

**Evaluation Report of
Chaman Refugee and Host Communities
Complementary Assistance Project**

RHCP

August 2004

**Submitted to Concern
Submitted by SEBCON (Pvt.) Ltd.**

Contents

Acronyms	
Executive Summary.....	i
1. INTRODUCTION.....	1
1.1 BACKGROUND.....	1
1.2 APPROACH AND METHODOLOGY	1
1.3 KEY STEPS OF METHODOLOGY IN THE EVALUATION PROCESS	1
1.3.1 <i>Inception meeting and review of secondary data</i>	1
1.3.2 <i>Sampling</i>	1
1.3.3 <i>Tools for Investigating the Context</i>	2
1.4 REPORT LAYOUT	3
2. PROGRAM DESCRIPTION.....	4
2.1 CONCERN’S BACKGROUND	4
2.2 AIMS AND OBJECTIVES OF THE PROJECT	4
2.2.1 <i>Overall Objective(s)</i>	4
2.2.2 <i>Specific Objectives</i>	4
2.3 IMPLEMENTATION CONSTRAINTS.....	5
2.4 OVERALL CONTEXT OF THE PROJECT.....	5
3. PROGRAM ACCOMPLISHMENTS & IMPACT	6
3.1 PROGRAM ACTIVITIES IN CAMPS	6
3.1.1 <i>Sanitation/Hygiene</i>	6
3.1.2 <i>Flood Mitigation Measures</i>	6
3.2 PROGRAM ACTIVITIES IN HOST COMMUNITIES	7
3.2.1 <i>Drinking Water Supply Schemes</i>	7
3.2.2 <i>Traditional Birth Attendant (TBA) Training</i>	7
3.2.3 <i>Health, Hygiene and Sanitation Training</i>	7
3.2.4 <i>Agriculture/Domestic Poultry Training</i>	7
3.2.5 <i>Community Mobilization and Conflict Management/Dispute Resolution Training</i>	7
3.3 SANITATION AND HYGIENE IN REFUGEES CAMP	7
3.3.1 <i>Types of Latrines</i>	8
3.3.2 <i>Drainage/Soakage System</i>	8
3.3.3 <i>Hygiene Situation</i>	9
3.3.4 <i>Quality of Services</i>	11
3.3.5 <i>Participation of Women in Project Planning/Operation/ Maintenance</i>	12
3.3.6 <i>Participation of communities/beneficiaries in project planning and design</i>	12
3.3.7 <i>Sphere Standards</i>	14
3.3.8 <i>Process of Emptying the Pits</i>	15
3.3.9 <i>Sustainability of the Services</i>	16
3.4 HYGIENE PROMOTION IN CAMPS:	17
3.4.1 <i>Hygiene Promotion</i> :.....	17

3.4.2	<i>Washing Hands:</i>	17
3.4.3	<i>Water and Food Coverage:</i>	17
3.4.4	<i>Direct Observation:</i>	18
3.5	PHYSICAL INFRASTRUCTURE IN HOST COMMUNITIES	21
3.5.1	<i>Livelihoods and Survival issue:</i>	21
3.5.2	<i>Need Assessment in Host Communities</i>	21
3.5.3	<i>Drinking Water Supply in Host Communities</i>	22
3.6	TRAININGS IN HOST COMMUNITIES:	24
3.6.1	<i>TBAs Training:</i>	25
3.6.2	<i>Health, Hygiene and Sanitation promotion</i>	26
3.7	COMMUNITY MOBILIZATION AND CONFLICT MANAGEMENT/DISPUTE RESOLUTION.....	29
3.7.1	<i>Community Mobilization:</i>	29
3.7.2	<i>Conflict Management/Dispute Resolution:</i>	31
3.8	RESEARCH MONITORING AND EVALUATION (RME).....	32
3.8.1	<i>Research:</i>	32
3.8.2	<i>Monitoring:</i>	32
3.8.3	<i>Evaluation:</i>	32
3.8.4	<i>Exit Strategy:</i>	32
3.9	3.8 FOCUS GROUP DISCUSSION (FGDs).....	33
3.9.1	<i>Focus Group Discussion (FGD) in Camps</i>	33
3.9.2	<i>Focus Group Discussion (FGDs) in host communities:</i>	35
4.	IMPLEMENTATION ARRANGEMENTS.....	37
4.1	PROGRAM MANAGEMENT:.....	37
4.2	STAFFING / ORGANIZATIONAL STRUCTURE:	37
4.3	PROJECT COSTS / FINANCIAL FLOW / DISBURSEMENT:	37
4.3.1	<i>Financial Flow</i>	37
5.	CONCLUSION AND RECOMMENDATIONS.....	38
5.1	CONCLUSION.....	38
5.1.1	<i>Results</i>	38
5.1.2	<i>Constraints</i>	39
5.2	RECOMMENDATIONS.....	39

Annexes:

Annex I RHCP Organogram

Annex II Questionnaires:

- Refugee Camp – HOH Questionnaire
- Female Questionnaire
- Host Community – HOH Questionnaire
- Female Questionnaire

Annex III Tables:

- Refugee Camp HH Data – Head of household respondents
- Female respondents
- Host Community HH Data – Head of household respondents
- Female respondents

Acronyms

ARO	Afghan Refugee Organization
CAGs	Community Activists Groups
DLP	Day Light Point
ECHO	European Commission Humanitarian Aid Office
FGDs	Focus Group Discussions
GOP	Government of Pakistan
HH	Household
HIV/AIDS	Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome
HoH	Head of Household
MAGs	Male Activists Groups
NGO	Non Governmental Organization
OXFAM GB	OXFAM Great Britain (An NGO)
PCC	Plain Concrete Cement
RCC	Reinforced cement concrete
RHCP	Chaman Refugee and Host Communities Complementary Assistance Project
RME	Research Monitoring and Evaluation
SEBCON	Socio-economic Business Consultants
TBA	Traditional Birth Attendant
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
US	United States
WAGs	Women Activists Groups

Executive Summary

Concern was among the first relief organizations to respond to the humanitarian crisis resulting from the US attacks on Afghanistan, post 9/11. In collaboration with Guardians, a local NGO in the Balochistan province of Pakistan, Concern set up refugee camps to accommodate the mass of Afghan refugees fleeing from the hostilities.

