

**KARACHI MOBILITY PROJECT  
BRT YELLOW LINE CORRIDOR**

**Gender Action Plan**

**Nov 2021**



**SINDH MASS TRANSIT AUTHORITY**

## Table of Content

Acronyms.....	2
Why Incorporate Gender .....	3
1. Mitigating Risks of GBV (labor stemming from the influx).....	4
2. Enhancing Women’s Mobility.....	5
3. Enhancing Women’s Employment.....	6
4. Gender Action Plan .....	7
5. Gender Action Plan: Monitoring, Evaluation and Reporting .....	19
Annexure 1.....	20
Annexure 2.....	20

## Acronyms

BRT	Bus Rapid Transit
CCTV	Closed Circuit Television
CPLC	Citizen Police Liaison Committee
CSOs	Civil Society Organizations
FDGs	Focus Group Discussion
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
IA	Implementing Agency
M&E	Monitoring and Evaluation
MoU	Memorandum of Understanding
NGO	Non-Governmental Organization
PEA	Passenger Emergency Alarm
PWD	Public Works Department
SCSW	Sindh Commission on the status of Women
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment

SIA Social Impact analysis  
SMTA Sindh Mass Transit Authority  
WDD Women Development Department

## **GBV/Gender Action Plan**

The rationale behind Karachi Mobility Project Bus Rapid Transit (BRT) is to create more compliant and improved mobility environment for women in terms of accessibility to jobs and services. The objective of this Gender Action Plan for the Karachi Mobility Project is to address the following aspects: i) gender-based violence stemming from labor influx ii) women's mobility and iii) women's employment.

### **Why Incorporate Gender**

A well-informed gender integration plan can add to a project's positive impact for women and men. In addition to promoting equality for all people, the integration of gender is required by World Bank. The World Bank has developed this Good Practice Note (GPN)<sup>1</sup> to assist Task Teams in identifying risks of SEA/SH – as opposed to all forms of GBV that can emerge in IPF involving major civil works contracts – and to advise Borrowers on how to best manage such risks. The GPN is structured around three key steps that cover project preparation and implementation

- First, identify and assess the risks of SEA/SH, including social and capacity assessments. Ideally, this is done during project preparation, with the understanding that SEA/SH risk assessment is a continuous process and should take place throughout the project life cycle as SEA/SH can occur at any moment.
- Second, address the risks by identifying and implementing appropriate SEA/SH risk mitigation and monitoring measures.
- Third, respond to any reported GBV allegations, whether related to the project or not. Projects should include effective monitoring and evaluation (M&E) mechanisms, which meet the World Bank's requirements on SEA/SH and allow for reporting on allegations that are project-related and for monitoring case follow-up.

This Gender Action Plan (GAP) forms the basis for operationalizing the results and recommendations of the gender analysis. The GAP defines and discusses the activities under various phases of the project and is based on the findings of social impact assessment, other

relevant research undertaken in Karachi as well as good industry practice. The subsequent sections outline the aspects mentioned above in detail.

### **1. Mitigating Risks of GBV (labor stemming from the influx)**

Research from around the globe indicates that large construction projects, which involve the influx of male workers close to residential areas, can expose women and girls (transgender and young boys) to risks of sexual violence and abuse. Therefore, it is imperative that certain mitigation strategies be in place before the onset of infrastructure construction, although the following suggestions need a follow-up to materialize.

