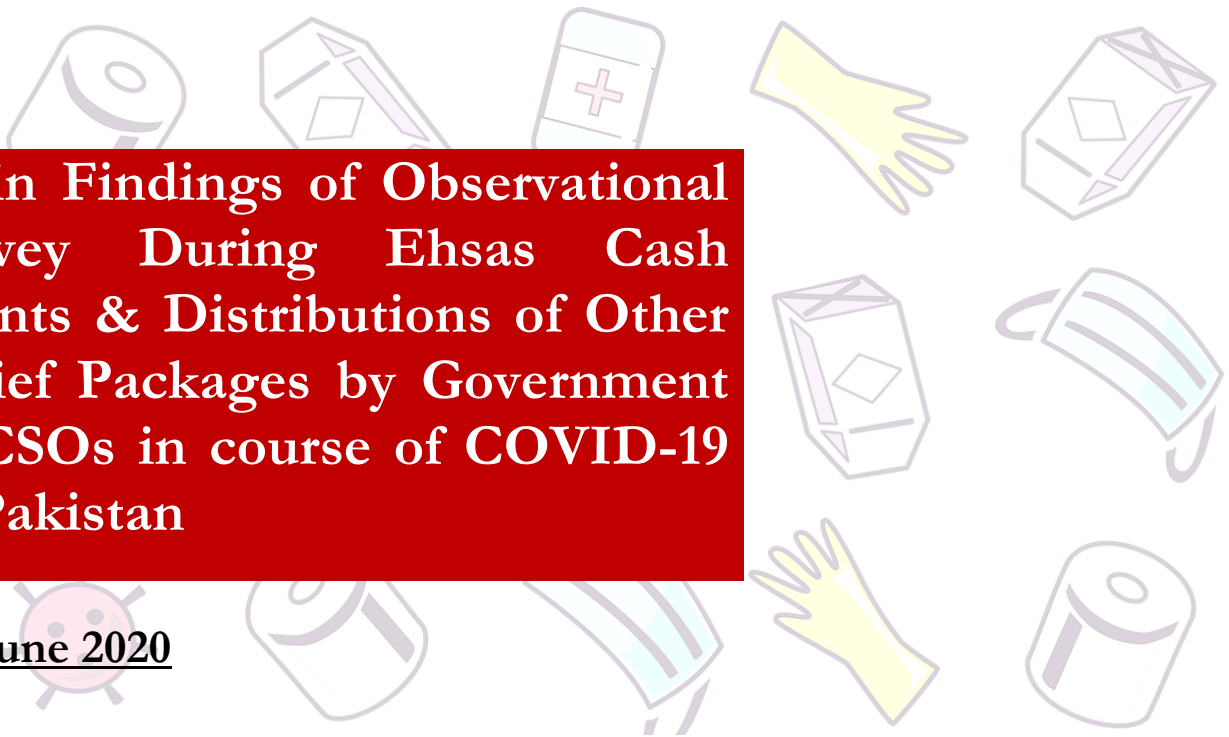




Main Findings of Observational Survey During Ehsas Cash Grants & Distributions of Other Relief Packages by Government & CSOs in course of COVID-19 in Pakistan

June 2020



AwazCDS-Pakistan: Established in 1995 and is registered as not for profit organization with registrar joint stock companies under Societies Registration Act 1860 and enjoys special consultative status with United Nation's Economic & Social Council (UN ECOSOC). AwazCDS-Pakistan's core mission is to develop integrated and innovative solutions in cooperation with partners at all levels to secure the future of marginalized communities especially by creating rightful spaces and choices of life. For more information please visit www.awazcbs.org.pk.

Ujala: is national network for creating rightful spaces & choices of life. Ujala is comprised of 50 civil society organizations working together for the rights of children, women, young people, person with special abilities & transgender communities through grassroots mobilization and suggesting legislative reforms in the country regarding Gender Based Violence, Life Skills Based Education, Youth Friendly Health Services, Early Age Marriages and issues related to Stigma & Discrimination. Network is being managed by Awaz Foundation Pakistan: Centre for Development Services.



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Launched Date: **July 2020**

EHSAAS

PRIME MINISTER’S POLICY STATEMENT

On March 27, I launched the “Ehsaas” program, the objective of which is to reduce inequality, invest in people, and lift lagging districts.

Ehsaas is about the creation of a ‘welfare state’ by countering elite capture and leveraging 21st century tools—such as using data and technology to create precision safety nets; promoting financial inclusion and access to digital services; supporting the economic empowerment of women; focusing on the central role of human capital formation for poverty eradication, economic growth and sustainable development; and overcoming financial barriers to accessing health and post-secondary education.

The program’s principles and approaches also center on tapping whole-of-government multi-sector collaboration for solutions; ensuring joint federal-provincial leadership; and mainstreaming the role of the private sector through an approach which will provide a level playing field on the one hand and foster locally-relevant innovation on the other, to create jobs and promote livelihood in quick-win areas. The program’s premise is grounded in the importance of strengthening institutions, transparency and good governance.

The program is for the extreme poor, orphans, widows, the homeless, the disabled, those who risk medical impoverishment, for the jobless, for poor farmers, for laborers, for the sick and undernourished; for students from low-income backgrounds and for poor women and elderly citizens. This plan is also about lifting lagging areas where poverty is higher.

Ehsaas’ poverty reduction strategy is articulated in four pillars and it currently embodies 115 policy actions, which may be expanded as the process of consultations on the program, further widens. The four pillars include: addressing elite capture and making the government system work to create equality; safety nets for disadvantaged segments of the population; jobs and livelihoods; and human capital development.