With funding from the European Commission Humanitarian Aid Office (ECHO), Concern, in partnership with Guardians, implemented the Complementary Assistance Program from April 2003 to July 2004 in the area of Chaman in Balochistan. Recognizing the need to support the already underprivileged host communities in coping with the influx of refugees, Concern's Complementary Assistance Program aimed to assist both communities through health, hygiene, sanitation and community-building exercises, including conflict management & resolution.

Project outcomes and outputs were assessed and analyzed through observations, meetings with community leaders, informal interviews, household surveys and focus group discussions.

The main objective of the project was to address the gaps in the provision of sanitation and protection, and to address other fundamental concerns undermining the services delivered to the refugees in the Chaman camps.

Specific program activities included:

- Sanitation/Hygiene training
- Flood Mitigation Measures
- Drinking water supply schemes
- Traditional birth attendant training
- Health hygiene and sanitation training
- Agriculture and domestic poultry training
- Community mobilization and conflict management and dispute resolution training

Concern-Guardians were quite successful in not only reaching specific project goals, but also exceeding them. Apart from construction and repair of latrines, Concern-Guardians successfully promoted hygiene education and mobilized communities for sustained social activism.

Some of the constraints that Concern-Guardians faced in achieving the program objectives, included:

- Unpredictability and uncertainty of repatriation or relocation of the refugees
- Limited mobility of international staff due to security concerns caused by a Pakistan Army operation against poppy growers in a nearby location
- Lack of collaboration by other aid agencies working in the region
- Conflict between host and refugee communities
- In lieu of emergency assistance initiatives, community mobilization and full participation in planning/designing of projects proved difficult due to the time constraint

Formatted: Bullets and Numbering

Nevertheless, the project managed to achieve the following:

- **Sanitation and Hygiene:** trainings and demos on hygiene promotion and latrine cleanliness, construction of 443 VIP latrines, emptying 1650 pits. Hygiene related surveys were conducted to assess needs and identify achievements. Solid waste disposal services were also delivered in both the communities.
- **Women's Issues:** Gender was mainstreamed in all the project activities and special consideration was given to women's issues, particularly in light of the specific circumstances of both local host community women, and refugee women. Regarding latrines, priority was given to general community needs and meeting Sphere Standards rather than addressing the specific needs of females in the camps. The issue of women privacy was resolved by the community themselves by enclosing the latrines within the boundary walls of 2,3 or 4 houses.
- **Maternal and Infant Health:** traditional birth attendant trainings were given in the camps and host communities. Surveys were taken to assess women's knowledge about prenatal care.
- **Community Infrastructure:** 22 tanks of 2,200-liter capacity were constructed and 15 hand pumps were installed to improve water supply. A 500,000-liter reservoir was constructed to protect drinking water from pollution and to provide access to water for community use, especially women and children. Irrigation channels were constructed to prevent seepage and water wastage. Day light points and watersheds were also constructed.
- **Trainings:** various trainings relating to economic empowerment were offered, such as agriculture and domestic poultry, large animal and livestock management, crops and orchard management, fruit and vegetable preservation,
- **Community building:** elders of the community were engaged to mobilize the communities and to take part in critical decision-making. Male and female community activist groups were formed to ensure sustained progress of achievements.
- **Conflict management and dispute resolution:** an international NGO was subcontracted to give conflict resolution trainings, attended by Concern staff as well as local stakeholders.

Deleted: .

In light of the experience from the project, following measures are recommended:

- Services of a professional development worker must be employed to ensure community participation and mobilization
- Government must be involved to ensure sustainability and further progress
- Innovative training techniques must be used to make the trainings comprehensible and effective for all participants
- Well defined monitoring and evaluation tools must be used to identify achievements and gaps
- Conflict and dispute resolution trainings must be given before the inception of the project to minimize obstacles

1. Introduction

1.1 Background

In the aftermath of October 2001 US military strikes on Afghanistan that were launched in reaction to the 9/11 tragedy, a major humanitarian crisis loomed. Concern Worldwide was among the first organizations to respond to the crisis, along with several UN agencies. In partnership with local NGO, “Guardians”, Concern established a refugee camp in the Chaman area of Balochistan, and facilitated several initiatives to ensure minimum standards in the provision of refugee assistance, including shelter distribution, coordination and monitoring.

From April 2003 to July 2004, Concern implemented the Complementary Assistance Program, in partnership with Guardians and with financial support from the European Commission Humanitarian Aid Office (ECHO). In the past, Concern’s support to refugee camps included key interventions in sanitation, hygiene promotion, waste disposal services and physical protection through flood mitigation measures. In addition to continuing these services, additional intervention areas for the host communities included water supply, safe birthing practices, and conflict and dispute resolution.

The purpose of this document is to evaluate the project framework, both conceptually and operationally, in both the host and refugee communities. The document will also assess project objectives attained, along with constraints and challenges. Lessons learned will be incorporated in future programming.

1.2 Approach and Methodology

The Project Team assembled by SEBCON (Socio-economic Business Consultants) consisted of three enumerators, two female and one male, two consultants, with technical proficiency in health, sanitation and civil engineering, a Team Leader, and overall guidance from the Chief Executive of SEBCON.

Both qualitative and quantitative methods were used to gather data. Participatory and learning-centred approaches were followed to objectively assess physical interventions, practices and the impact of the project. Since social behavior and attitude is not quantifiable, qualitative methods and tools were used to enrich hard data. Refugees are not necessarily open to the idea of surveyors, making data collection particularly challenging. Information gathered through the questionnaire was validated through the Focus Group Discussions (FGDs). The project team was encouraged to use observatory methods (i.e., look, listen, and learn) of data collection throughout the evaluation study.

