

# Aawaz II

## Programme Handbook for Downstream Partners

May 2023



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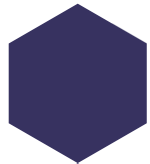
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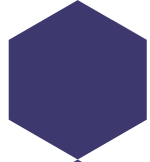
# Abbreviations and Acronyms

AAC	Aawaz Aagahi Centre
ACA	Aawaz II Change Agent
BISP	Benazir Income Support Programme
CCAP	Collective Community Action Plan
CSO	Civil Society Organisation
DF	District Forum
DSP	Downstream Partner
ERM	Early Response Mechanism
EWS	Early Warning System
FCDO	Foreign, Commonwealth and Development Office
GBV	Gender-Based Violence
IEC	Information, Education and Communication
KP	Khyber Pakhtunkhwa
NADRA	National Database and Registration Authority
NGO	Non-Government Organisation
NIC	National Identity Card
PMU	Programme Management Unit
PWDs	Persons with disabilities
RP	Resource Person
SAP	Social Action Project
UC	Union Council
V/NF	Village/Neighbourhood Forum

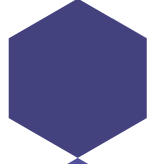
# Field Functions



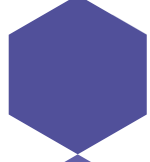
**Aawaz Aagahi Centres**



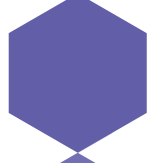
**Behaviour Change**



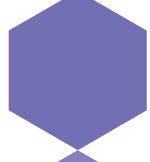
**Village & District Forums**



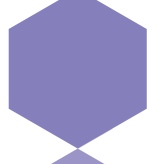
**Aawaz Change Agents (ACAs)**



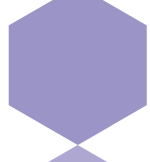
**Community Engagement**



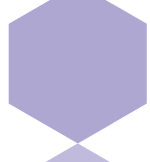
**Information Dissemination**



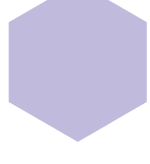
**Citizen Engagement with Duty-bearers**



**Social Cohesion and Tolerance**



**Coordination**



**Safeguarding**



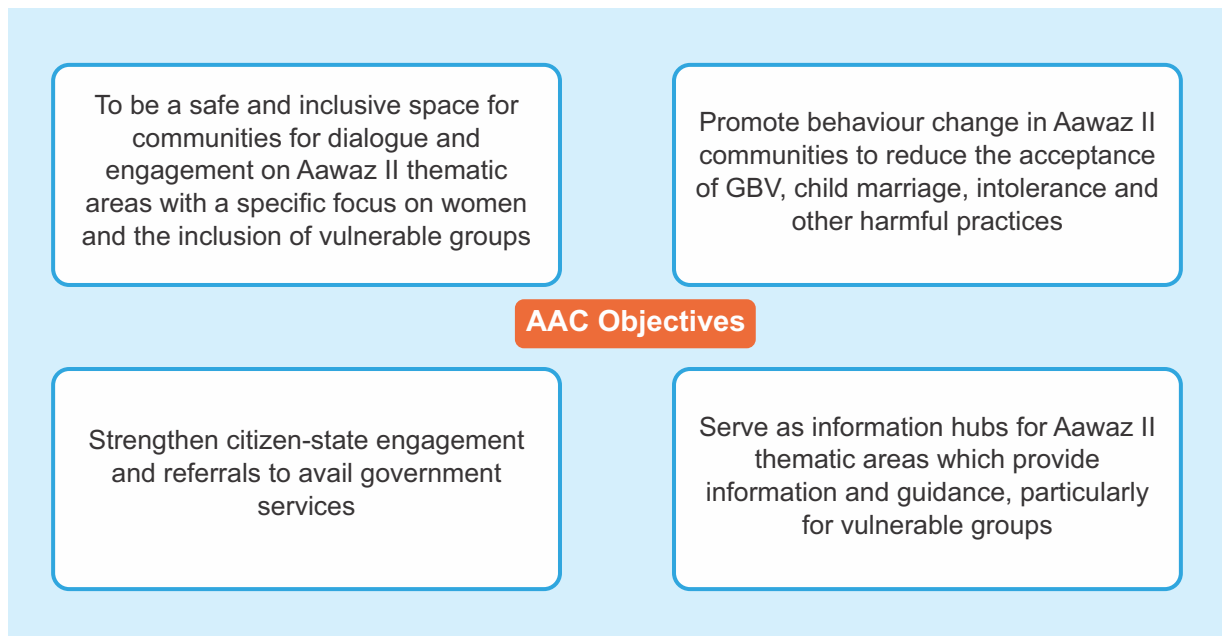
# Introduction

Aawaz II programme in Pakistan managed by the British Council which works with local communities in Khyber Pakhtunkhwa (KP) and Punjab to promote the rights of children, women, youth and other marginalised and vulnerable groups to facilitate and strengthen their development. The thematic areas of Aawaz II include, child marriage, gender-based violence (GBV), inclusion, social cohesion and tolerance. The programme is being implemented in 15 districts of KP and Punjab during 2022-2024 (Phase II).

This handbook is an easy-to-use guide that provides reference material for field staff to better understand their roles and facilitate targeted communities in achieving programme objectives.

## A. Aawaz Aagahi Centres

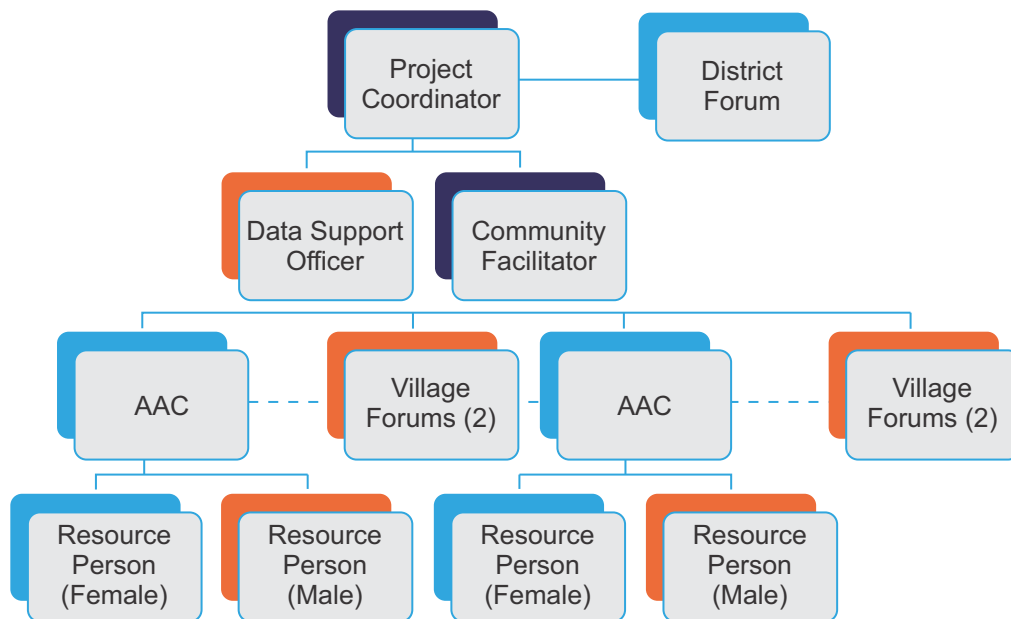
Aawaz Aagahi Centres (AACs) work is central point to engage with communities (rights-holders) and enable them to establish linkages with service providers (duty-bearers) and other stakeholders by achieving the following objectives:



### 1. AACs Structure

- Two Resource Persons (RPs - one female one male as volunteers) in each AAC
- 12 to 18 AACs established in each district, depending on size of districts. Total of 226 AACs in 15 districts of KP and Punjab in Phase II.
- Each AAC will cover 2 villages
- RPs for each AAC will be available to serve the community for at least 4 hours daily. The timings should be fixed in consultation with community and known to all. These 4 hours however can be different for each AAC depending upon the convenience of the local population. However, these 4 hours (e.g., once timing is set for the morning or afternoon or evening) should not change and will be followed for the project period (unless the learning during implementation compels a change in the best interest of the programme and communities). The District Aawaz II team should be informed about the timing.
- Supported by the district team of the partner i.e., the Community Facilitators and Project Coordinator in their day-to-day work. Each team of female and male Community Facilitators supports 6 AACs.
- AACs work closely with the community-level Village / Neighbourhood Forum (V/NF) and with District Forum (through district team)

Figure 2: Aawaz II District Structure



## 2. AAC Norms

AACs demonstrate the values of Aawaz II, which are based on the principles of:

<b>Non-discrimination:</b>	Non-discrimination promotes inclusion and equal opportunities for participation and access to resources for women and men from diverse backgrounds and marginalised people of different social and gender identities. This involves ensuring equal participation in programme activities, equitable engagement in capacity building and demand-generation processes, and improved capacity of the most marginalised to benefit from the interventions equally.
<b>No one left behind:</b>	The programme focuses on reducing vulnerabilities arising from the multiple layers of inequality experienced by women, children, girls, youth, religious minorities, PWDs and transgender persons based on caste, class, location and age. Inequalities and vulnerabilities will be addressed in relation to the programme focus on creating voice, choice and control, and reducing vulnerability to harmful practices related to MS, child labour, child marriage and GBV.
<b>Do no harm:</b>	DNH intersects with the conflict-sensitive approach which calls for understanding the programme environment, analysing varying behaviours and interests within communities, and aligning interventions to maximise positive impact and minimise adverse effects.
<b>Safeguarding:</b>	The programme is targeting groups who are among the most vulnerable. It is, therefore, essential that there be a robust approach to preventing and responding to abusive situations. The programme's approach ensures that risk identification and mitigation are built into planning and management processes to decrease the potential for harm.

**Based on above norms, the programme staff must:**

- Be punctual and respect timings.
- Treat all equally, with respect and dignity.
- Respect privacy and must ensure confidentiality of individuals and information.
- Provide a safe environment for all to come and join particularly for women, girls, transgender persons, minorities and persons with disabilities.
- Ensure that consent is taken before taking any pictures or making videos.
- Do not to judge anyone on any basis.
- Do not share any information about anyone or any work with any irrelevant person.
- Pay attention to the perspectives of all various groups (i.e., women, men, religious minorities, PWDs, young girls and boys, transgender persons).
- Do not take any decisions on behalf of the communities or affected persons.

**3. Major Responsibilities of Staff relevant to AACs**

All district and AAC staff are responsible for ensuring behaviour change in the identified villages on Aawaz II thematic areas. They are responsible for ensuring inclusion of women and marginalised groups (religious minorities, PWDs, transgender), as participants, trainees, decisionmakers and beneficiaries. Performance of AACs and staff will be assessed against achieving these objectives.