Salient Features of Survey:

AwazCDS-Pakistan and its **46** partner organizations are working together in **45** districts across the country including A J & K and Gilgit Baltistan under its Ujala Program.

Under Covid-19 Pandemic, we did observational surveys and the report is based on 129 observatory surveys conducted at **129** cash and other relief distribution sites in 44 districts (Annexure-a) including 10 districts from each of the four provinces and 02 each from Azad Jammu & Kashmir and Gilgit Baltistan.

Surveys carried out at cash distribution places to observe some of the basic indicators like accessibility, taking care of health & safety protocols, transparency in cash transfer, witness discipline and coverage of most vulnerable sections of society like PWDs, Transgender, minorities / other socially excluded groups etc. in the said program. Other than observing Ehsaas cash grant distribution, we also observed the ration distribution activities conducted by non-governmental/ other service providing welfare and humanitarian organizations.

Out of 129, **74.42%** sites were the distribution points of Ehsaas cash grants; Whereas, **25.58%** sites were of non-governmental/ private charities where ration, food and other essential items including sanitizers, masks and soaps were distributed among needy.

Observers were asked if the distribution points were reachable and in the easy access of people, **87.6%** observers responded yes whereas **12.4%** of observers did not agree and found the distribution places distant and hard to reach.

68.2% Observers witnessed that measures and protocols for health & safety were followed at most of the distribution locations, whereas **31.8%** observers found the distribution points untidy and unhygienic.

Social distance was not maintained completely in any of the province and region. Nationally, **55.8%** observers were satisfied on maintaining social distance by people while distribution activities were carried out and **44.2%** observers were not satisfied.

The non-serious conduct of people towards the adherence of safety measures and protocols as only **27.9%** observers confirmed that people were following protocols to keep themselves safe from COVID-19.

The distribution staff were observed abiding by the safety protocols by using gloves, masks, sanitizers etc. as stated by **69%** observers but still **31%** observers stated that distribution staff and other co-workers did not follow government's directives regarding personal safety protocols.

Separate places for PWDs were not allocated at distribution points with average **61.24%**. Other than allocation of separate areas, it was also observed that there was no such arrangement of wheelchair, ramps etc. for the deserving PWDs who were there for collecting their cash. TGs were also not given priority during the distributions of cash grants and other relief items except in Punjab with **35.71%** agreement of observers.

Only **37.21%** observers agreed for the availability of separate places for elderly people so they could not wait for long and not to get mixed in large gathering as elderly people are supposed to get virus easily due to their fragile health conditions.

During cash distributions, elderly people were also somehow given priority to receive Ehsaas cash grant on urgency basis as confirmed by **57.36%** observers.

Most of the staff found friendly and helpful. Cash amounts were given to people with their complete contentment. In case of any issue like missing finger prints of any elder person, staff was found sympathetic and supportive in explaining them the issue and way out for claiming their amounts.

95.5% observers confirmed that people were provided with complete amounts and proper evidence and record were being maintained through bio-metric verifications. Nobody was given amount in absentia or in place of relative of any beneficiary or if biometric was not verifiable at Ehsaas cash grants distribution centers.

Background:

COVID-19 outbreak was first time experienced in the Wuhan City of China at the end of December 2019. Different steps have been taken worldwide for the control of COVID-19. Even with less resources Pakistan also taken rigorous measures like designed special hospitals, laboratories for testing, quarantine facilities, awareness campaign and lock down to control the spread of virus.

According to the Ministry of Health, Government of Pakistan, there are total 185,294 confirmed cases in Pakistan with 3,003 critical cases as of June 25th, 2020.

Since the outbreak of Corona Virus, Ujala network¹ under the aegis of AwazCDS-Pakistan decided to contribute in difficult economic and health pandemic period by running different awareness raising campaigns to educate communities on COVID-19. To provide the financial assistance to deprived segment of the society, Ehsaas Emergency Cash program was launched by the Prime Minister on April 1, 2020 in the context of the economic hardship being experienced by the vulnerable due to the ongoing coronavirus crisis. The financial help under the program was meant to help poor buy rations so that they don't go hungry during lock down period. The program covered 12 million families; PKRs 12,000 per family was given and worth of PKRs. 144 billion were successfully distributed.

Other emergency responses were also designed, financed and implemented by many people in their private capacity as well as on behalf of hundreds of thousands of NGOs and other private sector organizations across the country.

In this regard AwazCDS-Pakistan and its 46 partner organizations working together in 45 districts across the country including A J & K and Gilgit Baltistan under its Ujala Program decided to divert its resources in to Ujala Corona Emergency Response Program. Apart from mass sensitization campaign through the display of 550 banners, 150 Op-eds', 150 radio programs, Ujala Partners also did observation of 3 distribution points in their respective districts. Therefore, the altogether 135 observational surveys were planned.