1.3 Key steps of methodology in the evaluation process

1.3.1 Inception meeting and review of secondary data

An initial meeting with Concern staff, the Project Team Leader and Coordinator of “Guardians” was held to develop a common understanding of the project plan, implementation and evaluation process. Key evaluation tools were shared amongst and by the stakeholders to ensure accuracy of information and results.

1.3.2 Sampling

After a thorough review of the information available in the project literature, a careful selection of *representative sample* in the project area was established. This sampling strategy was broadly based on project specified boundaries, the categorization of beneficiaries and cross-section involvement of stakeholders. One refugees camp and one host community was considered as a *unit* for evaluation respectively, while the total sample size for the refugee camps was 195 hh (households) and 95 hh for the host communities at 95% confidence level. In addition, 154 females from the same sample of combined households from both the host communities and refugee camps (290 hh) were interviewed to get their

perception regarding the project impact on their lives, health, hygiene, social problems etc. Gender disaggregated data was essential in order to identify gender-based perception of health and hygiene was considered an important part of the analysis.

HH Sample distribution by camps and host communities

Interviewees	Camps	Host	Total Sample Size
		Comm. Settlements	
# of Head of household	195	95	290
# of Females	101	53	154
Total Questionnaires	296	148	444

The households for the survey were selected randomly, starting from outer parameter of the settlement and gradually working towards the center in a circular manner. In the refugee camps, every 23rd household were interviewed, while in host communities, every fourth household was interviewed to ensure a fair representation.

1.3.3 Tools for Investigating the Context

Some of the investigative and analytical tools used in the survey include the following:

1.3.3.1 Household Questionnaire

Standard questionnaires were developed. A thorough structured interview with head of the household (HH) and female member of the HH was conducted to measures the changes brought about by the project and to know the level of beneficiaries’ satisfaction concerning the project and its impact.

1.3.3.2 Transit Walk (Systematic Walkabout)

The Evaluation Team walked around the project area, randomly conversing with beneficiaries of both the host and refugee communities to familiarize themselves with the physical and socio-cultural environment.

1.3.3.3 Semi-structured (Informal Interviews)

The semi-structured interview method was also applied to investigate general as well as specific issues by asking questions informally yet systematically. By using prompts and probes sensitively, this method was used to identify good practices and lessons learned.

A key facilitating tool of this method was the semi-structured *questioning line*, which was developed well before the interview, which included flexibility for modification if necessary.

1.3.3.4 Focus Group Discussion (FGD)

The Focus Group Discussion (FGD) method was applied to explore the diverse range of views on evaluation topics, collect variety of local expressions used to describe specific practices and explore local interpretation of the results. Simple, relevant, and culturally sensitive guiding questions were a requirement in the FGDs.

This exercise was carried out with 10-15 participants. A total of 7 FGDs were held in refugee camps (3 with men and 4 with women) and 4 in host communities (2 with men and 2 with women).

Homogenous groups consisting of participants of the same age or gender were selected for FGDs due to socio-cultural and tribal sensitivities of the refugee and host communities. Out of 11 FGDs, 6 FGDs were held exclusively with women to ensure expression of views, opinions and interests in project results.

1.3.3.5 Observations

The direct observation method was crucial because not all data can be collected through surveys or through focus group discussions. This method was particularly useful in gathering information pertaining to hygiene, behavior and attitudes.

1.4 Report Layout

The report can be broadly divided into three sections:

1	<ul style="list-style-type: none">• Background• Project rationale• Mandate
2	<ul style="list-style-type: none">• Analysis of the findings from the project area• Surveys results of the beneficiaries• Quality of services delivered• Achievements: Impact on beneficiaries lives
3	<ul style="list-style-type: none">• Constraints• Recommendations• Conclusion

2. Program Description

2.1 Concern's Background

Concern became operational in Pakistan in October 2001 in response to the humanitarian crisis caused by an influx of Afghan refugees into Balochistan province, fleeing US led military operations in Afghanistan following September 11th. As a part of this response, Concern became UNHCR's implementing partner in refugee camp management (in Roghani, Landi Karez, Darra I and Darra II) and sanitation (in Roghani, Darra I and Darra II).

Concern was one of the pioneer agencies in establishing the refugee camps in Chaman. In partnership with the local NGO, Guardians, Concern set up refugee camps (including engineering works), managed shelter distribution, coordinated between different stakeholders, and monitored activities of implementing partners to ensure that minimum standards were met across all sectors.

Initially, OXFAM Great Britain (GB) had taken the task of providing water and sanitation facilities in the camps. However, after the withdrawal of OXFAM GB from the camps, Concern-Guardians presumed responsibility of the provision of hygiene services in three camps in Chaman. Concern also implemented pilot water supply rehabilitation project in a local community near Chaman, through another local partner in 2002.

The Chaman Refugees and Host Communities Complementary Assistance Project was implemented from April 2003 to June 2004. The project was financially supported by ECHO and facilitated by Guardians. Although the project was to be completed by the end of March 2004, it was delayed at its inception due to security reasons in Chaman. The project was given a No Cost Extension by ECHO until the end of June 2004.

To document and consolidate the learning in line with Concern policy, evaluation of the project was outsourced to SEBCON to provide an objective review of the project.

2.2 Aims and Objectives of the Project

2.2.1 Overall Objective(s)

The overall object of the project was to address the identified gaps in the provision of sanitation and protection, and to address other underlying issues that were undermining the general services delivered to the refugees in the Chaman camps.

2.2.2 Specific Objectives

- To ensure a safe and healthy environment in Roghani, Darra I, Darra II refugee camps through the provision of sanitation, hygiene promotion and waste disposal services.
- To address physical protection issues through the repair and maintenance of flood mitigation measures, and refugee shelter and camp infrastructure in the Landi Karez, Roghani, Darra I and Darra II camps.
- To improve the supply of water for domestic consumption and agricultural use by the host communities.