- Formation of Gender Action Committee with a concise term of reference involving relevant stakeholders such as the WDD, CSW, gender experts, relevant people from the Sindh Mass Transit Authority (SMTA) human rights activists, Women Police Department of Urban and Infrastructure Engineering (the latter to help create employment opportunities for newly graduates). It is recommended that this group be led by the Gender Specialist of the SMTA's Project Team, who is currently being recruited, unless SMTA decides otherwise in consultation with the committee members. The functions of the Committee will be determined by the SMTA. The Committee will serve as a sounding board for all key gender matters that the Project will commit to:
- Make existing helplines more active in order to have readiness for GBV service provision. The Madadgar and CPLC helplines offer some potential that can be tapped into for this project. Especially during the construction phase, these helplines could be strengthened with some support from the Project funds (if need be) to hire more professionals for the call centers who can provide support around the clock with strong referral mechanisms.
- Regularly monitor the GBV service providers to check their capacity and coverage as some of them might weaken or disappear over time.
- Make certain the availability of a GBV-sensitive GRM with multiple channels to initiate a complaint. It should have specific procedures for GBV including confidential reporting with safe and ethical documenting of GBV cases.
- Incorporate requirements in the Bidding Documents for the contractors to adopt the Code of Conduct that defines obligations of all their staff regarding policies related to GBV, SEA and workplace harassment, and to have it signed by all their staff, as defined in the Standard Procurement Documents.
- Undertake project stakeholder consultations continuously throughout the project implementation to inform those affected by the project of GBV risks and project activities and to get their feedback on project safeguard issues. The regularity of consultations to be determined in consultation with SMTA.
- Ensure safety around the project sites prior to civil works commencing: i) have separate, safe and easily accessible facilities for women and men working on the site ii) visibly display signs around the project site that signal to workers and the community that the

project site is an area where GBV is prohibited. iii) as appropriate, public spaces around the project grounds should be well-lit.

## **2. Enhancing Women's Mobility**

In Karachi, sexual harassment is a high risk for women, especially young women and girls, who use public transport. The Yellow Line BRT will incorporate features designed to reduce and mitigate the risk of sexual harassment and to encourage use of the BRT by women and minority groups to increase women ridership.

- Consider a separate section in the Yellow Line for women passengers as recommended by women participants in the FGDs. Women called for the bus to have a 50/50 partition. The SMTA staff suggested that in order to make maximum use of space, this partition could be collapsible or removable to cater to the influx of passengers. It was also recommended by some people that there should be separate (additional) buses running for women during the peak hours in the morning and evening. This recommendation requires further discussion. Any concessions made for women that are 'quick win' approaches involving gender segregation should be paired up with long-term solutions aimed at changing norms around acceptability of harassing women on public transport.
- Consider allocating seats for the elderly and disabled people. This is something that needs a bit more investigation as the SMTA staff felt that if seats are reserved for the disabled, this can be misused by people who are able-bodied, they suggested having 'disabled' included in the CNIC card (identity card) could be one way to ward this misuse. It is recommended that at least 3 seats for the disabled be allocated in each bus.
- Use the buses to educate the passengers on changing toxic masculine behavior and stopping violence against women and transgender persons. For instance, if TV screens are installed in the metro bus (and stations while waiting), there could be infomercials and short videos that educate people on GBV. Other strategies could involve putting such messages on the bus fare tickets and having big GBV related educational posters displayed at the bus stations as well as inside the buses.
- Hire women drivers and staff at the bus stations to ward off incidents of violence. In order to protect women drivers (as well as men), there could be a safety partition between them and the passengers.
- Train all bus drivers and staff of the BRT line to be more gender sensitive. There could be a bonus or incentive attached to completing such a training or it could be made mandatory as part of their job. All security staff hired by the bus service should be trained as well. Their training could include non-confrontational strategies to intervene when incident happens with quick referrals.

- Display helpline numbers at all the bus stations and inside the buses and install emergency phones that function without dialing to register quick complaints. Make complaint cells or boxes available in the bus stations.
- Install security cameras/Passenger Emergency Alarms (PEAs) so that passengers can communicate directly with the operator through PEAs if there are any problems. Assign women guards and staff at all important stops across the network.
- Improve transit facilities: This means ensuring that there are feeder/transit buses or shuttles that can go inside the crowded settlements and bring women to the main line in the yellow corridor. It is usually the ‘last mile’ (walking from the bus stop to their destination), or the ‘first mile’ (walking from the home to the bus stop) where harassment and violence occurs. Therefore, it is important to conduct a survey of which routes to have the transit facilities on for women to make it easily and hassle free to the main bus line.

### **3. Enhancing Women’s Employment**

Lack of gender-sensitive transport infrastructure and services and lack of women in the sector often reinforce each other. Share of women in the sector as drivers, engineers or leaders remains low. As a result, transport services remain heavily male-dominated, which contributes to women’s voices as transport users not being heard, with often little incentives for transport services to respond to particular needs of women service users. A focus on women’s employment in the sector can help SMTA project a more progressive image that is more representative of its customer base, which may affect riders’ perceptions of transport safety and actual incidence of sexual harassment in public transport as more and more women will start taking up public-facing roles in the sector.