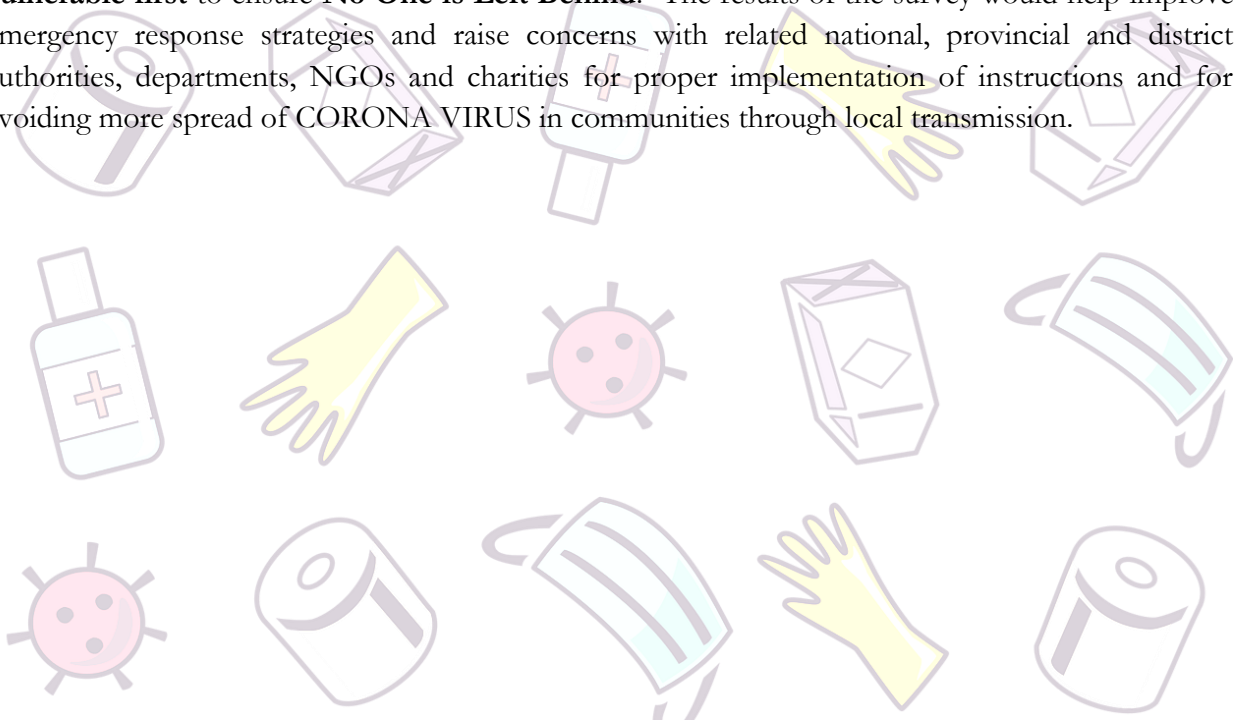
Finally, 44 Ujala partners carried out observational survey in their respective district headquarter at cash distribution places to observe some of the basic indicators like accessibility, taking care of health & safety protocols, transparency in cash transfer, witness discipline and coverage of most vulnerable sections of society like PWDs, Transgender, minorities / other socially excluded groups etc. in the said program. Other than observing Ehsaas cash grant distribution, we also observed the ration distribution activities conducted by non-governmental/ other service providing welfare and humanitarian organizations. A comprehensive survey format was developed and a half day online capacity orientation on how to conduct the survey was given to all the district focal points of partner organizations

¹Ujala is national network for creating rightful spaces & choices of life. Ujala is comprised of 50 civil society organizations working together for the rights of children, women, young people, person with special abilities & transgender communities through grassroots mobilization and suggesting legislative reforms in the country. Network is being managed by Awaz Foundation Pakistan: Centre for Development Services.

The report is based on 129 observatory surveys conducted at 129 cash and other relief distribution sites in 44 districts (Annexure-a) including 10 districts from each of the four provinces and 02 each from Azad Jammu & Kashmir and Gilgit Baltistan.

The Purpose:

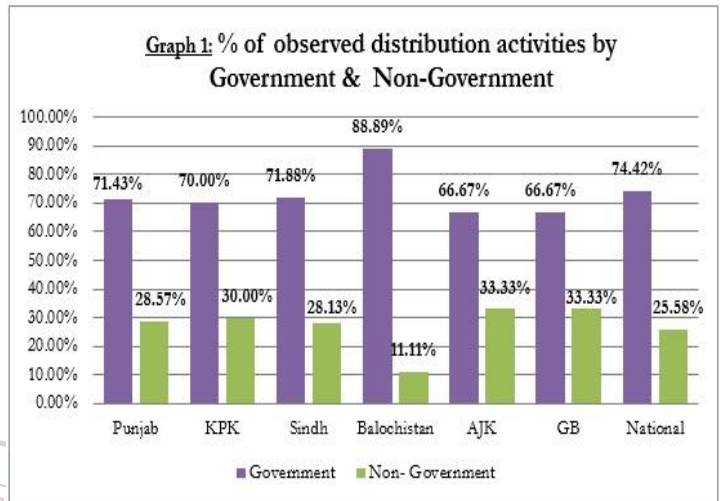
The purpose of this survey was to understand on ground situation as well as effectiveness, inclusiveness and transparency of emergency response being carried out by government and non-government institutions, humanitarian organizations, networks, charities and NGOs on COVID-19 pandemic. The other major purpose was to identify the challenges in reaching out to the **most vulnerable first** to ensure **No One is Left Behind**. The results of the survey would help improve emergency response strategies and raise concerns with related national, provincial and district authorities, departments, NGOs and charities for proper implementation of instructions and for avoiding more spread of CORONA VIRUS in communities through local transmission.