**Project Coordinator**

- Supervising local delivery as per agreed targets
- Holding quarterly planning and coordination meetings with the AAC Resource Persons and Community Facilitators in the district and providing opportunities for the AACs in the district to share and learn from each other
- Reviewing data from the different AACs and reporting to DSP M & E Manager and Programme Manager for inclusion in monthly and quarterly reports
- (Refer to Form 5, AAC Monthly Action Plan Form and Form 6, AAC Monthly Progress Review Form)

**Community Facilitators**

- Develop Community Facilitators' Weekly Action Plans (Refer to Form 8, Community Facilitators Monthly Action Form)
- Supporting and managing the AACs teams (Refer to Form 7, Formation/ Set-up of AACs)
- Social mobilisation, establishing V/NFs, and facilitating dialogue with communities and other stakeholders (Refer to Form 2, Membership Form)
- Managing relationships with the AAC team, including RPs and V/NFs (Refer to Form 3, Forum Meeting Minutes Template)
- Capacity building of RPs and supporting them in training V/NFs members
- Facilitating and documenting behaviour change in communities
- Facilitating the village-level mechanisms of EWS/ERM
- Networking, engagement with stakeholders/duty-bearers (Refer Form 4, Citizen State Meeting Template)
- Identifying ACAs with support of RPs based on criteria (Refer to Form 12, ACA Profile Registration Form)
- Disseminating information and raising awareness (Refer to Form 9, Referral Directory/ IEC)



## Dissemination Form)

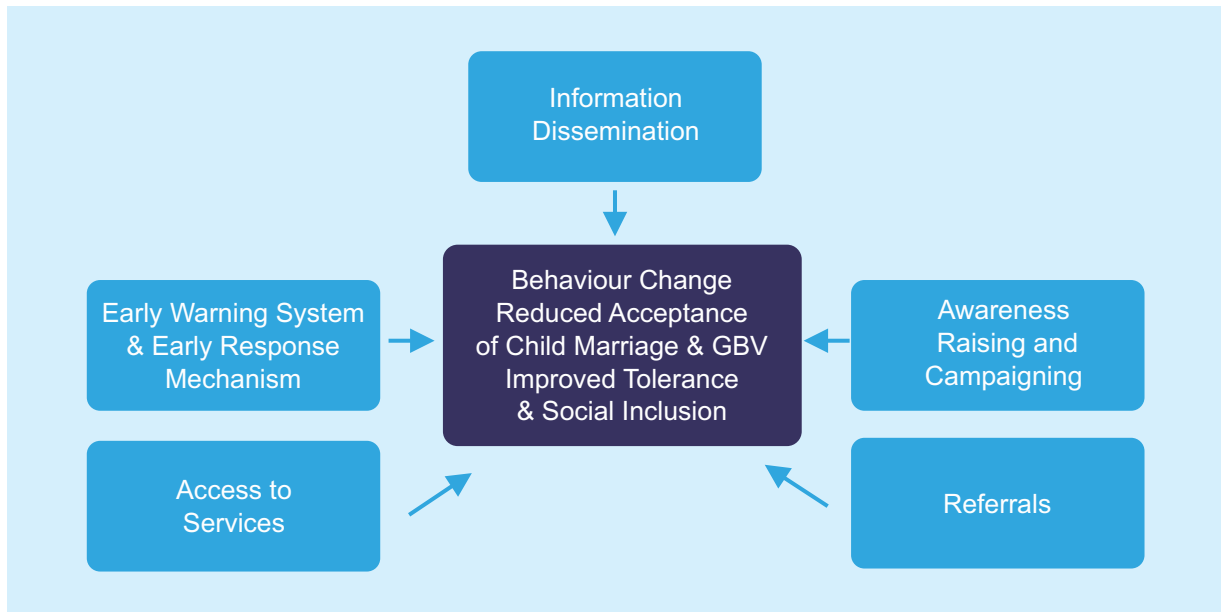
- Referrals and follow-ups (Refer to Form 10, Referrals Record Register)
- Record data from RPs and validate before sending to the Data Support Officers in the District team
- Recording data as per prescribed formats and sharing with the Data Officers in the District team

**Resource Persons (Volunteers)**

- Coordination with the Community Facilitators (CFs)
- Capacity building of V/NFs and community members
- Assisting V/NFs members in planning and implementing CCAPs
- Engaging with different groups and members of the community
- Implement Behaviour Change interventions in villages in the AAC area as per agreed work plan
- Identifying potential ACAs through/ with V/NFs and sharing their names with Community Facilitators
- Disseminating information and raising awareness
- Referrals and follow-ups (Refer to Form 10, Referrals Record Register)
- Assist Village Forums and Community Facilitators in implementing community-level activities around Social Cohesion, making referrals, capacity building and engaging citizens for sustained behavioural changes
- Recording data as per prescribed formats and sharing with the AAC Cfs

## B. Behaviour Change

The purpose and focus of Aawaz II is to change the behaviours of communities and other relevant stakeholders towards negative norms, customs and practices particularly towards women, girls, religious minorities, transgender persons, and persons with disabilities. All interventions ultimately contribute towards changing behaviours of individuals and communities as illustrated in Figure 5.



Aawaz II works with communities, through the V/NFs, to identify priorities, existing resources, and social dynamics to strategise how to promote behaviour change. This requires knowledge, skills, and co-reflection with community members to identify the priority thematic area(s) based on the experiences of the marginalised population, as well as with relevant influential stakeholders (on the opportunities that exist for change within the context). Based on these, V/NFs members and partners discuss how best to promote change.

The following table presents some common examples of the many practices, norms and behaviours existing in society that perpetuate violence, inequality, discrimination and injustice in society.

Examples of harmful practices	Negative norms and behaviours
<ul style="list-style-type: none"> <li>• GBV</li> <li>• Child marriage</li> <li>• Customary practices (honour killing, watta satta, salah-e-badal)</li> <li>• Denying women their share of property</li> <li>• Son preference</li> <li>• Non-acceptance of transgender persons or PWDs by their parents and communities</li> <li>• Sexual harassment</li> </ul>	<ul style="list-style-type: none"> <li>• Acceptance of Violence &amp; Inequalities                             <ul style="list-style-type: none"> <li>▪ Acceptance of violence—physical, emotional and psychological—towards vulnerable groups</li> <li>▪ Blaming women and girls if they are harassed outside the home. Justifying violent behaviour towards women and children in the family and seeing it as normal.</li> <li>▪ Not allowing girls and women education and employment</li> </ul> </li> </ul>

Examples of harmful practices	Negative norms and behaviours
	<ul style="list-style-type: none"> <li>▪ Not recognising women's legal rights to property and inheritance</li> <li>• Facilitating Child Marriage                             <ul style="list-style-type: none"> <li>▪ Arranging marriage of underage girls and boys</li> <li>▪ Marriage without the consent of girls and boys</li> </ul> </li> <li>• Intolerance and Exclusion                             <ul style="list-style-type: none"> <li>▪ Not accepting those who are different e.g., not being friends with minorities, not inviting them to community to family/ community gatherings, not employing them and showing intolerance towards them.</li> <li>▪ Not participating in social circles beyond one's own ethnicities or geographical boundaries</li> <li>▪ Insensitivity towards PWDs, and women with disabilities</li> </ul> </li> </ul>

It is envisioned that changes in behaviours and community engagement will :

- Enable the participation of vulnerable groups, not just as beneficiaries, but as active participants engaging in decision-making processes
- Improve access to opportunities and resources by addressing different forms and patterns of discrimination that hinder the voices of the most vulnerable people, and making demands for the protection of their rights within communities and with duty-bearers
- Improve the capacity of vulnerable groups to act collectively to address inequality and exploitation arising from social intolerance and harmful practices

To address exploitation, discrimination, violence and social exclusion, individuals and communities must go through a process of recognising the harm and consequences of their actions (and inaction), and equipped with awareness, understanding, and skills proceed to act differently, addressing negative practices. This process maps onto the communications model for change as captured in the diagram below.

**Figure 5 : Stages of Behaviour Change**



Aawaz II behaviour change strategy brings together the Aawaz II structures, themes, and stakeholders with the behaviour change approach into an overall implementable behaviour change strategy.

Gender-based Violence	Child Marriage	Social Cohesion
<b>Stakeholders</b>		
<p>Women, Transgender Persons, General Community, Allies, Community Elders and Influential</p>	<p>Youth, Parents &amp; Caregivers, General Community, Community Elders and Influential</p>	<p>Marginalised Communities (religious, gender, PWDs, or minorities), General Community, Community Elders &amp; influential</p>
<b>Possible Activities</b>		
<p><b>1. Informed and Sensitised</b>                      Goal: We have knowledge of these practices Identify associated practices, participate in session on topic and discuss amongst each other</p>		
<ul style="list-style-type: none"> <li>• Recognise GBV in their own home, community, or other settings</li> <li>• Attend awareness sessions around GBV and women and trans rights</li> <li>• Discuss experiences (in trusted social groups, such as amongst women groups, homes, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Know the legal age of marriage</li> <li>• Identify harms associated with child marriage</li> <li>• Attend awareness sessions around child marriage and rights of women and girls</li> </ul>	<ul style="list-style-type: none"> <li>• Attend awareness sessions around social cohesion, tolerance and rights</li> <li>• Discuss amongst in-group about knowledge shared and lived experiences</li> </ul>
<p><b>2. Aware and Conscious</b>                      Goal: We have the understanding and skills to act Community members know what to do to address these topics, are connected to referral services, reach out for information or help from V/NFs members</p>		
<ul style="list-style-type: none"> <li>• Alert a safe person if in danger or afterwards</li> <li>• Ask for help or further information from Aawaz II stakeholders (such as V/NFs, AAC RPs, etc.)</li> <li>• Aware of safeguarding mechanisms and services available</li> </ul>	<ul style="list-style-type: none"> <li>• Know what options there are if wanting to report or stop child marriage</li> <li>• Discuss instances and outcomes of CM amongst other parents and caregivers, without naming people and maintaining confidentiality.</li> <li>• Ask for help or further information from Aawaz II stakeholders (such as V/NFs, AAC RPs, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Know what to do if witnessing conflict or violation of rights - such as intervening or reporting</li> <li>• Ask for help or further information</li> </ul>

## Gender-based Violence

## Child Marriage

## Social Cohesion

**3. Commit to Act and Influence**

Goal: We plan to act and sometimes do (attitudinal change) Community members can speak to a safe person if experiencing negative behaviours/ practices, recognise and intervene with perpetrators informally, participate in activities that enhance skills and understanding

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Inform or intervene if witnessing acts of GBV (such as knocking on door loudly during an incident, or speaking with the offender)</li> <li>• Offer support and a safe space to those who share their lived experiences or need help</li> <li>• Familiarise self and others with formal service or community-based services offering protection for those affected</li> <li>• Participate meaningfully in sessions and activities around GBV and rights.</li> </ul> | <ul style="list-style-type: none"> <li>• Choose to not attend marriage ceremonies of underage girls/boys</li> <li>• Ask and discuss with others - particularly allies - about the harms associated with CM</li> <li>• Generate discussions and dialogues in social circles and community neighbourhood on harms associated with CM and probable actions for its prevention</li> <li>• Engage with local school management committees to promote education; particularly the completion of secondary education for girls (as minimum)</li> <li>• Participate meaningfully in sessions and activities around CM.</li> <li>• Begin discussions with other people about decisions regarding appropriate age of marriage, choice, and consent.</li> </ul> | <ul style="list-style-type: none"> <li>• Find avenues to work within minority groups to promote harmonious living and integration</li> <li>• Lend ear and support to those looking to reduce and address conflict</li> <li>• Engage in discourse and planning with peers and other stakeholders to ensure minority participation and for social cohesion</li> <li>• Participate meaningfully in sessions and activities around social cohesion and tolerance</li> </ul> |
|---|--|---|

**4. Taking Actions for Change**

Goal: We act regularly and systematically (behavioural change) Communities able to access services, generate community-based interventions, reflect on and address harmful practices

- |   |  |  |
|---|--|--|
| <ul style="list-style-type: none"> <li>• Offer protection to other women and transgender persons who have been affected</li> <li>• Alert trusted ally or supporter to gain support</li> </ul> | <ul style="list-style-type: none"> <li>• Make recommendations for community-based interventions, including serving as focal contact points for those at risk.</li> </ul> | <ul style="list-style-type: none"> <li>• Include religious minorities, PWDs, and transgender persons in your circle of friends. Invite them to your home and visit theirs if asked.</li> </ul> |
|---|--|--|

**Gender-based Violence**

- and if possible, force/influence the perpetrator
- Recommend other community members to participate in awareness sessions
- Utilise referral services shared by Aawaz II team to formally take action against GBV in their context
- Actively check-in on women and transgender persons who may have been affected by GBV
- Use insider influence to facilitate participation of those in power in awareness sessions and activities around reducing GBV.