- To reduce conflict between the landowners and refugee implementing agencies through the provision of alternate dispute resolution and conflict management tools and techniques for the relevant stakeholders.

2.3 Implementation Constraints

During the course of implementation of the RHCP project, Concern-Guardians team faced various constraints and obstacles. Some of the broader constraints faced during the project implementation are given below.

- Uncertainty regarding the refugees' relocation or repatriation due to various announcements by UNHCR-Government of Pakistan not only caused delay in inception of the project activities but also affected the morale of the teams.
- A Pakistan Army operation against poppy growers in the Killah Abdullah district caused security concern. The mobility of the international staff was restricted and their travel in the district was banned, causing serious constraints in the implementation of the project.
- A vehicle rented by Concern was stolen, increasing security concerns and slowing down the pace of work.
- During the fourth quarter, landowners organized a prolonged strike due to of the hiring of watchmen by ARO, further contributing to the delay in the implementation of activities.
- In January and February 2004, minor incidents occurring in the camps due to the non-professional approach of some local NGOs in the camps also negatively affected the work environment.
- Unfortunately, due to the lack of cooperation of various aid agencies working in the region, Concern was unable to obtain the result of its hygiene education impact.
- In Landi Karez, a local landowner pressured Concern-Guardians by demanding exorbitant rates for the supply of stone for gabions, claiming that an agreement between UNHCR and landowners existed stating that stones can only be purchased from indigenous sources. A compromise was finally made in September 2003, although it took more than a month to sort out these issues.
- Killi Rehim's host community was in conflict with the refugees of Darra I camp and demanded that the refugees should refuse to cooperate with Concern.

2.4 Overall context of the project

It is essential to understand the existing socio-political environment of the host communities and refugees, linked with the broader geo-political situation on the Pakistan-Afghanistan borders, especially made the project challenging. In addition, tribal and cultural factors further complicate and limit the normal approaches in development work.

Furthermore, local host communities are reluctant about the establishment of refugee camps in their area, especially since the co-habitation would mean sharing and distribution of natural resources, which are scarce to begin with. However, this tension between the two communities can be expected to continue.

RHCP was established as an emergency program, to dissipate hostilities between host communities and refugees. Therefore it was necessary to incorporate the host community into the project.

3. Program Accomplishments & Impact

The inception of the project was delayed due to resistance and strikes by the landowners as well as security threats in the area. The persistence of Concern-Guardians team however, made it possible to meet the project's targets. This achievement is all the more remarkable given the dual objectives of the project, i.e. the physical protection of the refugee camps and complementary assistance for host communities.

The host communities live in scattered mountainous areas with inadequate natural resources and the presence of the large number of Afghan refugees in the region was likely to further deteriorate the situation. Therefore, a supplementary assistance component for the host communities was included in the project. Refugee camps are set up in areas close to the host communities, usually along the natural drains, which tend to become flooded during the rains.

A brief description of the camps is given below.

1. **Roghani Camp:** Roghani camp was the first camp established after the October 8th US led attack on Afghanistan. It is situated 15 kilometer west of Chaman and has a total of 17,438 refugees.
2. **Landi Karez:** Landi Karez is the second camp established for sheltering Afghan refugees after October 8, 2001. It is located between the Roghani camp and Chaman, 5 kilometers from Chaman. The camp has a total of 19,594 refugees.
3. **Darra I Camp:** After the influx of the refugees increased unexpectedly, UNHCR obtained approval from Government of Pakistan to established a third camp near the old Darra camp, named Darra I (The Darra camp was established during the Russian invasion of Afghanistan and still has refugees). Darra I is situated 10 kilometers east of Chaman and has a total of 15,437 refugees.
4. **Darra II Camp:** Since Darra I could not accommodate the continuous arrival of refugees, UNHCR established the fourth camp, Darra II. Darra II is situated 10 kilometers south east of Chaman, in the periphery of Murda Karez and has a total of 20,773 refugees.

3.1 Program Activities in Camps

The project activities in the camps were focused to the following program activities

3.1.1 Sanitation/Hygiene

Sanitation is one of the highest priority interventions in newly established settlements. Concern-Guardians planned the construction and maintenance of latrines (VIP type) accessible to everyone in the camp.

3.1.2 Flood Mitigation Measures

A significant part of the refugee camps are located on and around the natural drains where water overflows, especially during rain. Heavy rains often cause floods, causing damage to the infrastructure. The project included activities to build new gabions and rehabilitate and repair gabions damaged from the heavy rains in 2002.



Damaged Gabions in December 2002 flooding

3.2 Program Activities in Host Communities

The project activities in the host communities focused on the following activities.

3.2.1 Drinking Water Supply Schemes

The Chaman region has scarce water resources. The Karez system, which supplies water for both domestic consumption and for livestock and agriculture, can only sustain a limited population. Concern-Guardians planned to improve the water supply for use by the host community. Karez extension schemes were implemented, reservoirs and daylight points were constructed and water channels were improved to prevent seepage.

3.2.2 Traditional Birth Attendant (TBA) Training

The initial needs assessment of the host communities indicated poor birth practices. TBA trainings were carried out for women in all five villages

3.2.3 Health, Hygiene and Sanitation Training

Based on the poor health and sanitation conditions, Concern-Guardians planned trainings to improve the health of the community.

3.2.4 Agriculture/Domestic Poultry Training

The improvement in water schemes allowed more water for agriculture. Trainings to help improve livelihoods of community members were conducted.

3.2.5 Community Mobilization and Conflict Management/Dispute Resolution Training

Community mobilization proved difficult due to the time constraints involved in emergency assistance initiatives and to the tribal culture of the community, where change is resisted. However, Concern-Guardians made some progress by liaising with the elders in the communities.

A limited number of conflict management and dispute resolution trainings were carried out. Other related activities undertaken were the emptying of latrines, construction of overflowing pits, repair of latrines and removal of feces from the open spaces within the camp areas. Trainings were conducted for raising awareness about fly and mosquito control, drainage and disposal of wastewater, maintenance of latrines, personal hygiene, and food hygiene.