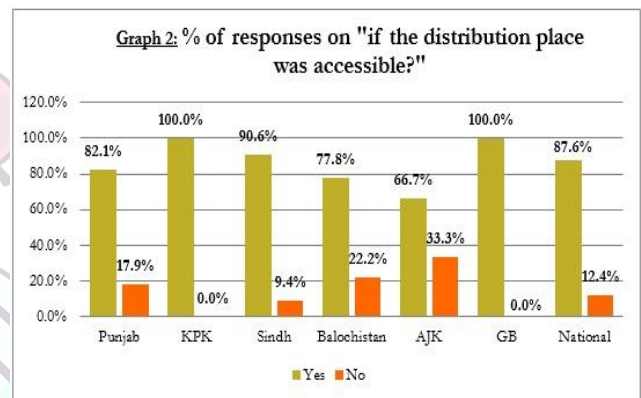
Major Findings:

Ujala partners observed total of 129 cash and relief distribution sites in 44 district across the country. Out of 129, 74.42% sites were the distribution points of Ehsaas cash grants where registered beneficiaries and non-registered but potential beneficiaries were gathered. Whereas, 25.58% sites were of non-governmental/ private charities where ration, food and other essential items including sanitizers, masks and soaps were distributed among needy.

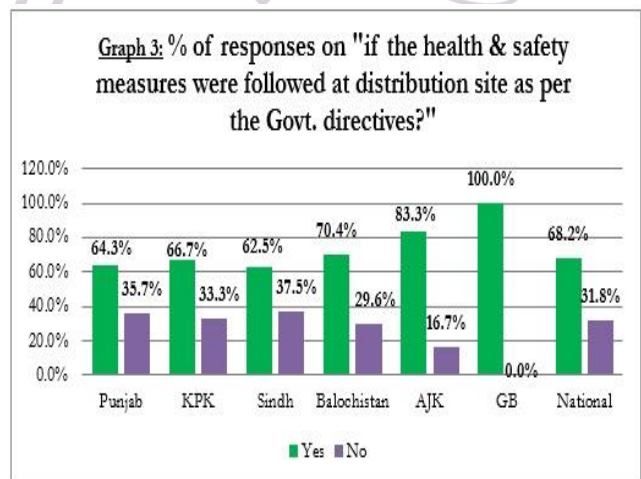
Amongst provinces and regions, high number of Ehsaas cash grant distribution sites were observed in Balochistan with 88.89% while minimum % of Ehsaas grant distribution sites were witnessed in Azad Jammu & Kashmir and Gilgit Baltistan with 66.67% as shown in [Graph 1](#).



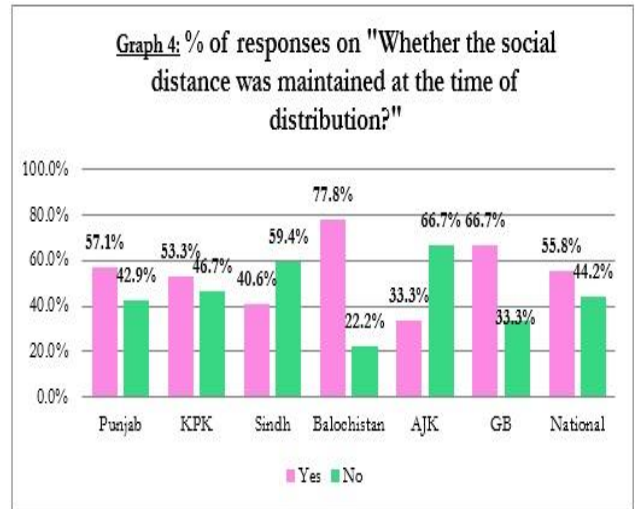
Observers were asked if the distribution points were reachable and in the easy access of people, 87.6% observers responded yes whereas 12.4% of observers did not agree and found the distribution places **distant and hard to reach**. As shown in [Graph 2](#) 22.2% and 33.3% observers from Balochistan and AJ&K respectively expressed their dissatisfaction regarding the selection of sites for distribution of Ehsaas cash grants and other relief items.



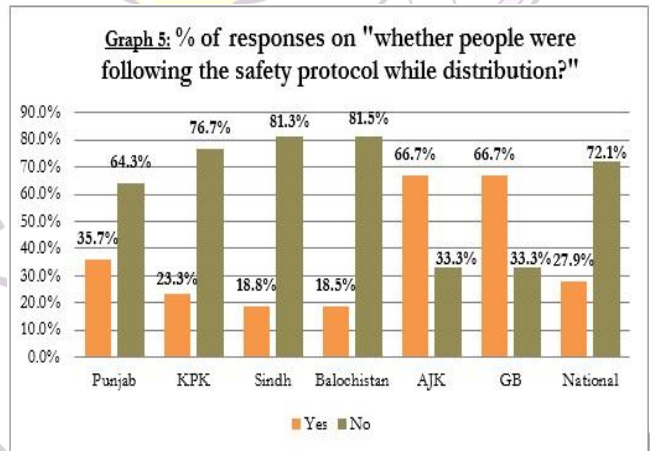
As shown in [Graph 3](#), 68.2% Observers witnessed that measures and protocols for health & safety were followed at most of the distribution locations, whereas 31.8% observers found the distribution points **untidy and unhygienic**. Observers from Gilgit Baltistan shared their 100% satisfaction on following health and safety protocols at distribution sites. On the other hand, Sindh came as province where 37.5% observers were not satisfied on the adherence of health and safety measures and protocols at distribution points.



