Emergency Safety Net Response in Pakistan

Linking Humanitarian Assistance and Social Protection Systems

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Adaptive Safety Nets in Pakistan

- Pakistan offers insights on a dynamic, adaptive and unique domestic National Social Safety Net system composed of several integral institutions with independent mandates

- This model is Guided by the “Federal Disaster Response Action Plan for Cash Transfers”

- Two Pronged Safety Net Response to Emergency Situations
  - Vertical Expansion: National Safety Net Program (BISP) adapts to Emergencies, providing top up support to existing beneficiaries; and,
  - Horizontal Expansion: A parallel adaptive model that kicks in.
The Unique Model for Horizontal Expansion

NADRA responds in the aftermath of natural or man-made disasters when:

1. Targeting must be on categorical/geographical criteria;
2. Tailored responses are required

NADRA provides flexibility to adapt to local requirements, targeting variances and weak service delivery in areas with severe access constraints

One-Stop-Shops (OSS) approach with a self-contained plug and play service delivery model is used
What is NADRA?

- Government owned body
- Locally funded
- Registrar General of Pakistan
- Capacity and Experience

59.6 Million Male

46.4 Million Female

106 Million CNICs Issued
(93% of above 18 population)
NADRA’s support to Safety Nets Response

- BISP Project
- WFP-Cash for Food for IDPs
- CDCP for Flood Affectees
- Pakistan Card
- TDP-ERP Project

Virtual Accounts Created: 8.62 Million, Amount Disbursed = US$ 1.15 Billion,

8 March 2018
The Government of Pakistan decided to take a step forward by formulizing Future Disaster Response Action Plan following the floods of 2010.

The action plan outlines the necessary steps and highlights the need to in place a well structured infrastructure in Pakistan along with guidelines for a prudent program design that is to be effectively used at the time of any future disaster/calamity.

The plan was reviewed and approved by the Prime Minister of Pakistan and is being worked upon for implementation/adoption by all relevant Federal and Provincial Government Institutions.
The intended Goal....

Provide consumption smoothing support in a crisis situation

Create demand for available services in a post-crisis environment

Early recovery of affected populations

Ensure that the affected population receives bridging support between relief and rehabilitation phases

Core Values

– Transparency & Accountability
– Increased Credibility – State-Citizen relationship
– One Window Operation with self contained services in a secure environment
– Swift and transparent service delivery in absence of functional state machinery
– Unimpeded Access to All
– Dignity and Choice
Temporarily Displaced Persons – Emergency Recovery Project (TDP-ERP)
In 2015, Pakistan Army started operation against the militants in Federally Administered Tribal Areas (FATA).

Around 340,000 families faced temporary displacement during this large scale military operation.
Emergency Needs of the TDPs

Emergency Needs of the Affectees mainly include Rescue, Shelter, Food, Health Services and Education

Along with food and non-food support, Govt. of Pakistan has provided Cash Assistance to the TDPs

Global best practices recommend Cash Transfer as appropriate tool for Early Recovery and to Catalyze Rehabilitation

8 March 2018
Project Components

Child Wellness Grant (CWG): Conditional Cash Transfer (CCT) amounting to total of USD 75 per family (having child(ren) aged 0-24 months) in three tranches on attending Child Health Awareness Sessions (All residents of affected area).

Livelihood Support Grant (LSG): Unconditional Cash Transfer (UCT) amounting to total of USD 160 paid in 4 equal tranches on monthly basis (returning TDPs only).

Early Recovery Grant (ERG): An amount of USD 350 per family being paid as Rehabilitation and Transportation grant (returning TDPs only).
Eligibility Criteria

Head of family CNIC available in NADRA Database

Head of family is unique in NADRA Database

Head of family is valid in NADRA Database

Head of family/Individual both addresses pertain to affected area

Head of family CNIC is clear in NADRA’s database i.e. is not marked suspect, alien or fraud

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One Stop Shop – Self Contained One Window Operation

**Site Processing**

1. Applicant

2. NADRA’s Information Counter

3. NADRA’s Biometric Counter

4. NBP Counter

5. NBP ATM

6. NADRA’s Grievance Counter

Not Beneficiary

Exit
Operational Features

Quick deployment with connectivity, power and security

Service delivery at OSS (Payments Service Provider, Immunization, Health)

Ease of access (One-window approach)

Robust Grievance Redressal Mechanism

Three layers of oversight – Field Monitoring, Operations Review and Beneficiary Assessment

Strong communication and mobilization
Beneficiary Assistance Mechanisms

**Strong Communication**
- Free SMS service for information and queries.
- Mobilization Partner Firm for information campaign and message communication

**Call Center Assistance**
- 24/7 Customer Support through dedicated toll free number for queries and complaint management.

**Program Website**
- Online public information including eligibility and Grievances Tracking

**Complaint Management**
- Centralized Complaint Management System to facilitate all types of Appeals and Complaints.
Lessons Learnt

To ensure affective delivery in the absence of existing Governance and service delivery structures, the OSS model has proved successful

Ownership of key stakeholders and clear definition of their responsibilities is instrumental to success

Apex institution with strong convening power and authority can effectively unite various tiers of the Government to collectively deliver a mutually owned program

Use of G2P payments technology contributes to efficiency, transparency and credibility – critical for mobilizing political and public support

A central registration database for citizens is vital

Third party controls contribute towards real time course-correction
Thank You

A presentation by Waseem Sherazi
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## Transparency through Face Recognition

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Advance Security Features

- Biometric Verification through National Registry
- Facial Verification
- Payment through PIN Protected ATM Cards
- Collection of Housing Damage Data with the help of GPS Coordinates
Program Goals

GOAL

Transparency & Accountability

Dignity and Choice

Increased Credibility

Unimpeded Access to All

Real-time Verification

Increased Efficiency & Effectiveness
Horizontal Adaptivity framework of Safety Net response

- Issuance of Financial Instrument
- Payment
- Targeting Criteria established
- Validation through National Registry and finalization of beneficiary lists
- Establishment of One-Stop-Shops
- Verification, enrollment, and conditionality compliance