**Child Marriage**

- Take action against those forcing child marriages such as by reporting to authorities
- Alert trusted ally or supporter for help if another young person confides about upcoming CM
- Recommend other community members to participate in awareness sessions
- Utilise referral services shared by Aawaz II team to formally take action against CM in their context
- Participate in and contribute to community-based interventions to mitigate CM
- Participate in and contribute to community-based interventions to mitigate CM

**Social Cohesion**

- Recruit other community members to participate in awareness sessions
- Utilise referral services shared by Aawaz II team to formally take action against conflict or violence
- Setting up linkages' meetings with majority groups and insiders to foster collaboration to protect against conflict
- Counsel majority groups about effective social cohesion and respect for minority or marginalised groups
- Help establish early warning systems and emergency response systems to promote social cohesion and tolerance

**5. Social Transformation**

Goal: We act sustainably and adaptively Communities have safeguarding mechanisms in place, advocate and be the change, utilise and support service improvements where needed

- Participate actively in community-based mechanisms that offer safety and protection against GBV
- Work with relevant stakeholders despite marginalised status to ensure protection
- Stand up to perpetrators (in the form of legal action, leaving home and finding safe shelter, or other)
- Conduct their own formal awareness sessions and
- Participate actively in community-based mechanisms to stop CM
- Work with relevant stakeholders despite marginalised status to ensure protection
- Stand up to perpetrators (in the form of legal action, leaving home and finding safe shelter, or other)
- Conduct their own formal awareness sessions and group dialogue around CM
- Fully utilise referral services and make
- Develop community committees and advisory boards that include diverse members to promote social cohesion and tolerance
- Utilise early warning systems and emergency response systems for social cohesion
- Conduct their own formal awareness sessions around child labour within larger community and/or beyond
- Create linkages with service providers to

Gender-based Violence	Child Marriage	Social Cohesion
<p>group dialogue around GBV</p> <ul style="list-style-type: none"> <li>• Fully utilise referral services and make follow-ups</li> <li>• Support and protect those who are affected, through offering counselling, shelter, ride to the hospital/police station, or other</li> </ul>	<p>follow-ups</p> <ul style="list-style-type: none"> <li>• Only promote and attend marriages of choice at age of consent</li> <li>• Create linkages with service providers to ensure mitigation of CM, such as emergency response mechanisms</li> <li>• Liaise with high level stakeholders to improve services and systems for protection against CM</li> </ul>	<p>promote social cohesion and tolerance</p> <ul style="list-style-type: none"> <li>• Liaise with high level stakeholders to improve services and systems for social cohesion and tolerance</li> </ul>

Village & District Forums Individuals, including marginalised groups (women, minorities, transgender persons, PWDs, etc.), have the potential and capacity to identify their concerns, reflect on their own behaviours, and help themselves with their limited resources. Safe, organised spaces or forums offer an opportunity to think and act collectively in the best interested of the community. Aawaz II facilitates communities to lead and manage forums that are inclusive and just, so that they are better able to harness their potential, address problems and fulfil their needs.

## C. Village / Neighbourhood Forums (V/NFs)

In Aawaz II, the V/NFs is a basic structure to connect and communicate with communities for behaviour change. Community Facilitators and Resource Persons facilitate the process of social mobilisation<sup>1</sup> (explained in the text box above) and the formation and capacity building of V/NFs.

### Objective of V/NFs

- To engage communities for behaviour change through advocacy, discussions, information dissemination, raise awareness on child marriages, GBV and social cohesion, and other harmful practices and undertaking collective actions
- To sensitise and engage diverse populations in accessing relevant mandated structures/services
- To engage communities in early warning and response mechanisms, both in-person and through safe digital platforms where required

### V/NFs ensure inclusiveness by:

- Including 50% women as members
- Including 50% women as focal persons
- Including youth, minorities transgender persons, PWDs, and other vulnerable groups
- Inviting other community members to meetings and involving them as needed, such as ACAs, local councillors, etc.
- The participation of all V/NFs members in the Forum is voluntary and they are not entitled to any remuneration or honorarium.

It is recommended that field teams take the following steps for mobilisation and formation of V/NFs/NFs.

### Step 1: Identify contiguous villages/ neighbourhoods

- With the support of the DSP, identify areas where Aawaz II priority groups (i.e., women, youth and minorities) reside
- Prioritise areas that are affected by or at risk of child marriage, GBV and intolerance

### Step 2: Visit identified villages and conduct meeting with stakeholders

- Plan and conduct initial introductory visits and meetings with relevant stakeholders and briefly introduce the programme
- Connect with existing networks to identify potential local women and men community members/activists from diverse groups
- Seek the willingness of community members to participate in villages/neighbourhoods
- Identify community activists who have a commitment to collaborating on addressing the issues of child marriage, GBV and to pre-empting conflicts and protecting of the rights of marginalised groups
- Prepare a social map of villages/neighbourhoods. This includes the collection of information on various segments of the population, i.e., number of hamlets, number of castes / religions living in a village, families with PWDs, transgender persons, etc.
- Develop a list of potential V/NF members

### Structure of V/NFs

- There are two V/NFs formed in the catchment area of an AAC
- Each V/NFs has a representation of 2 or 3 villages located near to each other
- Each V/NFs has 20–25 members above the age of 18
- Each V/NFs selects a four-member committee of focal persons from amongst its members.
- Two focal persons (one female and one male) will be responsible for managing the activities and meetings of forums.
- The other two focal persons (one female and one male) will be responsible for the EWS/ERM.

<sup>1</sup><https://www.igi-global.com/dictionary/social-mobilization/73436#:~:text=Social%20mobilization%20acts%20as%20a,lives%20as%20individuals%20and%20as>



### Step 3: Conduct first dialogue to identify potential village forum members

- Organise a meeting
- Organise broad-based community meetings with the support of identified community activists to identify potential V/NF members
- Ensure balance participation from all targeted villages
- Ensure the participation of different groups, particularly marginalised groups, i.e., women, youth and minorities
- Conduct the first community dialogue/meeting using following points/questions as agenda points and to guide the discussion:
  - ✓ Ask community what their key issues. Keep asking until they move beyond the basic needs to social issues and refer to CM/ GBV or intolerance.
  - ✓ Share the Aawaz II programme, its objectives and key thematic areas and emphasize how it aligns with what they have identified as issues
  - ✓ The purpose of establishing V/NFs and their need
  - ✓ Key functions and responsibilities of V/NFs
  - ✓ Share a list of potential V/NF members with communities and seek their feedback
  - ✓ Aawaz II structures at the district and provincial level

### Step 4: Form a village forum and village forum committee

- Organise meetings of nominated members for the formation of V/NFs
- Share a list of potential V/NF members with Project Coordinator (Refer to Form 2, Membership Form)
- In consultation with Project Coordinator, organise the first meeting of nominated members to form the V/NFs
- Select/elect members in the meeting. Note that there must be 50% or more women, and inclusion of religious minorities (if they live in the village), PWDs (female and male) and transgender persons (if living in village)
- Only nominated members from all selected (2-3) target villages may be present to establish the forum
- Nominations from villages may sometimes be higher than the desired membership (20–25). In such a case, nominated members from villages will be elected to balance participation from all targeted villages through voting/balloting
- Members will be elected for a period of one year. However, if a member does not perform their duties well or passes away, they may be replaced with the consent of other members
- Ask V/NF members to select/elect a four-member committee of focal persons (from both villages) called the V/NF committee
  - ✓ Two focal persons (one female, one male) to manage and oversee V/NF operations
  - ✓ Two focal persons (one female, one male) to manage EWS/ERM

### Step 5: Conduct first V/NF meeting

Community Facilitators call first meeting of the V/NF to discuss the following agenda:

1. Detailed orientation of the Aawaz II programme
2. Key V/NF functions and tasks
3. Members' roles and responsibilities
4. Basic orientation on EWS/ERM and referrals, etc.
5. Safeguarding
6. Agreement on the timelines of tasks
7. Detailed action planning: This will be finalised in a few meetings because it requires assessment,

reflection and dialogue within the V/NF

8. Where necessary, Community Facilitators will facilitate and moderate discussions around the key issues in communities in line with Aawaz II thematic areas
9. Discussion with the V/NF members for identification and acquiring list of potential Resource Persons

## Step 6: Facilitate village forums in monthly meetings and other activities

RPs, under the guidance of Community Facilitators, will facilitate V/NFs by:

1. Developing agendas and schedules of monthly meetings
2. Organising activities and community dialogues (Refer to Form 17, Community Meetings/Dialogue Report Template)
3. Supporting CCAP planning, implementation and reporting
4. Writing V/NF meeting minutes (Refer to Form 3, Forum Meeting Minutes Template)
5. Connecting ACAs and V/NFs for CCAPs and SAPs
6. Facilitating information dissemination and awareness for behaviour change
7. Supporting access to referrals systems at the tehsil AAC
8. Escalating EWS/ERM (Refer Form 14 – EWS/ERM (Form A) and Form 15, DF/PF – EWS/ERM Escalation (Form B))
9. Delivering trainings on core and thematic modules, and on EWS-ERM

## Coordination between Female & Male Members of V/NFs

During implementation of Aawaz II in previous 22 districts it was found that V/NFs performed better when the female and male V/NFs members had joint meetings and worked together. In some areas, it was not possible to have joint meetings due to cultural reasons, or because the meeting venue was small and overcrowded. In such cases the female and male members met separately, operating almost like 2 V/NFs, with informal and infrequent coordination between them. While separate women and men V/NFs can be established, if necessary, they will be considered as one V/NFs.

It is important to select focal persons for V/NFs who are well-known social activists in their communities and can move within different mohallas and villages/ neighbourhoods with ease. This helps in mobilising communities, arranging joint meetings or ensuring coordination when joint meetings can't take place. A few possible measures to ensure that joint meetings are held can be:

- **V/NF's Meeting Venue** It is advised to arrange a larger space for the V/NFs meeting. It should be ensured that venue of the meeting provides reasonable personal space for the women and men while attending the meeting and for discussions. Moreover, it should be accessible for women and vulnerable groups. Holding meetings in a hujra or men's dera will make women reluctant to attend.
- **Support from Village Elders** in organising the joint meetings. It is important to network with the village elders and maintain good coordination with them. Even if female or male members are hesitant at the beginning for joint meetings, they may gradually become comfortable in participating meaningfully. However, this will only be possible, if the meetings are conducted properly while giving all members the respect and opportunities to talk.