- SMTA will ensure that women will be provided employment and business opportunities during construction and operation phases and there will be no differential payment between men and women for work of equal value.
- BRT security staff will be comprised off both men and women and they will be trained to protect women, children, and other vulnerable groups, such as transgender, from harassment. The Project Team will develop an Anti-harassment Policy for the Project.
- SMTA will provide job opportunities to women particularly during the operation phase matching their skill set or provide additional training in the required areas of expertise. Efforts will be made to recruit women at all skill levels.
- SMTA will establish/strengthen links with higher education institution/s, e.g. Department of Urban and Infrastructure Engineering to create a school to employment transition link for graduates especially for women.

- SMTA will monitor the Project effects on women during each implementation and operation through relevant sex-disaggregated data collected pursuant to the monitoring and evaluation system referred in the M&E Section.

#### **4. Gender Action Plan**

Below is the gender action plan for with respect to project components. As the programme outcome is implemented, additional revisions may be required for the programme-level gender action plan, which will be submitted along with each of the project phase.

**GENDER ACTION PLAN:**

<b>GENDER ACTION PLAN</b>					
<b>Project Component</b>	<b>Objective</b>	<b>Project Results Framework Indicator</b>	<b>Actions required /activities</b>	<b>Responsibility</b>	<b>Time Frame (start and end date)</b>
1. Mitigating Risks of GBV					
1.1. Form a Gender Action Committee with a concise term of reference	This Committee will serve as a sounding board for all key gender matters that the Project will commit	Establish a committee while involving relevant stakeholders such as the WDD, CSW, gender experts, relevant people from the Sindh Mass Transit Authority (SMTA) human rights activists, Women Police, Department of Urban and Infrastructure Engineering (the latter to help create employment opportunities for newly graduates)	ToR's for the Committee have been developed.	Gender Specialist SMTA	During project design and before construction
1.2. Make existing helplines more active	to have readiness for GBV service provision	The Madadgar 15 and CPLC helplines offer some potential that can be tapped into for this project. Disseminate information across all buses on helplines operated by Women Development Department, Provincial Commission on the Status of Women and NGOs (Madadgar 15 etc.) to report cases of GBV including sexual harassment.	These helplines could be strengthened with some support from the Project through trainings of the existing staff (who can provide support around the clock) with strong referral mechanisms	Gender Specialist, SMTA, Social Development Specialist Consultant, GBV Trainer	Throughout construction and Operation phase



1.3. Regularly monitor the GBV service providers	to check their capacity and coverage	For instance, some of them might weaken or disappear over time.	Bi-Monthly visits of GBV service provider office	Gender Specialist SMTA, Social Development Specialist Consultant	from construction till end of project
1.4. Make certain the availability of a GBV-sensitive GRM	for proper handling of GBV allegations including assessment of the nature of the complaint	with multiple channels to initiate a complaint. The designed GRM have specific procedures for GBV including confidential reporting with safe and ethical documenting of GBV cases.	GBV-Sensitive GRM is being developed	Gender Specialist and Social development Specialist SMTA, Social Development Specialist, Communication Specialist, SMTA	throughout construction
1.5. Incorporate requirements in the Bidding Documents for the contractors	To adopt the Code of Conduct that defines obligations of all their staff regarding policies related to GBV, SEA and workplace harassment,	have it signed by all their staff, as defined in the Standard Procurement Documents.	This will be part of bidding documents and will be ensured during procurement	Design Consultant, Procurement Specialist and Gender Specialist SMTA	Before construction work