3.3 Sanitation and Hygiene in Refugees Camp

Until April 2002, Oxfam-GB was responsible for water and sanitation in the refugee camps. After the withdrawal of Oxfam-GB from the camps, Concern-Guardians team took on this responsibility. At the time of Oxfam-GB's withdrawal, the latrines were emergency types, which were not being properly used. With financial support from ECHO, Concern-Guardians team designed VIP latrines in 2003 which provided better sanitation, hygiene and physical protection in the camps. Under the ECHO project, Concern-Guardians team intended to construct 500 new VIP latrines, and empty about 1650 overflowing latrines.

In addition to replacing the proposed number of latrines (particularly the replacement of the doors, which were damaged by the heavy rainfall and storms in December 2002), Concern-Guardians team achieved a 89% success rate, constructing 443 new latrines, with the remaining repairs discontinued due to information that the refugees may be relocated. Furthermore, Concern-Guardians team successfully completed the target of emptying 1650 overflowing pits.

3.3.1 Types of Latrines

With respect to the availability of latrines, 93.01% men and 86.49% women said that they used the VIP latrines, and 4.90% men and 10.8% women said they used the pit latrine. 0.90% men and 2.70% women complained that they have no toilets i.e. independent separate latrines. While those who had pit latrines have had it before the ECHO funded project commenced because no pit latrine was constructed under this project. The following tables reflect the different types of latrines used by the respondents.

Table 3.1: Type of toilets (Head of Household response)

Camps Name	Type of toilets								Total	
	Open field		Pit latrine		VIP latrine		No response			
	# of responses	%	# of responses	%	# of responses	%	# of responses	%	# of responses	%
Roghni			1	2.17	44	95.65	1	2.17	46	100
Dara I			2	4.88	39	95.12			41	100
Dara II	1	1.79	4	7.14	50	89.29	1	1.79	56	100
Total	1	0.70	7	4.90	133	93.01	2	1.40	143	100

(Source: household survey 2004)

Table 3.2: Type of toilets (female responses)

Camp name	Type of toilet						Total	
	Open field		Pit latrine		VIP latrine			
	# of responses	%	# of responses	%	# of responses	%	# of responses	%
Roghni	1	4.17	2	8.33	21	87.50	24	100
Dara I			2	9.52	19	90.48	21	100
Dara II	1	3.45	4	13.79	24	82.76	29	100
Total	2	2.70	8	10.81	64	86.49	74	100

(Source: household survey 2004)

It is worth mentioning that irrespective of gender, the respondents were well aware of the kind of latrine they had, issues related with it and difference between the different kinds of latrines. The majority of the respondents were also aware about the agency providing the latrines. 76% men explained that the latrines were provided by Concern-Guardians team, and 55.24% were of the opinion that the need was identified by Concern-Guardians team themselves.

3.3.2 Drainage/Soakage System

In the refugee camps, the term Soakage System is used in lieu of the term drainage system. In the Soakage System, a 2 to 2 1/2 feet pit is dug at a distance of 10 to 12 feet from the latrine, covered by a concrete slab. Almost 92% of respondents (male & female) and 92% replied that the pits are covered. The following table illustrates the responses of men and women:

Table 3.3

Camps Name	Drainage system in the camp for disposal of waste water (HoH response)						Total	
	Yes Covered drain		N.A		No response			
	#	%	#	%	#	%	#	%
Roghni	40	86.96	5	10.87	1	2.17	46	100
Dara I	39	95.12	2	4.88			41	100
Dara II	52	92.86	1	1.79	3	5.36	56	100
Total	131	91.61	8	5.59	4	2.80	143	100

(Source: household survey 2004)

Table 3.4

Camps name	Drainage system in the camp for disposal of waste water (females' response)								Total	
	Yes, underground drains		Yes, covered drain		No system		No response			
	#	%	#	%	#	%	#	%	#	%
Roghni			22	91.67	2	8.33			24	100
Dara I	1	4.76	19	90.48	1	4.76			21	100
Dara II			27	93.10	1	3.45	1	3.45	29	100
Total	1	1.35	68	91.89	4	5.41	1	1.35	74	100

(Source: household survey 2004)

A majority of the respondents, (88%) replied that the area/lanes are free from standing water, while only 11.97% were of the opinion that there is standing water in the area/lanes. The evaluation and the survey teams physically verified that Soakage System was well managed, covered and found no standing water in front of any of the house/area/lanes during their visits.

3.3.3 Hygiene Situation

The Humanitarian Charter and Minimum Sphere Standards in Disaster Response, clearly narrates, "People affected by disasters are generally much more susceptible to illness and death from diseases which are related to a large extent to inadequate sanitation and poor hygiene". It also narrates, "Particular attention should be given to the disposal of children's faeces, which are commonly more dangerous than those of adults as the level of excreta-related infection among children is frequently high and children lack antibodies".

Faeces found in the surroundings and the lanes indicated that children were defecating outside the latrines. It was explained that due to cultural factors men avoided the use of common latrines by using open spaces when convenient Cleaners and sweepers were hired by Concern-Guardians team to clean faeces regularly, however, survey teams discovered that despite the efforts of the sweepers, feces was still found on the ground.

Refugees were given orientation on the importance of cleanliness, with demonstrations of methods to clean latrines. Although the provision of water was not the responsibility of Concern-Guardians team, hygiene is directly linked with the flow and availability of water, for flushing to maintain the cleanliness of the latrines. Table 3.5 to Table 3.7 summarize the survey results related to the perceived degree of latrine cleanliness and water availability.