**If it is not possible to hold joint meetings of the V/NFs, then the following steps can help:**

- **Coordination through V/NFs' Focal Persons** The female and male focal persons can attend each other's meetings (with proper pardah arrangements if needed) or must meet regularly. They should particularly meet i) once before the V/NFs meetings to discuss agenda and any issues that should be taken up by the other group and ii) again after the V/NFs meeting to share the discussion and action

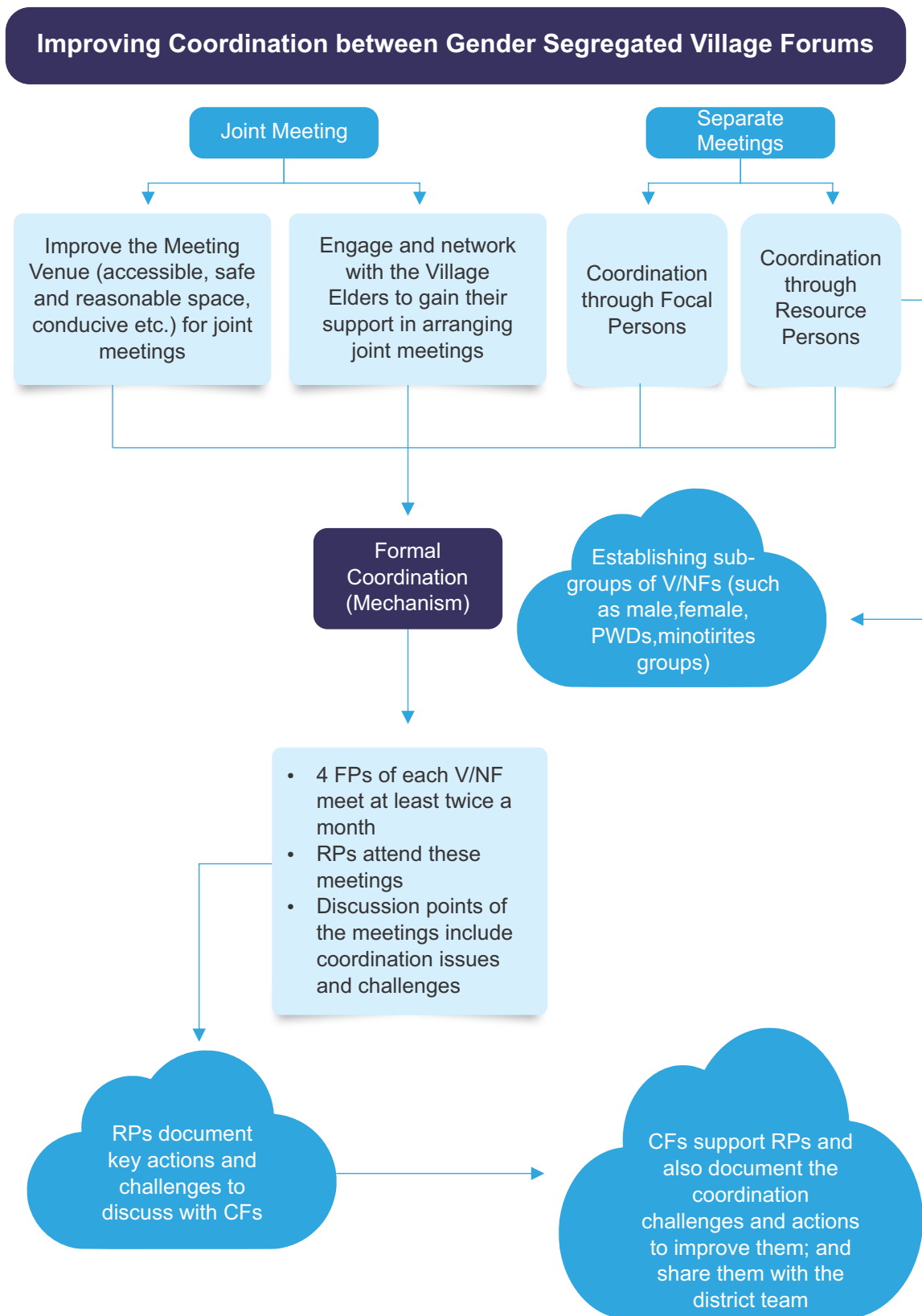
points. There might be activities or action points that may need to be taken up by both female and male members of V/NFs simultaneously or jointly.

- Where possible the **meeting agenda, time and date of the meeting should be the same** and meetings can be held at two separate but nearby locations. Same venue (such as V/NFs Member's home, FP's or RP's home etc.) can be arranged for both meetings (i.e., female and male members' meetings) but in separate rooms. The male and female focal persons will have a discussion beforehand with their respective members for setting the agenda and other details. Similarly, the focal persons will maintain a coordination between them during and after the meetings as per the need.
- **AAC Resource Persons to support Coordination** The Resource Persons can also facilitate the cross-sharing of the agenda, discussion points, decisions etc. between female and male members of V/NFs.
- **Sub-groups of the V/NFs** In situations and contexts where prioritising issues in V/NFs proceedings is challenging for various unavoidable reasons, sub-groups focused on specific themes of Aawaz II can also be set up by the V/NFs. For example, sub-groups of V/NFs for PWDs, transgender persons, religious minorities etc. in addition to female and male groups. Whereas the mutual/cross-coordination can be ensured using any of the above-mentioned measures.

## Evidence and Documentation of the Coordination

The options shared above must be established as a formal mechanism of coordination. The AAC must ensure that the 4 focal persons in the V/NFs meet twice a month at the minimum and discuss the coordination as well as any other key issues coming from the discussion. The RPs should attend these meetings and take notes of key points as well as actions and/ or challenges, which will be documented and shared with respective CFs. The CFs must include these notes of the meeting in their reports to the district team.

Figure 6 : Coordination between Female & Male members of V/NFs



## District Forums

The Aawaz II District Forum (DF) is a community structure at the district level to raise and discuss communities' concerns and identify respective solutions that otherwise cannot be addressed at village/neighbourhood forum levels.

It is set up by the downstream partners (DSPs) in support from provincial partner for active engagement with district administration, duty bearers, and key stakeholders to ensure that communities' voices are raised and heard. DF advocates for citizens' improved access to mandated and non-mandated structures and services and communities' behaviour change for inclusion and tolerance towards marginalised groups.

The DF is connected to the Village Forum/Neighbourhood (V/NFs) through the Aawaz Aagahi Centres (AACs), DSP/district team Aawaz Provincial Partner (PP) team for support and coordination of activities. The DSP/ District Office is the Secretariat of the DF while the provincial partner is ex-officio member of the DF and presence of its representative in DF meeting is mandatory. PP is responsible to provide technical assistance to the DF and also connect DF with the Provincial Forum.

### Purpose

The DF serves as a bridge between communities and duty bearers, highlighting issues of concern, advocating for improved access to information and services, and addressing gaps. DF engages with duty bearers to promote improved and inclusive response to the issues of the marginalised groups and communities. It also raises, discusses and advocates for communities' collective concerns around the programme's thematic areas and vulnerable groups and facilitate respective solutions and actions that otherwise cannot be addressed at sub-district levels. The forum contributes to the provincial level advocacy agenda of the Provincial Forum by actively escalating advocacy needs from the district and village level.

### Composition and Membership of District Forum

The DF has 15 to 20 members, 50% women which is mandatory. It should include religious minorities (as represented in the district population- both female and male), PWDs (including women) and transgender persons.

The membership should include civil society organisations, provincial partner's representative, V/NFs representatives (as per need or one V/NFs on rotational basis), concerned government departments, a representative of district administration, and other key stakeholders/ influencers who are working with or for the themes or target groups. (Refer to Form 2, Membership Form)

The participation of all DF members in the DF is voluntary and they are not entitled to any remuneration or honorarium. Any change in membership or composition of DF is documented by the DSPs and communicated to provincial partner.

The District Forum may be representative of the following. The list provides examples of departments/ structures at the district level to be considered for membership. This is only a suggestive list and not exhaustive. Membership and representation of DFs will vary from district to district depending on local contexts and nature of issues. Also, certain govt depts or CSO representatives etc. can be invited on a needs-basis, depending on the agenda of the DF ( e.g., District Disaster Management Authority, NADRA,).

## Civil Society Representatives

1. Two Civil Society Representatives (1 Woman)
2. Woman activist
3. Representative Minority Community 1 (Woman)
4. Representative Minority Community 2 (faith leader/s) – can be more than one
5. PWD Organisation Representative (female preferably)
6. Representative Transgender Community
7. Representative District Bar Association/ Pro-bono lawyer
8. Representative Village Forums (Woman) (This is on rotational basis)
9. Local Media/ digital activist
10. Representative from Business Chamber/ Corporate Sector (where possible)

## Government Department Representatives

11. District Administration (such as Additional Deputy Commissioner Human Rights & Relief)
12. Social Welfare Department (including Child Protection Unit and Dar-ul-Aman/ Women Protection Centres)
13. District Youth Officer
14. Education Department
15. Health Department
16. Zakat & Usher Department (including Bait ul Mal)
17. Local Government Department
18. Social Safety Programmes (such as BISP etc.)

## Representatives of District Committees

19. District Women Protection Committee under KP Domestic Violence against Women (Prevention and Protection) Act 2021
20. District Committee on the Status of Women under KP Commission on the Status of Women Act 2016
21. District Peace/ Interfaith Harmony Committee
22. District Human Rights Committee
23. Other relevant Committees

## Aawaz-II

24. Representative Provincial Partner
25. Representative Aawaz Downstream Partner (Project Coordinator as Secretary)

## Functions of the District Forum

### a) Facilitating Citizen-State dialogue

DF facilitates in organising citizen-state dialogues between communities and relevant duty bearers. This is done by identifying key issues and priorities concerning prevention and protection from harmful practices of CM, GBV, and intolerance. DF considers cases referred from the V/NFs and AACs. Additionally, there might be some other right violations beyond the forum's capacity to address and engage with at the district level, which they can refer to the Provincial Forum (PF) to be raised at the provincial level with the

concerned provincial government departments and other stakeholders. (Refer to Form 16, Event Report Template)

**b) Access to information, referral to services**

A key function of the DF is to bridge the gap between V/NFs and services. Communities that village/ neighbourhood forums represent may not have complete information on available government services and structures at the district level or how to access them. The DF facilitates access to information regarding services at village, tehsil and district levels, and support appropriate actions.

**c) Early Warning System and Early Response Mechanism (EWS and ERM)**

DF investigates early warnings escalated from the V/NFs/AACs. The District Forum facilitates an early response from the Aawaz fora and appropriate institutions such as government departments, community or other stakeholders. The forum highlights key early warnings patterns in dialogues with service providers and district administration. Concerns not addressed and where needed are escalated to PF. (Refer to Form 15 –DF/PF EWS/ERM Escalation(Form B)

## District Forum Committee

The DSP/Project Coordinator acts as Secretary of the District Forum to support in initial planning and regular management of the Forum meetings and action planning/ implementation. District Forum identifies from among its members a three-member district forum committee, including at least one woman, who are digitally literate and can easily communicate with the DSP and other forum members in person and online, to:

- Manage the District Forum
- Keep regular liaison with all the members and other relevant key stakeholders
- Formulate meeting's agenda and circulate to all members at least 7 days prior to the bi-monthly meeting
- Plan and organise meetings, dialogues, and engagement with duty bearers
- Take lead on bi-monthly reporting and finalising and monitoring action plans
- Maintain records such as minutes, records, and reports, resolutions, meeting agendas, advocacy initiatives, attendance rosters, action plans, meetings with the district administration and concerned government officials, correspondence with government officials
- Manage EWS-ERM related matters and reporting
- Share forum documents/ reports through emails with the DSP
- Follow-up on advocacy asks (raised from V/NFs/AACs) with duty bearers at the district level and provincial level

## District Forum Meetings, Capacity Development, Communication and Reporting

DSP/district team facilitates the convening of the forum's periodic meetings in consultation with the provincial partner.

The District Forum conducts its meetings bi-monthly to discuss key concerns raised through village/neighbourhood forums, particularly for advocacy at the district level and in consultation with provincial forums Ad-hoc meetings can also be convened for urgent matters in relevance to programme areas of concern.