1.6. Undertake project stakeholder consultations	to share key information about the project with PAPs	To inform those affected by the project of GBV risks and project activities and to get their feedback on project safeguard issues.	These consultations will be done on need basis	Gender Specialist, Social Development Specialist, SMTA and Social development Specialist, Consultant	from project designing phase till end of project
1.7. Ensure safety around the project sites	to reduce the risks of GBV and SEA	prior to civil works commencing it is imperative to : i) have separate, safe and easily accessible facilities for women and men working on the site ii) visibly display signs around the project site that signal to workers and the community that the project site is an area where GBV is prohibited. iii) as appropriate, public spaces around the project grounds should be well-lit.	Consultations will take place with the contractor to comply with the mentioned requirements	Gender Specialist SMTA, Social Development Specialist Consultant	Before construction phase
1.8. Conduct training for GAP implementation and gender policy for PMT staff and other stakeholders	to raise awareness regarding GBV and SEA	To aware and sensitize them the objective of GAP implementation	Training will be provided to all staff (men and women). At least 2 trainings shall be held on gender and social inclusion for staff of implementing agency of Karachi Mobility Project to ensure that the project is	Gender Specialist SMTA, GBV Trainer	Before design and construction phase

			implemented in a social and gender-responsive manner		
2. Enhancing women's mobility					
2.1. Consider a separate section (properly divided) in the Yellow Line for women	to have easy access to BRT services for women	All buses have clearly demarcated sections for women, children, elderly, and transgender enforced by the bus staff. Maximum security for women to ensure they are not discouraged from using busses.	This will be ensured through consultation with design consultant during designing and contractor in operation phase	Social Development Specialist of Consultant, Gender Specialist SMTA	from designing till operation
2.2. Consider allocating seats for the elderly and disabled people	to reserve seats for disabled and elders	It is recommended that at least 3 seats for the disabled and elders to be allocated in each bus	consultation and recommendation during design and operation phase will be taken place with the consultant/contractor	Social Development Specialist of Consultant, Gender Specialist SMTA	from designing till operation

<p>2.3. Construct BRT corridors and stations according to the design following international quality standards. Moreover, construct bike lanes and walkways approaching all BRT stations to ensure convenient and safe access of all kinds of passengers, especially women, children and elderly. Install security cameras and Passenger Emergency Alarms (PEAs) in the buses and Develop an app to report cases of sexual harassment on buses</p>	<p>to ensure all BRT stations are socially and gender-inclusive. Also, to address incidents of harassment of women, children, persons with disability, transgender and other crimes</p>	<p>BRT stations include platform level boarding and safety design features for women, children, elderly people with disability. Approaches to each BRT station include lighted non-motorized transport lanes, with accessible bike parks, and sidewalks with accessibility ramps. Each BRT station is adequately lighted and has (i) separate restrooms for men and women, (ii) priority e-ticketing counters for the elderly and PWD's, and separate ticketing counters and vending machines for women, (iii) CCTV facilities, (iv) instruction boards with helpline numbers and color-coded directional signs, in local languages strategically placed (v) visible reporting desks to address incidents of harassment of women, children, boys and girls, and other crimes and (vi) Anti-Harassment and Anti GBV messages will also be placed. Buses should also have (i) CCTV facilities (ii) helpline numbers in local languages strategically placed, and (vi) Passenger emergency alarm may also be used to report harassment.</p>	<p>Consultations will be done with the engineering team, contractor to take suggestions into considerations during design phase and before civil work. Information will be disseminated at the project site</p>	<p>Consultant's engineering team, SMTA Engineers, Gender Specialist SMTA, Communication Specialist, Social development Consultant</p>	<p>from design till operation phase</p>
--	---	--	---	---	---

<p>2.4. Use the buses to educate the passengers</p>	<p>to raise awareness regarding GBV and SEA</p>	<p>to educate people on changing toxic masculine behavior and stopping violence against women and transgender persons</p>	<p>TV screens to be installed in the metro bus (and stations while waiting), there could be infomercials and short videos that educate people on GBV. Other strategies could involve putting such messages on the bus fare tickets and having GBV related educational posters displayed at the bus stations as well as inside the buses.</p>	<p>Communication Specialist, Gender Specialist, SMTA and Social Development Specialist of Consultant</p>	<p>throughout operation</p>
<p>2.5. Hire women drivers and staff at the bus stations</p>	<p>to ward off incidents of violence</p>	<p>The operator that will be selected for the operation and maintenance of the BRT system will ensure to include 20% women in the overall staffing plan (security staff drivers, other staff etc). In order to protect the women drivers (as well as the men ), there could be a safety partition between them and the passengers.</p>	<p>Recommendations will be given for hiring of women staff members while transition from construction to operation phase. Moreover, training will be provided to drivers and staff as needed</p>	<p>Gender Specialist, Project Director SMTA and Social Development Specialist of Consultant, GBV Trainer</p>	<p>before operation phase till end</p>