Table 3.5: Latrines cleanliness standard

Camps Name	Cleanliness standard						Total	
	Good		Bad		No response			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Roghni	29	63.04	13	28.26	4	8.70	46	100
Dara I	27	65.85	14	34.15			41	100
Dara II	34	60.71	18	32.14	4	7.14	56	100
Total	90	62.94	45	31.47	8	5.59	143	100

(Source: household survey 2004)

Table 3.6: Availability of water for flushing (HoH response)

Camps Name	Availability of water for flushing								Total	
	Yes		No		N.A		No resp.			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Roghni	32	69.57	8	17.39	4	8.70	2	4.35	46	100
Dara I	25	60.98	14	34.15	2	4.88			41	100
Dara II	35	62.50	14	25.00	4	7.14	3	5.36	56	100
Total	92	64.34	36	25.17	10	6.99	5	3.50	143	100

(Source: household survey 2004)

Table 3.7: Availability of water for flushing (females response)

Camps name	Availability of water for flushing								Total	
	Yes		No		NA		No response			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Roghni	17	70.83	6	25.00	1	4.17			24	100
Dara I	10	47.62	11	52.38					21	100
Dara II	15	51.72	11	37.93	1	3.45	2	6.90	29	100
Total	42	56.76	28	37.84	2	2.70	2	2.70	74	100

(Source: household survey 2004)

Although religious beliefs and cultural practices support hand washing after defecation, interviews and focus group discussions indicated that the attitudes (with respect to hand washing after defecation) of females may have been influenced by the health and hygiene orientation and training sessions. Water for washing hands was available in sufficient quantity. Table 3.8 summarizes views of respondents on the availability of water for the washing of hands, after defecation.

Table3.8: Supply of water for hand washing after defecation (HoH response)

Camps Name	Supply of water for hand washing after defecation						Total	
	Yes		No		No response			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Roghni	43	93.48			3	6.52	46	100
Dara I	38	92.68	3	7.32			41	100
Dara II	51	91.07	1	1.79	4	7.14	56	100
Total	132	92.31	4	2.80	7	4.90	143	100

(Source: household survey 2004)

3.3.4 Quality of Services

Since women are mostly involved in cleaning and washing of the latrines, they are usually more concerned about the quality of the latrines. The table below indicates their opinions about the quality of latrines.

Table 3.9: Quality of latrines

Camps name	Quality of Latrines								Total	
	Excel		Good		Fair		No response			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Roghni			6	25	15	62.50	3	12.5	24	100
Dara I			4	19.05	17	80.95			21	100
Dara II	2	6.90	5	17.24	19	65.52	3	10.34	29	100
Total	2	2.70	15	20.27	51	68.92	6	8.11	74	100

(Source: household survey 2004)

Quality material for construction was arranged from Quetta by Concern-Guardian team since it was not available in Chaman. However, protests by the land owners and other pressure groups pressurized the implementing agencies, including Concern-Guardians team, to not purchase the materials from local contractors and to hire the local skilled and unskilled labor because of UNHCR agreement with them. In light of these circumstances, it was difficult to ensure the quality of construction.

According to the structured interview questions for the refugees, the average family size consists of about 7 members per household. However, only 37% latrines met the criteria i.e. one latrine for 20 people. The latrines provided, to a large extent, did not meet the criteria of Sphere standard. Table 3.10 explains the latrine situation per household.

Table 3.10: Latrine per household

Cams Name	Latrine per household																Total	
	1 Latrine for 2 hh		1 Latrine for 3 hh		1 Latrine for 4 hh		1 Latrine for 5 hh		1 Latrine for 6 hh		1 Latrine for 7 hh		Others		No response			
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Roghni	1	4	4	16	3	12	4	16	4	16	1	4	1	4	7	28	25	100
Dara I	4	18.18	5	22.73	9	40.91			3	13.64					1	4.55	22	100
Dara II	7	30.43	5	21.74	7	30.43			1	4.35			2	8.70	1	4.35	23	100
Total	12	17.14	14	20	19	27.14	4	5.71	8	11.43	1	1.43	3	4.29	9	12.86	70	100

(Source: household survey 2004)

3.3.5 Participation of Women in Project Planning/Operation/ Maintenance

The location of the latrines does not protect the privacy of females and poses a potential risk for women and adolescent girls. There are no separate latrines for females nor have there been any conscious efforts to minimize the possible hazards. Furthermore, no efforts have been made to ensure that women have privacy during washing and drying of clothes.

90% male respondents reconfirmed that there were no separate facilities for women and girls, resulting in shared latrines or the use of open fields. This inevitably is linked with the cleanliness of the environment in the camps.

The project intended to give priority to the “Vulnerable Groups” i.e. women, children, old people, disabled people and those living with HIV/AIDS. It is already mentioned above that more than 90% respondents explained that there are no separate latrines for women thus ignoring women’s needs. There is no evidence that any other vulnerable group has been given any priority during the selection of site for latrines or in the design of latrines to meet special requirements. Fortunately, the distance of the latrines is in accordance with the Sphere standard, with not a single latrine violating the rule of the standard distance from the households.

Sphere urges that “in order to minimize these risks (sexual violence and exploitation) and to ensure a better quality of responses, it is important to encourage women’s participation in water supply and sanitation program whenever possible. An equitable participation of women and men in planning, decision making and local management will help to ensure that the entire effected population has safe and easy access to water supply and sanitation services and that services are equitable and appropriate”.

3.3.6 Participation of communities/beneficiaries in project planning and design

Although the project was relief oriented, the refugees’ participation was taken into consideration in the planning and implementation of the project. Elder members of the refugee community were involved in the planning of the new VIP latrine construction, while younger members were mobilized and their participation was ensured in digging the new overflow pits for latrines.

