The aim of UNHCR Pakistan’s Community-based Protection (CBP) strategy is to empower Person of Concern (POCs) to have an effective role as protection actors and meaningfully participate in the design, planning and implementation of activities that are most needed within their communities. CBP seeks to restore positive roles within a community and rebuild community-based support mechanisms and protection structures. UNHCR, in collaboration with partners; International Catholic Migration Committee (ICMC), Society for Human Rights and Prisoners Aid (SHARP), DANESH, Water, Environment and Sanitation Society (WESS) and Commissioner for Afghan Refugees (CAR), continue its efforts to implement CBP interventions throughout the country.

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

HIGHLIGHTS

⇒ UNHCR Pakistan organized various activities with the support of partners to commemorate the 16 Days of Activism Against Gender-Based Violence. In Peshawar, a one-day workshop was organized in collaboration with Khyber-Pakhtunkhwa Ombudsman Office. The main topics covered; the mandate of Ombudsman Office, discussion on the Government Bill on Harassment of Women in the Workplace and procedures for filing complaints. Similarly, a Puppet show was organized for children in different refugees’ settlement in districts of Rawalpindi, Attock and Islamabad to raise awareness on SGBV.

⇒ SOQ conducted a survey on existing complaint and feedback mechanisms to measure the efficiency of the processes and satisfaction of the PoCs with the systems in place and to identify any areas for improvement or a need for a new mechanism. The Key findings revealed that Face-to-face communication, community leader & OVs and telephone hotlines are the most preferred mechanism of submitting complaints and receiving feedback whereas complaint boxes and emails are the least preferred ones.

⇒ A home-based Girls School (HBGS) for out-of-school girls has been established at the community center at Nishat Mill settlement in Peshawar. The initiative is envisaged to provide accelerated learning classes for girls out-of-school.

OUTREACH VOLUNTEER ACTIVITIES

⇒ An event was organized for outreach volunteers in Islamabad to recognize their contribu-
PROTECTION HELPLINE

During the reporting month, the majority of calls received in Punjab, Khyber Pakhtunkhwa and Baluchistan were in regards to Asylum, RSD and Proof of Registration (PoR) Card modification procedures. So far in 2019, 7,802 calls have been attended through the protection helpline.

<table>
<thead>
<tr>
<th>Category</th>
<th>Islamabad Helpline</th>
<th>Peshawar Helpline</th>
<th>Quetta Helpline</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCM/ PoR Cards</td>
<td>40%</td>
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<td></td>
</tr>
<tr>
<td>Asylum/ RSD</td>
<td>30%</td>
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<tr>
<td>Others</td>
<td>12%</td>
<td></td>
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<td>ACC</td>
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<td></td>
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<tr>
<td>Voluntary Repatriation</td>
<td>6%</td>
<td></td>
<td></td>
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<tr>
<td>Need support</td>
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<td></td>
<td></td>
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<tr>
<td>Arrest and Detention</td>
<td>0%</td>
<td>244</td>
<td>312</td>
</tr>
<tr>
<td>Eviction</td>
<td>0%</td>
<td>208</td>
<td></td>
</tr>
</tbody>
</table>

Linkages with other sectors

- Communication with communities:
  - A country wide information disseminate campaign on new policy for un-collected Proof of Registration (PoR) cards at the PCM centers was conducted by UNHCR CBP teams in various refugee settlements. Along with the information sessions, information posters were also displayed and distributed within the refugee communities.
  - To reinforce knowledge and skills on SGBV prevention, mitigation and response among female refugees, an event was organized in Khyber Pakhtunkhwa (Nishat Mill settlement), attended by 50 female refugees currently benefiting from UNHCR supported tailoring and culinary courses. Refugees were able to sell locally handmade products to refugees and host community members. Also, two separate events for male and female refugees were organized in district Kohat. Main activities included; a cricket match, Taekwondo, and information sessions on selected topics including human rights and gender equality. These events were coordinated by the Outreach Volunteers (OVs) and attended by district officials, UNHCR staff, partners, refugees and host community members. Similar events were also organized in other Refugee Villages in Kohat and Haripur districts.
  - UNHCR’s CBP team and partners in Baluchistan held 29 community awareness sessions, reaching 636 refugee community members. These sessions disseminated information about communal problem solving and self-help strategies within refugee communities.

- Training and capacity building:
  - UNHCR team in Balochistan conducted four trainings on Child Protection in three RVs (Malgagai, Katwi and Zar Karez) for male and female teachers. The training was attended by 74 participants (24 female, 50 male teachers).
  - Two SGBV trainings under “Safe from Start” (SFS) project were conducted for refugee men at Ghaus Abad and Hazara Town in Balochistan. The trainings were attended by 52 men that include mullahs, students, elders and general refugee men as close relatives of female SFS training participants.

- Communication & Outreach Mechanism:
  - Outreach Volunteers
  - Radio and TV
  - Complaint & Feedback Boxes
  - Helplines (UNHCR & Partners)
  - Mass Information Materials
  - Social Media (Facebook, Twitter)
  - E-mail Accounts (UNHCR & Partners)
  - Community and Shura Meetings
  - In-Person Inquiries

- Data source: UNHCR and its Partners
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