<p>2.6. Train all bus drivers and staff of the BRT line e.g. ticket staff, guards, etc.</p>	<p>for timely and also effective handling of sexual harassment and other crimes that threaten the safety of passengers</p>	<p>All staff (men and women) with direct client interaction will be trained on the timely and effective handling of cases of harassment and other security threats.</p>	<p>At least 2 annual refresher trainings should be conducted for all staff with direct client orientation</p>	<p>GBV Trainer/ Consultant, Social Development Specialist Consultant, Gender Specialist</p>	<p>during operation</p>
<p>2.7. Conduct media campaign to raise awareness among BRT staff, passengers on GBV including sexual harassment. Display helpline numbers at all the bus stations</p>	<p>Conduct media (social media, radio) campaign to raise awareness among BRT staff, passengers on GBV including sexual harassment</p>	<p>Multi-media information campaign will be run through social media, Radio and on project site demonstrating ease of access, safety, comfort, and other advantages of the BRT system.</p>	<p>Content that will run on social media and display on BRT stations and on project site during construction will be developed</p>	<p>World Bank Gender and Social Team, Gender Specialist and Communication Specialist SMTA, Social Development Specialist Consultant, GBV Trainer</p>	<p>during construction and operation till the project lasts</p>
<p>2.8. Disseminate GBV service providers contact information</p>	<p>to raise awareness regarding GBV and SEA</p>	<p>To inform the women, children and transgender who are at risk on how to get in touch to the relevant person or contact through awareness campaigns and training</p>	<p>training of the selected community where civil work commence will be conducted whereas, awareness will be given through disseminating of information through</p>	<p>Communication Specialist and Gender Specialist, SMTA, GBV Trainer</p>	<p>from construction till end of project</p>

			brochures, signage at the project site and buses		
3. Enhancing women's employment					
3.1. SMTA will ensure that women will be provided employment opportunities particularly during the operation phase	to increase women participation in the workforce also, to make BRT service gender-responsive	SMTA will hire 30 percent women in its upcoming recruitment batch, with the aim of reaching 50 percent women in the PMT. Moreover, for the operation and maintenance of the BRT system 25% women will include in the staffing plan.	This will be kept in upcoming procurement plan and will be implemented accordingly. Separate facilities for women employees at all levels will be ensured (Provision of women friendly amenities such as separate toilets, safe transport options, day care center) which may also help increase the recruitment of women.	Project Director SMTA, Gender Specialist SMTA, Procurement Specialist	before operation commence
3.2. Project will support women to start their businesses along the corridor	to provide employment opportunity to women	Focus on women's employment in the sector can help portraying a progressive image that is more representative of their customer base and may affect riders' perceptions	Encourage women to start small business e.g.; TUC shop, Kiosk (jewelry, newspaper, mobile accessory and recharge, toys etc.) along the corridor. This could be supported through	Gender Specialist SMTA, Social Development Specialist Consultant, Gender and Social Team World Bank	throughout operation phase

			<p>linkages with existing networks of women entrepreneurs and collaboration with Karachi Neighborhood Improvement Project which is making efforts to support the livelihoods of women business owners in some of its revamped public areas. Moreover, partnering with intuitions, CSOs and businesses working on empowerment of women/transgender community especially in terms of response to GBV and employment to promote inclusive business models will also benefit the project. List of CSOs is being developed and will be updated accordingly</p>		
--	--	--	---	--	--



3.3. BRT security staff will be comprised off both men and women.	to protect women, vulnerable groups from harassment	BRT security staff will be trained to protect women, children, and other vulnerable groups such as transgender from harassment in order to ensure safe mobility	Training will be provided to all staff members (men and women). f	GBV Training Consultant, Gender Specialist SMTA, Social Development Specialist Consultant	before operation till end of project
3.4. SMTA will establish/strengthen links with higher education institution/s	to facilitate women graduates to start up their career	Establish links with Department of Urban and Infrastructure Engineering, Transport Development department to create a school to employment transition link for graduates (men and women).	During implementation of civil work it will be ensured in the procurement plan to hire graduates from the relevant institutions with whom links would have been developed	Project Director SMTA, Director Infra, Gender Specialist SMTA	before civil work starts
3.5. SMTA will monitor the Project effects on women during each implementation and operation	to perceive the impact of project on women	Female ridership to increase from 10% baseline) to 30% at the end of project	relevant sex-disaggregated data will be collected pursuant to the monitoring and evaluation system and will be done through yearly rapid ridership survey	Gender Specialist SMTA, Social Development Specialist Consultant	Yearly once operation starts

