will solve your issue within fifteen days but issue couldn't resolve. Then DGG again meet with DO Elementary and strongly demanded aboutr issue of shortage of text books and implementation of free text books policy. Then

He wrote a letter to A.D.O about that problem and said that to meet with A.D.Os. Then DGG Members meet with ADO Bin Qasim Town and briefed him about issue of shortage of text books and implementation of free text books policy. He gave the time of five days that after five days I will send books to all HMs to distribute the books and some books we not received yet by Sindh Text Book Board. As I will get I will send that books too. After two weeks DGG Again meet with A.D.O Bin Qasim Town and ask him about missing books. Official said we will get within a weekfrom Sindh Text Book Board. After a

week DGG members again meet with A.D.O the DGG members facilitate by ADO in office that books are being distributed. And share all records.

Program/Activity Outcomes:

Shortage of text books and implementation of free text books policy schools implemented in Schools and DGG visited many schools and asked from students and HMs about books then problem was resolved. Students and teachers are getting benefit in study and getting proper education.

Additional Information:

This problem became resolve by jointly meeting and field work efforts of DGG members. And A.D.O Mr. .Muhammad Younis was very cooperative official.