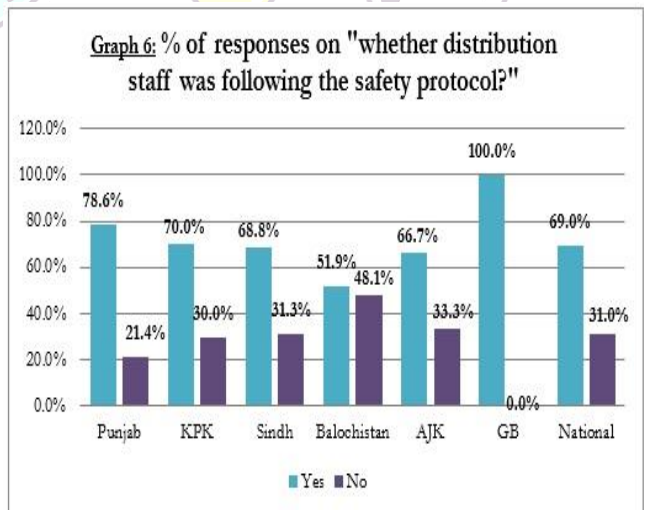
The **Graph 4** shows that **social distance** was not maintained completely in any of the province and region. Nationally, 55.8% observers were satisfied on maintaining social distance by people while distribution activities were carried out and 44.2% observers were not satisfied. Amongst provinces & regions, it was observed that people in Balochistan remained at the top to adhere social distancing during distribution of cash grants and other relief items followed by Gilgit Baltistan. The reason may be less number of COVID19 cases as well as beneficiaries of Ehsaas cash grants and other relief items. However, people in A J & K and Sindh were observed least bothered about social distancing during the distributions.



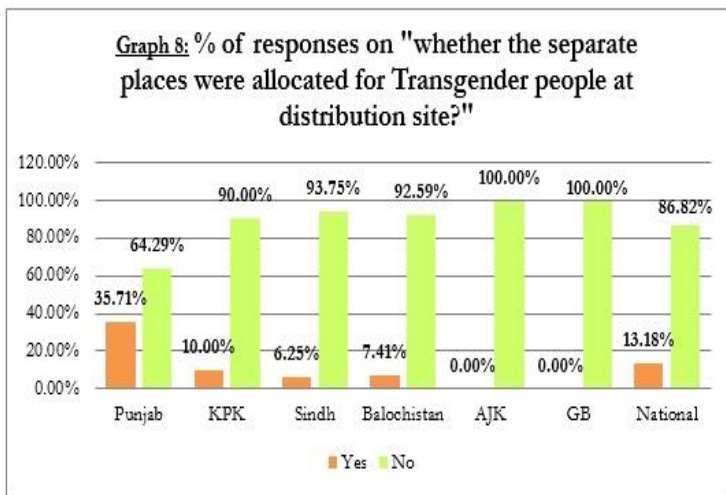
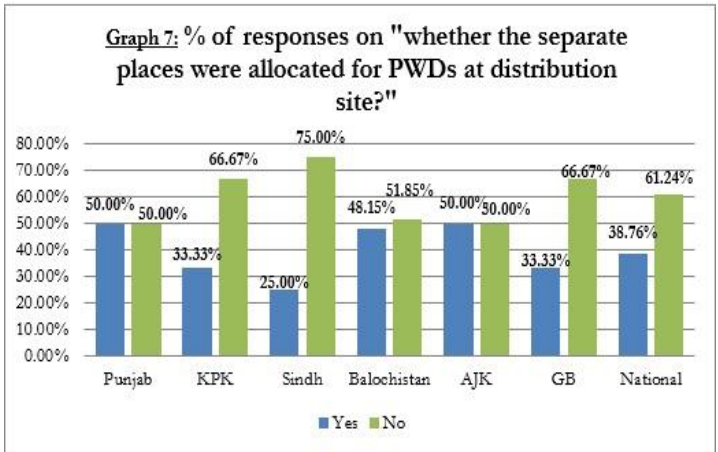
Furthermore, **Graph 5** also shares the non-serious conduct of people towards the adherence of safety measures and protocols as only 27.9% observers confirmed that people were following protocols to keep themselves safe from COVID-19. Sadly, people in Balochistan followed by Sindh also came as least serious vis-à-vis compliance of safety protocols (masks & use of sanitizers) while present at distribution site as observed by 81.5% observers from Balochistan and 81.3% observers from Sindh.



Contrary to the people, the distribution staff were observed abiding by the safety protocols by using gloves, masks, sanitizers etc. as stated by 69% observers but still 31% observers stated that distribution staff and other co-workers did not follow government's directives regarding personal safety protocols. **Graph 6** shows that distribution staff and workers in Gilgit Baltistan came with 100% compliance of safety protocols followed by Punjab (78.6%) and Khyber Pakhtunkhwa (70%). On the other hand, it was observed that the distribution staff in Balochistan remained least bothered (51.9%) to adhere safety protocols.



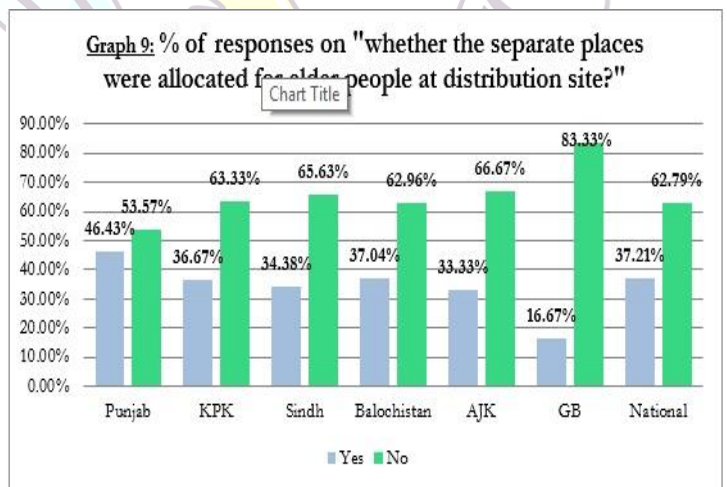
Graph 7 shares the unfortunate picture where separate places for PWDs were not allocated at distribution points with average 61.24%. Other than allocation of separate areas, it was also observed that there was no such arrangement of wheelchair, ramps etc. for the deserving PWDs who were there for collecting their cash. Sindh (75%), GB (67%) and KP(67%) were with maximum %s where separate areas/ places were not allocated for facilitation of PWDs at distribution sites.