<p>3.6. Conduct benchmark and post implementation satisfaction surveys with all passengers (men and women), including the elderly, people with disability, and minorities such as transgender.</p>	<p>to assess the progress of project</p>	<p>Compare surveys and identify successes and problems. A large number of male (97%) and female (93%) riders were not satisfied with the existing transport system in terms of availability of service, staff behavior. affordability, safety, seating comfort. 46% women responded that they had faced the harassment during the travel on bus and on bus stops (Baseline 2019 SIA Report)</p>	<p>Following the baseline report of SIA and questionnaire data will be updated for the base line and then will conduct the same survey once operation starts</p>	<p>Gender Specialist SMTA, Social Development Specialist Consultant</p>	<p>Before and after operation</p>
<p>3.7. Conduct impact study of the use of the BRT for women, people with disabilities, elderly and other vulnerable and minority groups</p>	<p>to see the impact of BRT on women, people with disability, elderly and vulnerable</p>	<p>Report on BRT impact on the city of Karachi in general and of women, people with disabilities, elderly and other vulnerable groups and minority.</p>	<p>at least 1 video documentary capturing the pre- and post-BRT experiences and perceptions of equal number of male and female interviewees</p>	<p>Gender Specialist SMTA, Social Development Specialist Consultant</p>	<p>Start and at the end of project once operation starts</p>

## **5. Gender Action Plan: Monitoring, Evaluation and Reporting**

A safeguard, gender and M&E specialist who will support the gender specialist, SMTA to fulfil monitoring and evaluation obligations will be embedded by the third party monitoring agent. The gender specialist, SMTA will oversee, guide and coordinate gender-related measures within the programme and ensure the successful implementation of the GAP. Moreover, gender specialist will be responsible for monitoring, evaluation and reporting for the GAP.

With a focus on gender, their responsibilities will include (among others):

- Liaison with all program stakeholders
- Responsibility for overseeing program communication and stakeholder engagement on topics related to gender
- Revision of program documents/ publications/ guidelines/ policies to ensure effective gender-mainstreaming, and that information is gender-sensitive
- Identification of local and provincial communities and women's groups for collaboration on community outreach, information dissemination and other program activities
- Dissemination of information about the grievance mechanism to program partners, local communities among others
- Overseeing (implementing, monitoring and reporting) the gender action plan
- Monitoring program progress, including in achieving the gender action plan targets and ensuring adaptive management (as needed)

## Annexure 1

ToRs of Gender Committee:

- The Gender Committee will meet every month.
- The Gender Committee may request the project technical staff and officers working at head office, field level, and facility level to attend the meetings and provide information.
- The Gender Committee will monitor GAP activities; discuss problems concerned with gender mainstreaming.
- The Gender Committee will deal GBV/SEA issues (if any) in legal and neutral way.
- The Gender Committee will ensure that objective and fair decisions are taken and agreements made in the best interest of the project.

## Annexure 2

Fresh Consultations:

Date	Organization	Person Consulted	Discussion
Sept 21, 2021	Sindh Commission on the status of Women (SCSW)	Ms. Nuzhat Shirin, Chairperson	<ul style="list-style-type: none"><li>• This is the second consultation with Ms. Nuzhat in line with the interest of SCSW in KMP in SIA.</li><li>• The scope of work of SCSW is law and policy making.</li><li>• They have developed manuals for police on GBV laws in Urdu and Sindhi.</li><li>• SCSW is currently staffed with 6 women who are not permanent.</li><li>• So far, the department has received 119 complaints in 4 years. They receive complaints through telephone, walk-in, post, email and refer it to the concerned department, since they are not authorized to deal with the case by themselves. Chairperson</li></ul>