Meetings are convened with a minimum of 75% quorum.

District Forum will disseminate the Secretary/District Manager and one focal person phone # as contact point for the stakeholders.

DSP/ Project Coordinator facilitates the committee of focal persons to plan and organise DF meetings and

dialogues at the DSPs' office or any other suitable location.

The forum members also attend capacity building sessions on Aawaz II thematic areas, and Social Cohesion and Tolerance.

The DF meeting agenda has the following key agenda points as well as others that are added as per the need.

- a) Review and approval of the last meeting minutes
- b) Discussion on issues referred by the V/NFs/ AACs as per themes – child marriage, gender-based violence, tolerance and social cohesion – updates from the District Forum Secretariat if any.
- c) Planning for any consultation/ engagement with duty bearers/ event or specific days such as International Women's Day, Interfaith Harmony Week, 16 days of activism on violence against women etc. etc.
- d) Action points e.g., meeting with DC about interfaith harmony ( name of responsible members) or Letter to DC to call meeting of the District Human Rights Committee ( name of responsible members) etc.
- e) Update from the PP/ DSP on the issues referred to the PF
- f) AOB

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Social mobilisation	<ul style="list-style-type: none"> <li>Support Community Facilitators to help AAC in identifying stakeholders and in discussions communities</li> </ul>	<ul style="list-style-type: none"> <li>Mobilise communities and establish the V/NFs</li> <li>Organise the first dialogue/meetings of the V/NFs</li> <li>Work with V/NFs and identify/acquire list of potential Resource Persons to be recruited</li> <li>Ensure that RPs understand the process of community engagement</li> <li>Participate in monthly meetings of V/NFs (when required) to support and supervise RPs</li> <li>Facilitate RPs in preparing field plans and approve the plans (Refer to AAC Form 5, AAC Monthly Action Plan Form)</li> </ul>	<ul style="list-style-type: none"> <li>Identify social activists</li> <li>Prepare village profiles and identify vulnerable groups</li> <li>Support V/NFs in managing meetings and activities, i.e., preparing agendas, taking minutes, passing resolutions, identifying community concerns, ensuring the participation of marginalised groups, recordkeeping</li> </ul>



## D. Aawaz Change Agents (ACAs)

ACAs are youth (18 – 25 years old) in Aawaz II districts of KP and Punjab who want to make a difference in their communities. The ACA component brings together youth with different beliefs and abilities to get involved in grassroots volunteering and civic engagement as well as support Village Forums and the Aawaz Aagahi Centres (AACs). Through the Aawaz programme, ACAs are equipped with the skills, knowledge, and motivation needed to design and implement meaningful social action projects to address behaviour change on the issue of child marriage, GBV, and social exclusion in their communities.

Selected youth volunteers participate in a learning journey and are trained in the skills and knowledge needed to affect social change in their communities. Once trained, ACAs work through the Aawaz II structures and processes in coordination with the district partners/ Aawaz district team. They support the Village Forums and Aawaz Aagahi Centres in promoting behaviour change and citizen engagement for inclusion, voice and improved action for protection from harmful practices through social action projects.

ACAs identification steps and other important points related to their roles are listed/explained below:

### a. Identify potential volunteers

- V/NFs can identify community youth interested in becoming Aawaz II volunteers as ACAs, especially from marginalised and vulnerable groups.
- The RPs share this list with Community Facilitators for further action (to be shared with Project Coordinators after review and meetings with the individuals identified).
- Provide general information to targeted communities in V/NFs meetings about the ACAs and the SAPs they are undertaking
- Community facilitators to disseminate ACA selection criteria information and programme objectives and display where feasible at various public spaces such as main markets, local colleges, etc. Some basic criteria include:
  - Youth (local resident) with minimum education<sup>2</sup> of intermediate from the target villages of the district partner, between age of 18-25 years
  - Ability to read, write and speak in Urdu/English and local languages
  - Ability to use computers and smartphones with ease and have some social media engagement (familiarity with social media platforms such as Facebook, WhatsApp, Twitter etc.)
  - Social networking skills to create awareness and engage with local communities

### b. Social Action Projects

- ACAs coordinate and work closely with Community Facilitator to design a Social Action Project for engagement with the local community through involvement of Village Forum.
- They utilise SAP guidelines and tools provided during the training to design SAP, in consultation with Community Facilitator (the project duration should be minimum four weeks to maximum three months).
- ACAs submit their SAP plan to the Community Facilitator after completing the ACA training, and upon approval, they initiate SAP delivery along with group.
- During SAP implementation, they coordinate regularly with assigned Community Facilitator as mentor for support and guidance.
- They need to attend monthly mentoring meetings and discuss SAP progress with Community Facilitator.
- ACAs need to complete SAP targets and submit completion report and complete MOVs (including but not limited to videos, photographs, attendance sheets, testimonials from beneficiaries, media coverage and any other evidence) on provided templates.
- After SAP completion, ACAs receive certificate (eligible for SAP completion certificate by Aawaz II project after successful completion of SAP).

<sup>2</sup>Minimum requirements, access to smartphones/ social media etc. can be flexible for vulnerable groups such as transgender or women with disabilities etc.

**c. Develop linkages**

- The Field Team and V/NFs facilitate ACAs in developing linkages with government departments and CSOs according to the needs of their identified SAPs
- AACs/V/NFs seek the support of ACAs regarding citizen engagement efforts by designing & disseminating information around birth registration camps, NADRA MRVs etc (for those trained in digital literacy)
- ACAs can also provide information to communities about the role of V/NFs and Field Team (AACs), particularly with reference to referrals. ACAs can facilitate communities to contact V/NFs and Field Team in this regard.
- ACAs support AACs/ V/NFs with in putting together prerequisites for availing services such as filling government forms etc.

**d. Behaviour Change Communication**

- AACs can be supported by ACAs in promoting behaviour change (online and offline) for inclusion and improved action for protection from harmful practices through dissemination of IEC messages
- ACAs to support AACs/ V/NFs in increasing accessibility and inclusiveness: reaching out to the marginalised and vulnerable in more remote locations for engagement under social actions

## E. Community Engagement

Community engagement is a process of working collaboratively with groups of people to address issues affecting their wellbeing. It is an effective tool for bringing behaviour change to communities.

There are various levels of community engagement and participation as illustrated in below diagram:

**Figure 7: Levels of Community Engagement**



## 1. Community dialogues

- AACs support V/NFs to conduct the following activities to create space for dialogue with communities (Refer to Form 17, Community Meetings/Dialogues Report Template):
- Discussions in monthly meetings V/NF meetings are conducted every month. At least 65% of members must attend. The meetings are used to generate discussion on harmful practices and norms, reflect on personal and community behaviours and identify actions for improving behaviours. RPs support V/NFs in organising such discussions. (Refer to Form 3, Forums Meeting Minutes Template)
- Formation of radio listening groups V/NFs will form small community groups (women, men, youths, etc.) within villages to collectively listen to radio programmes developed by Aawaz II. The main purpose of these groups will be to listen to, and collectively reflect on the issues discussed in the programmes. RPs and focal persons will take the following steps to ensure the efficiency and effectiveness of radio listening groups:
  - RPs sit together with listener groups to listen to weekly broadcasts and get feedback from participants
  - V/NFs will inform groups in advance about radio programmes so that arrangements (availability of radio or digital means—smartphones, tablets) and a meeting place can be organised
  - The listeners will be asked to complete feedback forms which will be collected and shared with the Community Facilitators and Project Coordinator every month.

## 2. Collective Community Action Plan (CCAPs)

V/NFs organise community-level practical actions including but not limited to awareness-raising and advocacy campaigns in their respective villages or clusters of villages. These activities are organised by using the initiative of CCAPs.

V/NFs take a participatory approach to designing, implementing and monitoring CCAPs. They will take the following steps with RPs' support:

- Identify thematic areas of concern, such as social inclusion, gender sensitivity, and social cohesion, GBV and child marriage
- Analyse the current situation with reference to a proposed theme, i.e., the identification of negative behaviours, what are the underlying causes, who are the key influencers and stakeholders, etc.
- Identify actions — practical community-based activities for change or awareness raising/advocacy activities — for behaviour change with the objective to address the underlying causes and power dynamics related to identified themes. For social cohesion, actions include actors mapping, conflict tree analysis, and dialogues between parties to the conflict. (Refer to Form 11, [Collective Community Action Plan \(CCAP\) – Planning & Completion Form](#))
- Implement and monitor CCAPs as per actions identified (Refer to Form 11, [Collective Community Action Plan \(CCAP\) – Planning & Completion Form](#))

The actions of social change and community advocacy may include:

- Actions such as dialogues with communities, referrals, small-scale economic support on self-help basis etc. to address root causes of specific issues such child marriages, GBV etc.
- Designing campaign on a particular issue identified at the village, sub-district and district level to engage duty-bearers to improve services, support structures and mechanisms related to programme thematic areas

### CCAPs

V/NFs support communities to develop and implement CCAPs. CCAPs focus on planning and implementing activities that reinforce and enhance citizen information, leadership, voice and action to reduce the acceptance of harmful practices and intolerance towards minorities and other marginalised groups.

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Facilitating community dialogues	<ul style="list-style-type: none"> <li>Support and monitor Community Facilitators and RPs in the implementation of activities</li> <li>Review and monitor the recordkeeping of activities</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that RPs organise all activities relevant to community dialogues, including organising IEC materials, downloading radio programmes, forming listener groups (Refer Form 17, Community Meetings/ Dialogues Report Template)</li> <li>Participate in radio listening activities</li> <li>Ensure that feedback forms and other relevant records are maintained by RPs</li> </ul>	<ul style="list-style-type: none"> <li>Support V/NFs in organising discussions on IEC materials</li> <li>Support V/NFs in identifying targeted households for behaviour change</li> <li>Support V/NFs in the formation of listener groups for radio programmes and manage listener groups</li> <li>Organise required IEC materials, audio messages and radio programmes</li> <li>Ensure that V/NFs focal persons organise and keep records of all activities</li> <li>Ensure that feedback forms for radio programmes are collected and provided to the Community Facilitators</li> </ul>