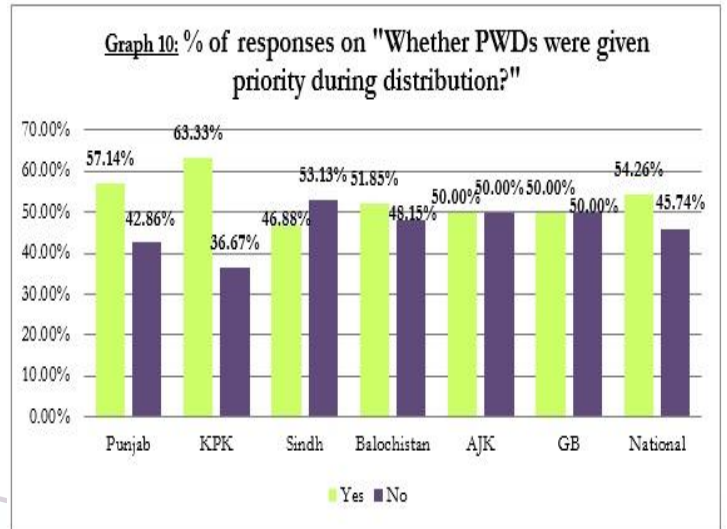
In Graph 8, same observation was requested for transgender community if there were separate distribution sites but 86.2% observers negated the facilitation for TGs in regard to provide them separate places as we usually see for men and women in our culture. We always experience that men and women stand in separate queues. But we do not take care when it comes to TGs. **However, 35.71% observers from Punjab confirmed separate distribution sites for TG community followed by 10% sites for TGs in Khyber Pakhtunkhwa.**

This is important to mention that TG community is always disrespected and discriminated by society at large.

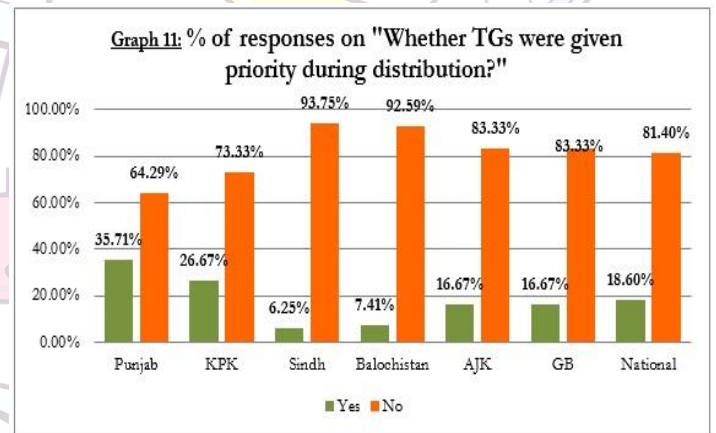
Graph 9 shares a better picture of allocating separate places for elderly people at the distribution sites. Though, it is not encouraging as only 37.21% observers agreed for the availability of separate places so they could not wait for long and not to get mixed in large gathering as elderly people are supposed to get virus easily due to their fragile health conditions. Unfortunately, Gilgit Baltistan remained most miserable for elderly people where only 16.67% observers were in agreement of allocating separate places for them.



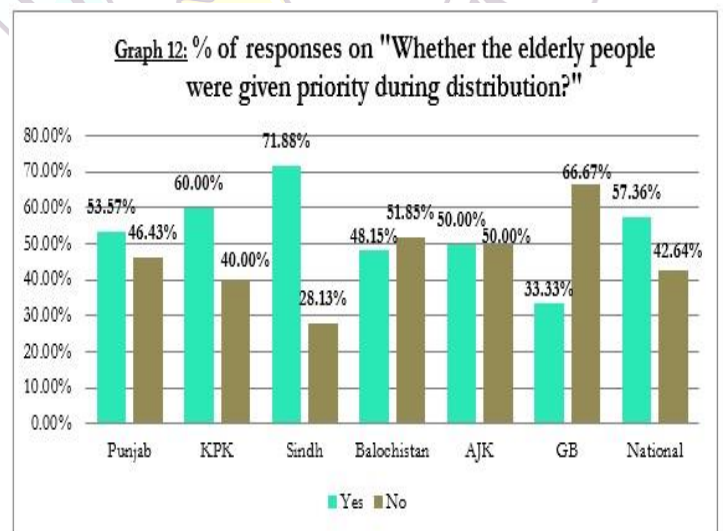
In previous graph 7 it was observed that there were no separate areas allocated for PWDs but **Graph 10** shows, PWDs were given priority to receive their cash amount with an average of 54.26%. They were provided this opportunity by staff members. Amongst the provinces Khyber Pakhtunkhwa remained the best for PWDs as 63.33% observers noticed that PWDs were given priority while disbursement of cash grants and other relief items. and regions, PWDs from KP were given this chance the most with 63.33%. But if we look at the overall figures, it is clear that PWDs were not given priority as a whole in any of the province or region. Some PWDs may possibly dealt with priority but rest had to face hardship in getting their amounts.