Table 3.11: Participation of Communities/ beneficiaries in Project planning & Design (HoH response)

Camps Name	Participation of Communities/ beneficiaries in Project planning & Design						Total	
	Yes		No		No response		# of resp.	%
	# of resp.	%	# of resp.	%	# of resp.	%		
Roghni	8	17.39	36	78.26	2	4.35	46	100
Dara I	15	36.59	26	63.41			41	100
Dara II	14	25.00	42	75.00			56	100
Total	37	25.87	104	72.73	2	1.40	143	100

(Source: household survey 2004)

Table 3.12: Participation of communities/ beneficiaries in project planning & design (females response)

Camps Name	Participation of Communities/ beneficiaries in Project planning & Design						Total	
	Yes		No		No response		# of resp.	%
	# of resp.	%	# of resp.	%	# of resp.	%		
Roghni	12	50.00	11	45.83	1	4.17	24	100
Dara I	5	23.81	16	76.19			21	100
Dara II	6	20.69	23	79.31			29	100
Total	23	31.08	50	67.57	1	1.35	74	100

(Source: household survey 2004)

Analysis of the men and women participants in different levels of the latrines construction reveals that the Sphere standards were not taken into account according to the requirements. 72.73% men and 67.6% women were not consulted at the time of planning. 89.51% men were not consulted at the construction level, while 88.81% men and 74.3% women were not consulted in maintenance and operational level. The reason for this was partly shortage of time for construction of latrine and partly the cultural factors where elders represent the community.

Table 3.13:

Camps Name	Construction (HoH response)						Total	
	Yes		No		No response		Count	Row %
	Count	Row %	Count	Row %	Count	Row %		
Roghni	3	6.52	41	89.13	2	4.35	46	100
Dara I	5	12.20	36	87.80			41	100
Dara II	5	8.93	51	91.07			56	100
Total	13	9.09	128	89.51	2	1.40	143	100

(Source: household survey 2004)

Table 3.14

Camps Name	Maintenance and Operation (HoH response)						Total	
	Yes		No		No response		#	%
	#	%	#	%	#	%		
Roghni	4	8.70	40	86.96	2	4.35	46	100
Dara I	5	12.20	36	87.80			41	100
Dara II	5	8.93	51	91.07			56	100
Group Total	14	9.79	127	88.81	2	1.40	143	100

(Source: household survey 2004)

Table 3.15

Camps Name	Maintenance and Operation (females response)						Total	
	Yes		No		No response			
	#	%	#	%	#	%	#	%
Roghni	7	29.17	10	41.67	7	29.17	24	100
Dara I	5	23.81	16	76.19			21	100
Dara II			29	100.00			29	100
Total	12	16.22	55	74.32	7	9.46	74	100

(Source: household survey 2004)

3.3.7 Sphere Standards

As the Humanitarian Charter and Minimum Standards in Disaster Response emphasizes that toilets are to be located, designed, constructed and maintained to be comfortable, hygienic and safe for users. Although not all areas of the intervention in the project were covered by Sphere Standards, Concern-Guardian team in its own interest and future direction opted to evaluate their achievements according to the Sphere Standards where applicable.

Deleted: Although

As mentioned earlier, relief interventions have their own dynamics and requirements, due to which the quality and quantity of activities may be sub par. Despite the lack of latrines for women and for priority groups, a majority of refugees were cognizant of the benefits of having latrines at all. Less than 3% of male respondents stated that the latrines were of no benefit to them. The following table shows the diverse responses to the various benefits.

Table 3.16

Benefits of Sanitation Scheme	Camps Name						Total	
	Roghni		Dara I		Dara II			
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%
Women & children are facilitated /purdah/ inhouse facility/protection	17	25.00	14	20.59	37	54.41	68	100
Beneficial for the community	15	93.75			1	6.25	16	100
Awareness about diseases/protected from diseases	2	40.00	2	40.00	1	20.00	5	100
Easy to clean/environment clean/children don't spread filth	8	18.60	22	51.16	13	30.23	43	100
Easy to ambulate	1	33.33	1	33.33	1	33.33	3	100
No benefit	1	25.00	1	25.00	2	50.00	4	100
No response	2	50.00	1	25.00	1	25.00	4	100
Total	46	32.17	41	28.67	56	39.16	143	100

The data in the above table indicates that the latrines provided by Concern-Guardians make the refugees feel "Comfortable" and they think it is "Safe" because their "pardah" i.e. privacy is guarded. Men and women respondents, as shown in the table below, made suggestions for improvement of the facilities. It is narrated that the majority of the people used to flush their latrines so the Sphere standard is met to some

extent. For further improvement of the facility, women and men respondents suggested variety of elements mentioned in the following table which may explain the suggestion in a more explanatory way.

Table 3.17: Suggestions for further improvement of the sanitation scheme (HoH response)

Suggestions for further improvement of the Sanitation scheme	Camps Name						Total	
	Roghni		Dara I		Dara II			
	Count	Row %	Count	Row %	Count	Row %		
No suggestion	12	54.55	7	31.82	3	13.64	22	100
Construct new toilets	5	38.46	4	30.77	4	30.77	13	100
Doors and Roofs should be repaired/made	4	40.00	2	20.00	4	40.00	10	100
Construct separate latrine for male and female	6	18.18	14	42.42	13	39.39	33	100
Cleaning of pits	2	22.22	5	55.56	2	22.22	9	100
Maintains and improvement/check time to time	2	14.29	1	7.14	11	78.57	14	100
Provide water supply	3	33.33			6	66.67	9	100
Misc.	3	30.00	3	30.00	4	40.00	10	100
Don't respond	9	39.13	5	21.74	9	39.13	23	100
Group Total	46	32.17	41	28.67	56	39.16	143	100

Table 3.18: Suggestions for further improvement of the Sanitation scheme (Female responses)

Suggestions for further improvement of the Sanitation scheme	Camps Name						Total	
	Roghni		Dara I		Dara II		#	%
	#	%	#	%	#	%		
Provide doors & roof for the toilets	2	8.33	7	33.33	5	17.24	14	18.92
Toilets should be made separately for male and female	2	8.33	2	9.52	3	10.34	7	9.46
Toilets should be made for each house			3	14.29	3	10.34	6	8.11
Latrines/Bath should be made separately	8	33.33	1	4.76	8	27.59	17	22.97
More big and good quality latrines should be made	7	29.17	2	9.52	7	24.14	16	21.62
Miscellaneous			3	14.29	3	10.34	6	8.11
There should be flush system	1	4.17					1	1.35
Water arrangement	1	4.17	1	4.76			2	2.70
Don't know	3	12.50	2	9.52			5	6.76
Total	24	100	21	100	29	100	74	100

(Source: household survey 2004)

3.3.8 Process of Emptying the Pits

Emptying pits is necessary to maintain hygiene and a clean environment. Although Concern-Guardians emptied as many as 1650 pits, not all pits were able to be cleared. Respondents had different views on how frequently the pits were cleared, as per the table below.