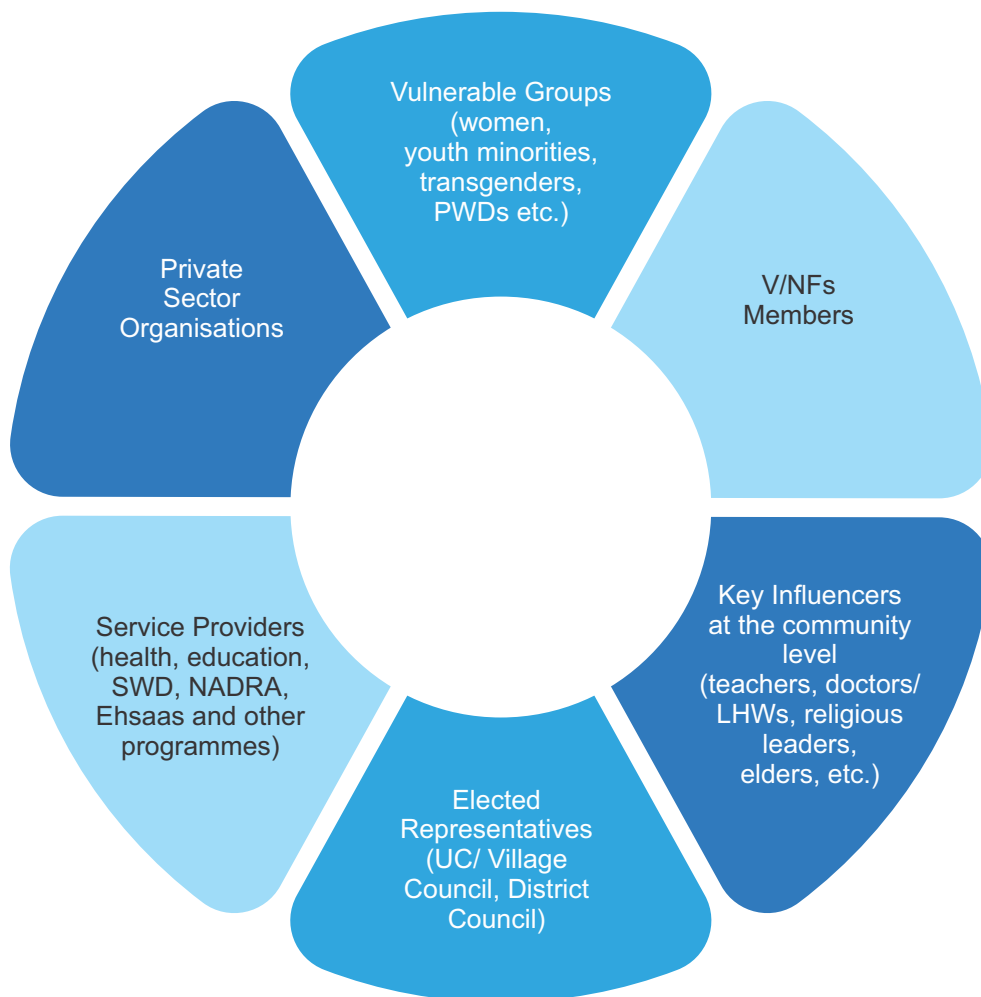
## F. Information Dissemination

The main purpose of information dissemination in Aawaz II is to increase the information levels of vulnerable groups, community partners and other stakeholders on:

- Rights and legal provisions relevant to Aawaz II themes, i.e., GBV, child marriages and inclusion
- Available services of government and non-government organisations
- Information on consequences of harmful practices that increase intolerance, violence and injustice in society
- Safety and protection measures

The information is provided to the various groups in the village/ neighbourhood as illustrated in below diagram:

**Figure 8: Key Target Groups for Information Dissemination**



### 1. How Information is Disseminated

The RPs with the support from Community Facilitators disseminates information using the following methods:

- Dissemination of information, education and communication (IEC) materials, including posters, flyers, pamphlets, etc. in meetings with key stakeholders, office visitors and by post
- Dissemination of IEC messages through WhatsApp
- The use of radio to disseminate messages, and the formation of radio listening groups (with pre-recorded shows) at the community level
- Discussion and awareness on IEC materials in V/NF meetings

- The provision of IEC materials to community members who contact the AAC
- Public meetings and events organised by the RPs, DSP or other stakeholders

**2. Protocols for information dissemination**

- The field team follow the protocols noted below to ensure information is disseminated to relevant groups, and messages are clearly communicated to stakeholders:
- Only disseminate information materials produced by Aawaz II and provided to DSPs
- Disseminate information through designated persons, i.e., AAC RPs, V/NFs focal persons, etc.
- Prepare and update a list of stakeholders for regular information dissemination
- Keep a record of the dissemination of material
- Consider that most vulnerable groups (women, transgender persons, PWDs, minorities) might be less literate or not able to read. They will take time to understand the message. Engage with them to convey the message in simple language
- Encourage V/NFs to plan for information dissemination to a wider community and report back
- Encourage government departments, other organisations, and enterprises such as tea stalls, shops and others to display IEC materials in their public places
- Collect feedback on information dissemination and convey it to the Aawaz II team, including the DSP and PMU staff

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Manage information dissemination materials	<ul style="list-style-type: none"> <li>• Provide Aawaz II IEC products (as produced or approved by PMU) to RPs (AACs) for dissemination</li> <li>• Support Community Facilitators in preparing a list of stakeholders for information dissemination</li> </ul>	<ul style="list-style-type: none"> <li>• Identify key stakeholders (i.e., government departments, NGOs, the private sector, bar councils, the media, etc.) for information dissemination</li> <li>• Prepare and maintain a list of key stakeholders with updated contact information</li> <li>• Maintain separate lists for the dissemination of IEC materials and WhatsApp messages</li> <li>• Keep a record of the information dissemination of materials (i.e., number of posters, flyers and other materials) (Refer to Form 9, Referral Director/ IEC Dissemination Form)</li> <li>• Disseminate information to AAC</li> </ul>	<ul style="list-style-type: none"> <li>• Guide V/NFs in preparing plans for the dissemination of information materials in communities</li> <li>• Support V/NFs in identifying a list of government representatives and key stakeholders at the UC and village level for the dissemination of information materials</li> <li>• Maintain a list of key stakeholders at the UC and V/NFs level</li> <li>• Maintain list of ACAs in AAC villages and</li> </ul>

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
		visitors, at meetings with stakeholders and via social media	include them for dissemination of materials
Ensure the use of information dissemination materials	<ul style="list-style-type: none"> <li>• Provide Aawaz II IEC products (as produced or approved by PMU) to RPs (AACs) for dissemination</li> <li>• Support Community Facilitators in preparing a list of stakeholders for information dissemination</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate RPs in the dissemination of information materials to V/NFs</li> <li>• Provide information materials to key stakeholders at the tehsil level</li> <li>• Ensure that weekly and monthly meetings with RPs include information dissemination in the agenda to review progress and issues, etc.</li> <li>• Along with RPs, identify the information needs of communities and provide this information to the Project Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure V/NFs focal persons, members and ACAs understand the key messages of IEC materials and other information disseminated by the AAC</li> <li>• Ensure that the agendas of V/NFs include discussions on IEC materials disseminated by the AAC</li> <li>• Collect the feedback of V/NFs members and ACAs on IEC materials, WhatsApp messages and radio shows, and inform in weekly and monthly meetings with Community Facilitators and Project Coordinator</li> </ul>

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Discussion & Listener Groups	<ul style="list-style-type: none"> <li>Seeking feedback through Community Facilitators from listener group sessions</li> </ul>	<ul style="list-style-type: none"> <li>Support RPs in organising the discussion and listener groups (on radio shows)</li> <li>Participate in listener group sessions</li> </ul>	<ul style="list-style-type: none"> <li>Formation of discussion and listener groups for pre-recorded radio shows</li> <li>Support V/NFs to organise these groups with wider community</li> <li>Discuss each IEC product or radio programme and its key messages</li> <li>Disseminate information material and key messages through ACAs</li> </ul>

## G. Citizen Engagement with Duty-bearers

Citizen engagement with duty-bearers is a two-way interaction between citizens and duty-bearers. The Aawaz II objective in focusing on citizen -state engagement is to change the behaviours of communities to:

- Better understand the roles and responsibilities of duty-bearers and right holders
- Engage with duty-bearers to communicate concerns and raise informed demands for improving services
- Better utilise services offered to citizens
- Increase cooperation and community participation for effective service delivery

Citizens also have obligations, i.e., respect duty-bearers so that they can perform their duties as per law; respect the rights of other citizens, pay taxes, take care of common resources and the environment; obey rules, etc.

The main purpose of citizen-state engagement is to ensure that the needs and interests of people, particularly vulnerable groups including women, minorities, PWDs, transgender persons, youth and other groups are communicated clearly and specifically so that concerned departments and service delivery providers can respond as per their mandate.



Actions	Tasks
<p><b>1. Identify and prioritise issues for engagement</b></p>	<ul style="list-style-type: none"> <li>• Review the reports of Village Forums</li> <li>• Review/update data recorded to assess the number of people raising demands and the types of demands</li> <li>• Prioritise issues based on available information</li> </ul>
<p><b>2. Conduct meetings and dialogues with citizens and communities</b></p>	<ul style="list-style-type: none"> <li>• Conduct meetings with citizens/V/NFs who have raised similar demands</li> <li>• Understand the nature of demands and document the meetings</li> </ul>
<p><b>3. Establish and maintain a relationship with duty-bearers</b></p>	<ul style="list-style-type: none"> <li>• Based on demands and concerns raised by citizens and V/NFs, support them in identifying duty-bearers for engagement</li> <li>• Prepare a list of duty-bearers at the district, tehsil and sub-tehsil level for engagement</li> <li>• Prioritise which duty-bearers need more and regular engagement</li> <li>• Facilitate citizens and communities in conducting meetings with duty-bearers to raise community concerns and demands (Refer to Form 4, Citizen State Meeting Template)</li> <li>• Record meeting minutes and agreed-upon actions</li> </ul>
<p><b>4. Follow up with duty bearers and citizens on actions taken and issues resolved</b></p>	<ul style="list-style-type: none"> <li>• Follow up with duty bearers, citizens and V/NFs to determine the number of demands resolved/not resolved and the number of people who benefited</li> </ul>
<p><b>5. Maintain a record of citizen engagement</b></p>	<ul style="list-style-type: none"> <li>• The RPs (AACs) will keep a record of all meetings conducted by individuals or groups with duty-bearers</li> <li>• RPs or CFs or PC will keep the record of citizen engagement (Refer to Form 4, Citizen State Meeting Template)</li> </ul>

## 2. Citizen Engagement through Village Forums

Below is the list of activities to promote citizen engagement through village forums:

**Figure 7: Levels of Community Engagement**

<p><b>Activities to promote informed citizen engagement through Village</b></p>	<p>Conduct meetings with the Village Forums to learn various demands and their concerns (Refer to Form 4, Citizen State Meeting Template)</p> <p>Record the meeting minutes to share with Community Facilitators</p> <p>Coordinate with the Community Facilitators to identify relevant duty-bearers in accordance with the raised demands</p> <p>Support Community Facilitators in organising joint meetings of citizens and relevant duty-bearers for the provision of required assistance/services</p> <p>Follow-up with the Community Facilitators and where possible with the duty-bearers on provision of services against raised demands</p>
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## 3. Referrals

The main purpose of referrals is to facilitate citizens in Aawaz II communities in accessing services and acquiring assistance as and when they need them. The district team provides them up to date information on mandated government services and structures (particularly related to Aawaz II themes).

**Mandated Structures & Services** Government departments with legal mandate to provide services and assistance

**Non-mandated Structures & Services** Non-government organisations providing services in forms of advisory or direct assistance and recognised by the government

### a. Role of Field Teams in Referrals

The Field Team will perform the following activities in the implementation of referrals:

**Referral directories:** A quick reference guide to obtain information about existing services (mandated and non-mandated) at the district and tehsil level. The referral directories provide the following information:

- Name and designation of focal person of the organisation/service provider
- Address and other contact details
- Brief role of organisation/service provider

<p><b>Information generation</b></p>	<ul style="list-style-type: none"> <li>• Conduct meetings with service providers at the tehsil and sub-tehsil level to collect updated information, explaining the objectives and activities of referrals</li> </ul>
<p><b>Information provision/ dissemination</b></p>	<ul style="list-style-type: none"> <li>• Meetings with RPs and V/NFs to define the purpose and mechanisms of referrals</li> <li>• Provide referral directories to RPs and V/NFs to use as reference material</li> <li>• Keep a record of the dissemination of referral directories. (Refer to Form 9, Referral Directory/IEC Material Dissemination Form)</li> </ul>

### Facilitation in referrals

- An individual or group can contact the AAC directly or through V/NFs for referrals
- An individual or group can contact by visiting the AAC, meeting with the staff, or using the WhatsApp number or e-mail
- RPs record the purpose of information collection and other basic information (Refer to Form 10, Referral Record Register). All data received via phone call, or in-person meeting should be recorded in both soft and hard form
- When immediate action is required to protect the rights of citizens, e.g., facilitating GBV survivors in shelters, complaints of child abuse, etc, the RP will seek the help of the district team to facilitate a quick response from the relevant department or service providers.