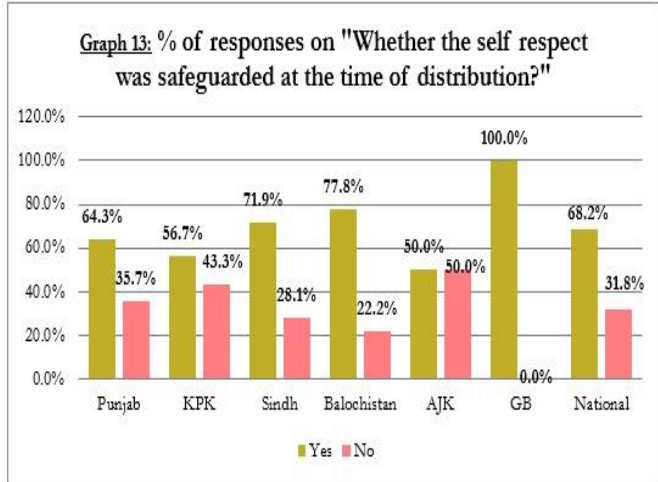
Graph 11 shows a demise picture for not giving priority to TGs during the distributions of cash grants and other relief items except in Punjab where 35.71% observers confirmed that TGs were given priority. Whereas overall only 18.60% observers confirmed that transgender community was given priority during distributions.



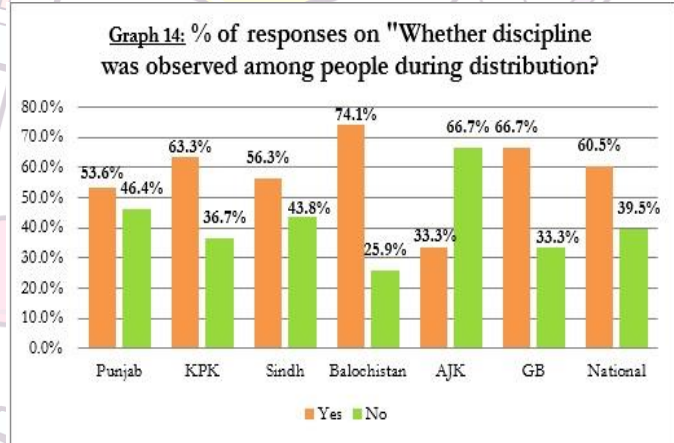
During cash distributions, elderly people were also somehow given priority to receive Ehsaas cash grant on urgency basis as confirmed by 57.36% observers overall, whereas 42.64% observers noticed that elders also waited for their turn (**Graph 12**). Sindh remained at the top with 71.88% confirmations by observers against the priority given to elderly people. Whereas GB remained at the lowest in prioritizing their elder folks with observation score of 33.33%. **Some more observations were witnessed at distribution points like unavailability of safe drinking water, lack of proper sitting arrangement and huge crowds that created difficulty for people.**



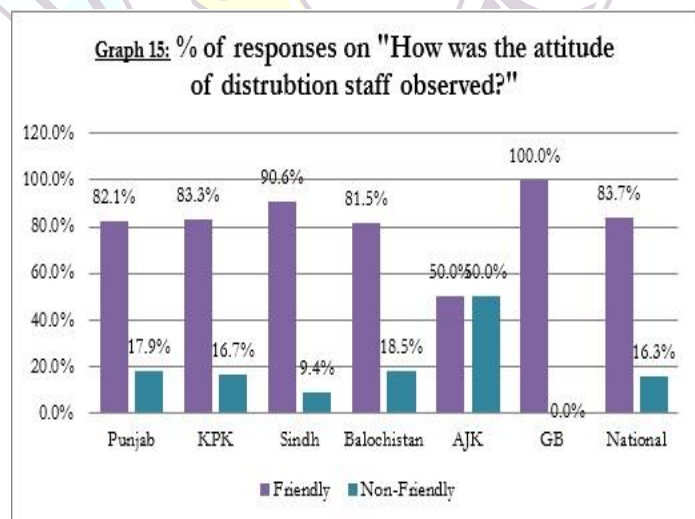
In **Graph 13**, the results show that people were treated with esteem and their self-respect was safeguarded as stated by 68.2% observers. **Most of the staff found friendly and helpful. Cash amounts were given to people with their complete contentment. In case of any issue like missing finger prints of any elder person, staff was found sympathetic and supportive in explaining them the issue and way out for claiming their amounts.** But at same time, 31.8% observers noticed mistreatment and misconduct of distribution staff while dealing with people. Encouragingly, Gilgit Baltistan is at top where no such instance of misconduct was observed and 100% self-respect was guaranteed.