Date	Organization	Person Consulted	Discussion
			<p>herself is proactive and reaches to the area where incident happens, facilitates the victim in reaching to the police and shelter home and follow up the case as well.</p> <ul style="list-style-type: none"> <li>• The department is currently facing budget issues and wants a donor who could help in establishing 24 hour complaint cell.</li> </ul>
Sept 23, 2021	Women Development Department (WDD)	Mr. Wali Qureshi, Assistant Director	<ul style="list-style-type: none"> <li>• This is the second meeting with WDD who earlier showed their interest to work in collaboration with KMP in 2019.</li> <li>• WDD has a 24 hour helpline number 1094 however; they only receive complaints related to domestic violence, child possession and divorce. They do not take complaints regarding GBV and SEA at public places (specifically in transport).</li> <li>• Their complaint staff (consist of 3 women ) is not trained enough to receive complaints of harassment.</li> <li>• They shift women who come up with their cases to the Safe House which works under Deputy Commissioner, these women can stay there for maximum 72 hours. Mr. Wali also said that Safe House is also under staffed.</li> <li>• They referred us to Ombudsman for protection against harassment of women at workplace.</li> </ul>
Sept 23, 2021	Madadgar 15	Mr. Abdullah Memon, SSP	<ul style="list-style-type: none"> <li>• Madadgar 15 has a 24 hour comprehensive complaint cell to respond emergency calls. They receive approx.10, 000 calls daily. The department is equipped with 40 women staff members and 106 police mobiles dedicated for 15.</li> <li>• They work with lady police officers and make sure to send</li> </ul>

Date	Organization	Person Consulted	Discussion
			<p>her to the place where incident happens whenever a complaint comes up where woman is involved</p> <ul style="list-style-type: none"> <li>• They have Google Mapping service to trace the exact location. Moreover, they locate their mobiles through GIS that how many are available at the time of complaint.</li> <li>• They also have emergency app service which could be used with a single button press to report any incident.</li> <li>• They have data of all the calls received and the number of cases solved.</li> <li>• Their response mechanism is first they visit incident on site then move the case to police station. The case is then forwarded to the relevant department for legal assistance and service provision.</li> <li>• Their call agents also follow up the complainant whether case has been reported or not after every call.</li> </ul>
Sept 27, 2021	Provincial Ombudsman for Protection Against Harassment of Women at Workplace, Sindh	Ms. Mumtaz, Prosecutor and Mr. Shahid Azam, Assistant Director	<ul style="list-style-type: none"> <li>• Their scope is limited and receives complaints only from employees (who are at work) both in public and private sectors. They receive complaint through post, email, telephone and walk in.</li> <li>• Their mechanism is after receiving complaint they call the complainant to take their statement and send the complaint to judicial wing and then to Ombudsman.</li> <li>• They send show cause notice to the accused and ask reply within 7 days, afterwards they make affidavit and submit the case in court. They have small court in</li> </ul>

Date	Organization	Person Consulted	Discussion
			<p>their jurisdiction where Ombudsman listen cases and takes decisions.</p> <ul style="list-style-type: none"> <li>• They do not provide service to access to police and shelter homes.</li> </ul>
Oct 11, 2021	Citizens Police Liaison Committee	Mr. Adil Chapra, Deputy Chief CPLC Sindh and Ms. Naajia Qadir, Associate Member, CPLC-ZRC South	<ul style="list-style-type: none"> <li>• CPLC has 24 hour complaint number 1102</li> <li>• They receive 4200 calls daily.</li> <li>• They have 8 offices in Karachi 35 call agents are working with a good ratio of women call agents.</li> <li>• They have quality management system and after receiving calls they ask the complainant and the opponent to come, take their statements and try to resolve the complaint accordingly.</li> <li>• They also facilitate the complainant in reaching the police station and providing legal advice as well. Moreover, facilitation to shelter home is also provided if required.</li> <li>• They are happy to sign the MoU to be part of the project.</li> </ul>
Dec 27, 2021	Panah Shelter Home	Zar Bano, Manager	<ul style="list-style-type: none"> <li>• This is government owned shelter. They deal with the violence cases and provide shelter to affectees for max of three months depends on the nature of case</li> </ul>