### Follow-ups

- The RPs follow-up with individuals and groups who received the referrals, after a week for their feedback
  - What was the outcome of the referrals?
  - Whether or not the individual or community was able to access that service, and whether issues were resolved
- The feedback is collected through telephone calls and in meetings with V/NFs in case the information is obtained by a V/NF
- The feedback is recorded as a hard copy and shared with Community Facilitator for entry into the Aawaz II district database (Refer to Form 10, Referral Record Register).

### Analysis and feedback meetings with service providers

- The RPs reviews the information received from follow-ups with citizens and community groups.
- Conduct meetings with relevant service providers to give them feedback
- Feedback is given in both cases if information is provided or not provided. In the case of positive cases, an appreciation of effort is conveyed. Otherwise, areas of improvements are discussed.

## Key Responsibilities

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Information dissemination and management	<ul style="list-style-type: none"> <li>Update referral directories of services available at district and sub-district levels</li> </ul>	<ul style="list-style-type: none"> <li>Assist Project Coordinator in updating referral directories of services at district and sub-district levels</li> <li>Provide referral directories to V/NFs</li> <li>Support RPs in the recordkeeping of referrals at the village level and forward relevant information to the Project Coordinator, Data Support Officer</li> </ul>	<ul style="list-style-type: none"> <li>Keep up-to-date information on services and other protection mechanism related to Aawaz II themes</li> <li>Disseminate referral directories to concerned citizens and organisations</li> <li>Manage data collection and record keeping relevant to referrals</li> </ul>
Establish linkages with duty-bearers	<ul style="list-style-type: none"> <li>Involve RPs/V/NF members in district-level dialogues</li> <li>Develop institutional linkages with service providers</li> <li>Orient and inform service providers on referrals and escalate referrals from V/NFs/AACs to concerned services</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a list of duty-bearers at the tehsil and sub-tehsil level for engagement with support from V/NFs</li> <li>Prioritise duty-bearers for engagement</li> <li>Share a list of duty-bearers with RPs</li> <li>Facilitate citizens and communities in conducting meetings with duty-bearers</li> <li>Forward community concerns and issues to the DSP (in case not resolved) at the tehsil and community level</li> <li>Build the capacity of V/NFs and RPs on referrals</li> </ul>	<ul style="list-style-type: none"> <li>Conduct meetings with duty-bearers and raise community concerns and demands</li> <li>Record meeting minutes and agreed-upon actions</li> <li>Continue engagement with duty-bearers and share feedback of actions and issues resolved/not resolved</li> </ul>

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Review reports and data to collect common citizen concerns and demands	<ul style="list-style-type: none"> <li>Support Community Facilitators and RPs in compiling community demands and concerns</li> </ul>	<ul style="list-style-type: none"> <li>Review RPs (AACs) and V/NF reports and completed to collate information on concerns and demands raised by citizens and communities (Refer to Form 4, Citizen State Meeting Template)</li> </ul>	<ul style="list-style-type: none"> <li>Identify the priority issues and duty-bearers for the engagement with duty-bearers</li> </ul>
Conduct meetings and dialogues with citizens and communities	<ul style="list-style-type: none"> <li>Support the CFs to facilitate RPs (AACs) in organising citizen dialogues with relevant stakeholders for raising informed demands and access to services</li> </ul>	<ul style="list-style-type: none"> <li>Organising meetings with V/NFs and support them in articulating demands and concerns</li> <li>Record meeting minutes</li> <li>Conduct meetings with citizens/ V/NFs who have raised similar demands</li> <li>Understand the nature of demands and document the meetings</li> </ul>	<ul style="list-style-type: none"> <li>Support V/NFs and citizens in identifying duty-bearers for engagement</li> <li>Support citizens and communities in preparing plans for engagement</li> </ul>
Follow-up and record citizen engagement events and activities	<ul style="list-style-type: none"> <li>Review records and meeting minutes of dialogues and follow-ups</li> </ul>	<ul style="list-style-type: none"> <li>Follow up with citizens and V/NFs to record the number of demands resolved/not resolved, and the number of people who benefited (disaggregated by gender and vulnerability status)</li> <li>Assist V/NFs in organising meetings with duty-bearers</li> <li>Assist V/NFs in the recordkeeping of follow-up meetings with duty-bearers</li> <li>(Refer to Form 4, Citizen State Meeting Template)</li> </ul>	<ul style="list-style-type: none"> <li>Record meeting minutes</li> <li>Share feedback on referrals/ demands met etc. With Community Facilitator</li> </ul>

Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
Facilitation and follow-up of referrals	<ul style="list-style-type: none"> <li>Support and monitor referrals sent to DF</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate the access of citizens and partner communities to service providers for referrals</li> <li>Support RPs in follow-up with communities on the use of referrals</li> <li>Follow-up (as per agreed protocols) with community members about referral outcomes/ actions on information shared and track and document responses</li> </ul>	<ul style="list-style-type: none"> <li>Support the community in accessing referrals</li> </ul>

## H. Social Cohesion and Tolerance

Conflict is the result of a disagreement between actors based on perceived incompatible goals. Conflict takes place when two or more parties find their interests incompatible, express hostile attitudes, or take action which damages the other party's ability to pursue their interests. Not all conflicts are violent however a conflict becomes violent when one or both parties decide to achieve their goals using force or violence.

The Aawaz II social cohesion and tolerance pillar focuses on the following issues:

- 1. Gender based violence:** Domestic abuse, sexual harassment in public place/workplace, sexual assault, child marriage, child abuse, revenge murders, honour killings etc. that have the potential to involve multiple families and wider community and affect social cohesion and peace.
- 2. Intolerance against religious minorities** that have the potential of leading to violence involving the larger community.
- 3. Sectarian intolerance** that has the potential of leading to violence involving the larger community.
- 4. Community conflicts/disputes**
  - Disputes over land, water and other natural resources that have the potential of leading violence involving larger community.
  - Disputes over disaster relief that leads to wider community conflict
  - Dispute over inheritance/ownership of land/residential/ commercial buildings, income from property, development of property or Illegal encroachment that has the potential of spreading beyond the family to the larger community.
  - Disputes that have the potential of spreading beyond the family to multiple families and the larger community-- over marriage, child custody, divorce.
  - Disputes over political affiliation and electoral violence that has the potential of spreading to the larger community involving multiple persons

### Aawaz II Early Warning System (EWS) and Early Response Mechanism (ERM) Focal persons for early warnings

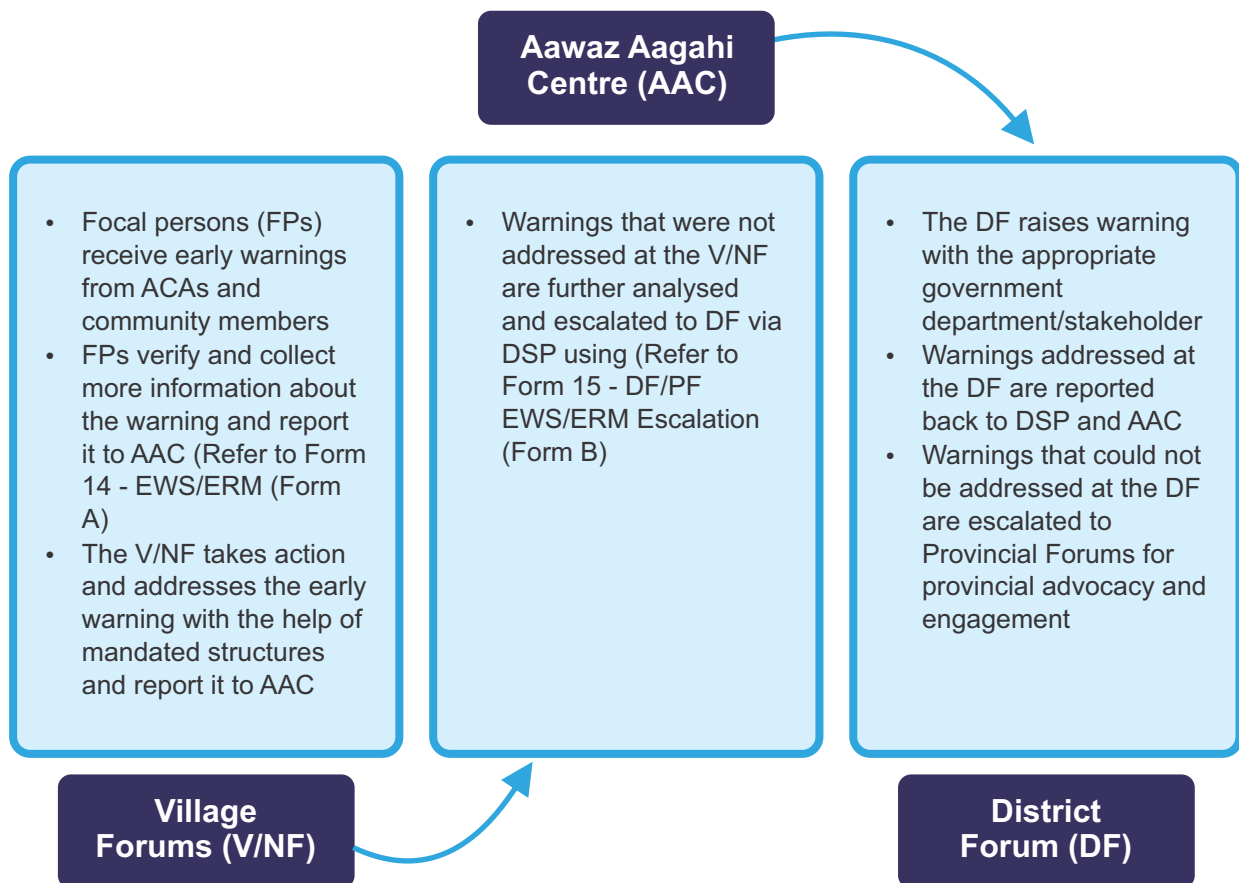
Two members (one female, one male) of the village and district forums are identified by the community to function as focal persons for the EWS and ERM.

The two RPs of the AAC are also focal persons for EWS/ERM. AACs are the central hub of information and serve as a repository of data collected via EWS.

Anyone from the Aawaz communities, its volunteers and ACAs or forum members can report a warning to the focal person in V/NFs through SMS, WhatsApp and phone calls. While relying on its trained focal persons and volunteers, the DSPs and PPs team will also monitor newspapers, websites, social media, hate speech and other events to raise alerts about potential risk of intolerance or conflicts. All forums and AACs will remain responsive to the community needs that emerge because of vulnerability and groups at risk of religious intolerance or conflict and its escalation. Early warnings from the Village Forums to be communicated to the respective AAC to be taken up and responded to by the Village Forums or escalated to the District Forums if there is a need to engage district administration for prompt action.

The early response mechanism (ERM) complements the EWS. Information recorded in the EWS is analysed, and reports are passed on to the ERM for quick action.