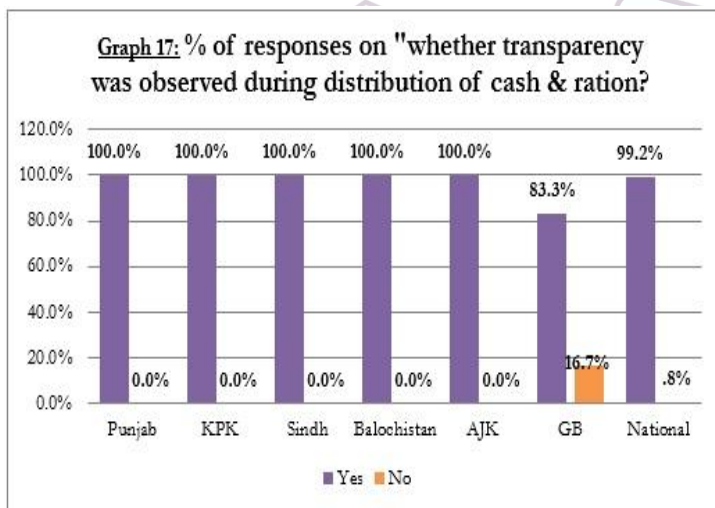
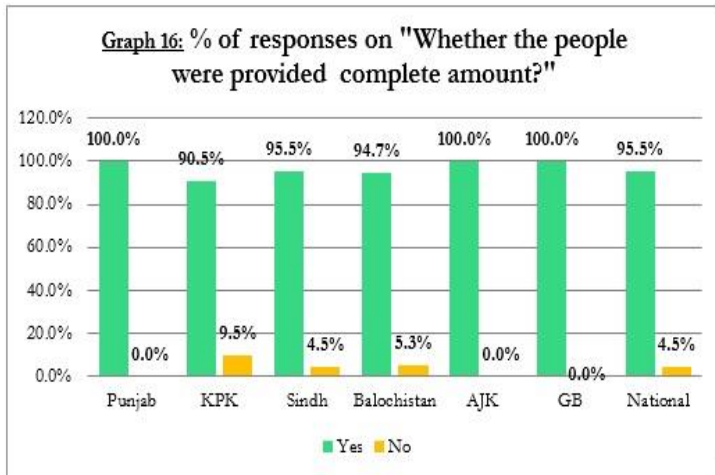


In observational survey, it was asked if discipline was observed among people at the time of distribution. **Graph 14** shares that complete discipline was not observed anywhere due to huge crowd. Therefore, social distance was not maintained expect in Balochistan. It was also observed that people wanted to go next to others in queue forcefully. 74.1% observers indicated that people in Balochistan remained disciplined during distributional activities whereas overall 39.5% observers complained about disorderliness. However, Punjab remained the most undisciplined during distribution activities.



In **Graph 15**, 83.7% of observers were satisfied with the attitudes of distributional staff. Staff was requesting people to follow safety protocols, to maintain social distance, to show patience while standing in queues and they were facilitating elders and PWDs at priority. They were also guiding people if they had any issue in biometric and in case of not receiving message. Gilgit Baltistan remained at the top where 100% friendly attitude of distribution staff was observed followed by Sindh with 90.6%. The situation is not much contrary to the observation regarding self-respect of people as mentioned in previous graph 13.





Graphs 16 and 17 shares a delighted picture in terms of delivering and receiving cash grants transparently. **95.5% observers confirmed that people were provided with complete amounts and proper evidence and record were being maintained through bio-metric verifications. Nobody was given amount in absentia or in place of relative of any beneficiary or if biometric was not verifiable at Ehsaas cash grants distribution centers.** In case of ration distribution by NGOs/ non-governmental welfare organizations, no such complaint was also disclosed or observed by the observers where unfair distribution of ration was witnessed. Only 16.7% observers complained about the mismanagement but not embezzlements in the cash and relief distributions the selected distribution sites of Gilgit Baltistan.

“**Al-Khidmat Foundation**” was observed the most active organization in relief distributions in almost 70% of districts out of 44 selected districts from across the country where the Ujala observers were deployed to observe 132 distribution points.

It was common observation by more than 90% of observers that people were generally pleased and thankful to Government and other NGOs for giving financial aid as well as relief items during this COVID-19 emergency and lock down situation in the country.

Suggestions to improve Ehsaas cash grants and ration distribution for future!!!!

Proper advertisement for Ehsaas registration is required to make it improved and covering deserving families more.

Registration processes should be easy and also have options other than E-registrations.

Timelines for registration should be announced over and over again.

Female staff should be available at the distribution points during distribution activity amid women.

District authorities should ensure that safety and health protocols are implemented in true spirit. In case of violation, fine should be charged.

During distributions, proper separate places should be allocated for PWDs, TGs and elderly people so they may not face any sort of difficulty including harassment, sympathies, ignorance etc.

Proper facilitation for PWDs should be available at location. For example, wheelchairs, ramps etc.

Proper attention should be given in providing respectable spaces for sitting arrangements, providing safe drinking water, electricity etc.

Annexure-A

List of districts where observational surveys were carried out:

Sr.#	District	Sr.#	District
1	Lahore	2	Multan
3	Vehari	4	Faisalabad
5	Rahim Yar Khan	6	Rajanpur
7	Kasur	8	Muzaffargarh
9	Chakwal	10	Bahawalpur
11	Peshawar	12	Noshera
13	Bannu	14	Mingora/Swat
15	DI Khan	16	Lower Dir
17	Mardan	18	Kohat
19	Karak	20	Mansehra
21	Lasbella	22	Sibi
23	Noshki	24	Jaffarabad
25	Loralai	26	Nasirabad
27	Quetta	28	Khuzdar
29	Kohlu	30	Mastung
31	Karachi Central	32	Larkana
33	Umerkot	34	Thatta
35	Sanghar	36	Hyderabad
37	Mirpurkhas	38	Dadu`
39	Sukkur	40	Karachi West
41	Muzaffarabad	42	Mirpur
43	Gilgit	44	Hunza

Ujala Partners



Azad Jammu & Kashmir



Gilgit Baltistan



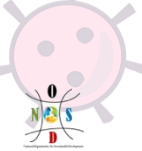
Balochistan



Khyber Pakhtunkhwa



Punjab



Sindh



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