**Figure 10 : EWS/ERM Process**



Responsibilities	Specific Tasks		
	Project Coordinator	Community Facilitators	Rps
<ul style="list-style-type: none"> <li>• Support CFs to implement EWS-ERM at the AACs and V/NFs</li> <li>• Facilitate CFs in the management and maintenance of the EWS-ERM database at AAC</li> <li>• Share regular EWS/ERM updates with the Programme Manager and DSP</li> <li>• Facilitate district team in escalation of early warning to the DF level (Refer to Form 15 - DF/PF EWS/ERM Escalation (Form B))</li> <li>• Follow up with DF to ensure warnings are addressed or escalate to PF if required</li> <li>• Follow-up with the beneficiaries of the early response and record satisfaction and updates to share with PM.</li> <li>• Work closely with DF to monitor potential issues in the district, beyond V/NFs, that can escalate into intolerance and risks to social cohesion</li> </ul>	<ul style="list-style-type: none"> <li>• Receive early warnings from V/NFs/community</li> <li>• Analyse and validate early warnings</li> <li>• Facilitate V/NFs in coordination with relevant service providers for early response</li> <li>• Receive and record early responses from V/NFs (Refer to Form 14 - EWS/ERM (Form A))</li> <li>• Manage and maintain the EWS-ERM database</li> <li>• Share regular reports with the Project Coordinator for entry into the district database</li> </ul>	<ul style="list-style-type: none"> <li>• Receive early warnings in V/NFs</li> <li>• Analyse and validate warnings</li> <li>• Submit early warnings to its respective AAC (Refer to Form 14 - EWS/ERM (Form A))</li> <li>• Recommend early action and coordinate with relevant service providers for early response at the V/NFs level</li> <li>• Submit (Refer to Form 14 - EWS/ERM (Form A), to AAC when early response is taken</li> <li>• Facilitate V/NFs in EWS development and functioning</li> </ul>	



## I. Coordination

The Field Team coordinates with various stakeholders at the tehsil and community level to achieve programme objectives. It coordinates with the following stakeholders:

**Figure 11: Key Stakeholders**



### 1. Village/ Neighbourhood Forums

The RPs (AACs) coordinate with V/NFs in promoting community engagement and the empowerment of diverse communities. Community Facilitators provide support in the formation of V/NFs, ensuring the representation of marginalised groups, building capacities, and establishing V/NFs linkages with service providers and other stakeholders. The RPs also facilitates the participation and representation of V/NFs in district forums.

### 2. District Forum

The district forum is established by the DSP to foster active engagement with district administrations, duty-bearers and district stakeholders ensure that community voices are heard by duty-bearers.

The Field Team coordinates with district forums through the Project Coordinators and Programme Manager. It compiles community-identified concerns and issues through V/NFs that were not resolved at the V/NFs and tehsil level and need attention at the district level. RPs provide feedback in identifying advocacy issues in the district forums and support the implementation of advocacy initiatives.

### 3. Government Departments

The Field Team coordinates with government departments at the tehsil land district to inform them about community concerns and facilitate a response.

#### 4. Civil Society Organisations (CSOs)

The RPs and Community Facilitators coordinate with CSOs working on Aawaz II themes in the district and tehsils.

#### 5. Coordination of AAC with Aawaz Change Agents (ACAs)

The RPs facilitate ACAs in implementing SAPs by providing information and connecting them with service providers.

## J. Safeguarding

Safeguarding means protecting people from harm, focusing on preventing and responding to harm caused by sexual exploitation, abuse, harassment (SEAH) or bullying.

The primary purpose of safeguarding is to minimise the likelihood and impact of abuse and exploitation towards people involved in the programme.

Aawaz II engages with vulnerable and marginalised segments of society, especially those who lack exposure and experience in interacting with diverse groups outside their environment. Therefore, it is the responsibility of the District Partner and the field team to create a safe and secure environment so that these groups feel comfortable and secure while interacting with them.

Under Aawaz II, a safeguarding focal person is responsible for ensuring the implementation of safeguarding principles. DSP and Field Team receive orientation and comprehensive training on safeguarding principles and implementation.

Field Team should:

- Participate in orientation and training on safeguarding and fully understand the code of conduct and behaviours required to work in the field
- Ensure awareness and sensitivity about the safeguarding needs of targeted communities, particularly vulnerable groups
- Ensure safeguarding principles in all field activities at the tehsil and community level, i.e., the accessibility and safety of meeting venues, training and other events, particularly with reference to women, children and other vulnerable groups
- Obtain the consent of participants while taking photos or forwarding information
- Ensure familiarity with monitoring and reporting mechanisms, including information about focal persons and complaint mechanisms
- Display information about safeguarding principles and mechanisms at prominent places during field activities

Method	Contact details
In-person	Safeguarding focal person, PMU
PMU E-mail	AawazSFP@britishcouncil.org
Postal Address	Safeguarding focal person Aawaz II PMU, British Council, Diplomatic Enclave, Islamabad
Safe Call, Text Message, WhatsApp and Voice Message	00-92-300-034-9432

Points to remember for reporting mechanisms

Figure12: Key Points for Safeguarding



## Annexure: Data Collection Tools Catalogue

S#	Form No	Form Title	Description/Purpose	Tier/Level	Responsibility
1.	Form – 1	Policy recommendation form	<ul style="list-style-type: none"> <li>Form will record key details related to issues escalated by each forum. Short description of issues and possible actions taken.</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> <li>DF</li> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>
2.	Form – 2	Membership form	<ul style="list-style-type: none"> <li>Membership form will record basic information from forum members e.g., name, role, location, religion, employment, and designation</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> <li>DF</li> <li>District alliance</li> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>
3.	Form – 3	Forum meetings minutes template	<ul style="list-style-type: none"> <li>This form will capture key aspects from forums meetings e.g., proceedings, action points, agenda, key quotes, attendance sheets, and pictures gallery</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> <li>DF</li> <li>District alliance</li> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>
4.	Form – 4	Citizen-state meeting template	<ul style="list-style-type: none"> <li>This form will be used to document meeting with government officials details e.g., agenda of meeting, department name, department officials (at least 2 persons), type of demand raised, possible actions, final status, follow-up actions on earlier raised demands, attendance (group and individual attendance sheet) list covering name, role, religion, designation, PWD status etc.</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> <li>DF</li> <li>AAC</li> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>

S#	Form No	Form Title	Description/Purpose	Tier/Level	Responsibility
5.	Form – 5	AAC monthly action plan form	<ul style="list-style-type: none"> <li>This form will be used for planning of district level consolidated monthly actions to identify function wise activities with timeline and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>District</li> </ul>	<ul style="list-style-type: none"> <li>DSP/Project Coordinator</li> </ul>
6.	Form – 6	AAC monthly progress review form	<ul style="list-style-type: none"> <li>This form will be used for reviewing monthly progress against AAC action plans.</li> <li>The purpose will be to keep track of performance and any pending performance/tasks.</li> </ul>	<ul style="list-style-type: none"> <li>District</li> </ul>	<ul style="list-style-type: none"> <li>DSP/Project Coordinator</li> </ul>
7.	Form – 7	Formation/ setup of Aawaz Aagahi Centres (AACs)	<ul style="list-style-type: none"> <li>This will be used to track record of AACs setup e.g., AAC name, setup details, and training records.</li> </ul>	<ul style="list-style-type: none"> <li>AAC</li> </ul>	<ul style="list-style-type: none"> <li>Community Facilitators</li> </ul>
8.	Form – 8	Community facilitator monthly action plan form	<ul style="list-style-type: none"> <li>This form will be used for planning of community facilitators monthly actions.</li> <li>The purpose will be to identify function wise activities with timeline and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>District</li> </ul>	<ul style="list-style-type: none"> <li>Community Facilitators</li> </ul>
9.	Form – 9	Referral directory/IEC dissemination form	<ul style="list-style-type: none"> <li>This form is about distribution/dissemination of referral directories (physical dissemination) and IEC material. Key aspect of recipients will be recorded e.g., gender, religions, PWDs, location.</li> </ul>	<ul style="list-style-type: none"> <li>AAC</li> </ul>	<ul style="list-style-type: none"> <li>RP</li> </ul>

S#	Form No	Form Title	Description/Purpose	Tier/Level	Responsibility
10.	Form – 10	Referrals record register	<ul style="list-style-type: none"> <li>The purpose of this register is to keep record referrals requested, referrals provided, beneficiary details, and follow up.</li> <li>Form will cover details of type of referrals requests, information provided, department referred, and final status.</li> <li>Along with basic referral and beneficiary details, form has dedicated follow-up section where details will be filled to track status of services accessed and feedback.</li> </ul>	<ul style="list-style-type: none"> <li>AAC</li> </ul>	<ul style="list-style-type: none"> <li>RP</li> </ul>
11.	Form – 11	Collective community action Plan (CCAP): Planning and completion form	<ul style="list-style-type: none"> <li>This form will be used for planning of CCAP and reporting completion status.</li> <li>It will provide all the details including theme, rationale, objectives, duration, implementing team, methodology, indicators for assessment. This will also provide information about achievements and outcomes of CCAP.</li> </ul>	<ul style="list-style-type: none"> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>V/NFs/DSP</li> </ul>
12.	Form – 12	ACAs profile registration form	<ul style="list-style-type: none"> <li>This form will be used to collect information of Aawaz Change Agents (ACAs) e.g., name, gender, qualification, age, etc.</li> </ul>	<ul style="list-style-type: none"> <li>ACA</li> </ul>	<ul style="list-style-type: none"> <li>DSP/Project Coordinator</li> </ul>

S#	Form No	Form Title	Description/Purpose	Tier/Level	Responsibility
13.	Form – 13	Social Action Project (SAP): planning and completion template	<ul style="list-style-type: none"> <li>This form will be used to register SAPs by ACAs for review and approval.</li> <li>It will provide all the details including theme, rationale, objectives, duration, implementing team, methodology, indicators for assessment etc.</li> <li>This will also be used for final reporting of SAP on completion along with MOVs.</li> </ul>	<ul style="list-style-type: none"> <li>ACA</li> </ul>	<ul style="list-style-type: none"> <li>ACA/ DSP/Project Coordinator</li> </ul>
14.	Form – 14	EWS/ERM – (Form A)	<ul style="list-style-type: none"> <li>This form will be used to record the details of early warnings raised at community level e.g., warning raised by warning raised for, location, type of warning, warning escalation details.</li> <li>Details of initial actions taken</li> </ul>	<ul style="list-style-type: none"> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>V/NFs/RPs</li> </ul>
15.	Form – 15	DF/PF (EWS/ERM, Escalation) – (Form B)	<ul style="list-style-type: none"> <li>This form will be used to record the actions taken against early warnings raised at community level.</li> </ul>	<ul style="list-style-type: none"> <li>DF</li> <li>PF</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>
16.	Form – 16	Event report template	<ul style="list-style-type: none"> <li>Consultation report will cover key aspects from events e.g., proceedings, agenda, key quotes, attendance sheets (group and individual attendance sheet), and pictures gallery.</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> </ul>

S#	Form No	Form Title	Description/Purpose	Tier/Level	Responsibility
17.	Form – 17	Community meetings/ report template	<ul style="list-style-type: none"> <li>key aspects from events e.g., proceedings, agenda, key quotes, key speakers, attendance sheets (group and individual attendance sheet), and pictures gallery, district dialogues, community dialogues etc.</li> </ul>	<ul style="list-style-type: none"> <li>District</li> <li>AAC</li> </ul>	<ul style="list-style-type: none"> <li>DSP/Project Coordinator</li> <li>Community Facilitator</li> </ul>
18.	Form – 18	Individual Consent Form	<ul style="list-style-type: none"> <li>Individual consent form will be used for photos, quotes, and any success stories.</li> </ul>	<ul style="list-style-type: none"> <li>PF</li> <li>DF</li> <li>District alliance</li> <li>V/NFs</li> </ul>	<ul style="list-style-type: none"> <li>PP/Provincial Lead</li> <li>DSP/Project Coordinator</li> </ul>



# Aawaz II

Inclusion • Rights • Reducing Exploitation