Table 3.19

Camps Name	How frequently is the pit cleaned										Total	
	Once a year		Twice a year		Never		Not frequently		No response		Count	%
	Count	%	Count	%	Count	%	Count	%	Count	%		
Roghni	6	13.04	1	2.17	10	21.74	2	4.35	27	58.70	46	100
Dara I					41	100.00					41	100
Dara II	2	3.57	1	1.79	48	85.71			5	8.93	56	100
Total	8	5.59	2	1.40	99	69.23	2	1.40	32	22.38	143	100

(Source: household survey 2004)

3.3.9 Sustainability of the Services

Although emergency and relief assistance have their own standards of sustainability, often depending largely on the nature and length of the refugees' stay, it is important to receive feedback from the beneficiaries regarding the quality of the services delivered. Sustainability of the latrines may be achieved even after the termination of the project because of the recognition that latrines are a basic necessity. This notion is supported by 48.25% of refugee respondents who said that they make contributions to maintain the latrines and 87% said they would even dig pits for their own latrines.

Table 3.20

Camps Name	Contribution for maintenance				Total	
	Yes		No		Count	Row %
	Count	Row %	Count	Row %		
Roghni	9	19.57	37	80.43	46	100
Dara I	27	65.85	14	34.15	41	100
Dara II	33	58.93	23	41.07	56	100
Total	69	48.25	74	51.75	143	100

(Source: household survey 2004)

Table 3.21

Camps Name	Financial/in kind contribution								Total	
	Dug ourselves		Watered the cement		Built toilets ourselves		No response		# of resp.	%
	# of resp.	%	# of resp.	%	# of resp.	%	# of resp.	%		
Roghni	7	77.77					2	22.22	9	100
Dara I	25	92.59	1	3.70	1	3.70			27	100
Dara II	28	84.85			1	3.03	4	12.12	33	100
Total	60	86.95	1	1.45	2	2.90	6	8.70	69	100

(Source: household survey 2004)

3.4 Hygiene Promotion in Camps:

Poor hygiene is unfortunately common in refugee camps established due to humanitarian relief efforts. Refugees in these unhygienic situations are particularly at a high risk for disease. Upon assessment of the refugees it was found that most of the refugees had migrated from rural Afghanistan and were unaccustomed to using latrines. Concern-Guardians focused on this important issue in the Chaman camps by mobilizing the refugees to learn how to use the latrines. Proper use of the latrines was emphasized to keep with the objectives of hygiene education.

3.4.1 Hygiene Promotion:

Concern-Guardians encouraged the refugees to use the latrines. Hygiene promotion teams conducted training sessions to educate the refugees on hygiene related diseases and their prevention.

Regular house visits were also made, where group discussions regarding health and hygiene took place. Some of the issues discussed were:

- Fly control
- Mosquito control
- Soakage(drainage) and disposal of waste water
- Food hygiene
- Water hygiene
- Personal hygiene
- Latrine Hygiene (take care/use of latrine)

3.4.2 Washing Hands:

During house visits and training sessions, Concern-Guardians emphasized the maintenance and cleanliness of toilets. The elders in the refugee camps were mobilized to advocate good hygiene. The impact of efforts of hygiene promotion is reflected in the table below.

Table 3.22: Children wash hands after defecation and before eating food

Camp name	After Defecation						Before Eating Food					
	Yes		No		Total		Yes		No		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Dara II	19	65.52	10	34.48	29	100	26	89.66	3	10.34	29	100
Landi Karez	21	77.78	6	22.22	27	100	22	81.48	5	18.52	27	100
Roghni	24	100.00			24	100	23	95.83	1	4.17	24	100
Dara I	19	90.48	2	9.52	21	100	20	95.24	1	4.76	21	100
Total	83	82.18	18	17.82	101	100	91	90.10	10	9.90	101	100

3.4.3 Water and Food Coverage:

Although container for the storage of the water provided to the refugees were the same but some of the families took more pro-active steps in this regard. Apart from refugees own initiatives regarding the safe and hygiene storage of the water, Concern-Guardians hygiene promotion have made efforts in motivating them for safe and hygienic storage of water. Their efforts in this regard have been effective as 95% of the respondents have had safe/hygienic/ covered water storage.

Storage containers for water were provided by Concern-Guardians. In addition, some refugee families made a personal effort to use hygienic water and food storage containers.

Table 3.23: Drinking water Storage

Camp Name	Pitcher		Jeri cane		No Response		Total	
	#	%	#	%	#	%	#	%
Roghni	4	16.66	18	75	2	8.33	24	100
Landi Karez	3	11.11	24	88.9			27	100
Dara I	4	19.04	17	81			21	100
Dara II	2	6.86	24	82.8	3	10.34	29	100
Total	13	12.87	83	82.2	5	4.95	101	100

The interventions efforts seem far more effective for the covering of food, as shown in the table below.

Table 3.24: Food Covered

Camp Name	Yes		No		Total	
	#	%	#	%	#	%
Roghni	18	75	6	25	24	100
Landi Karez	13	48.14	14	51.9	27	100
Dara I	10	47.61	11	52.4	21	100
Dara II	22	75.86	7	24.1	29	100
Total	63	62.37	38	37.6	101	100

(Source: household survey 2004)

3.4.4 Direct Observation:

Dirty floors and flies in homes are often indicative of uncleanly conditions and poor hygiene. Survey teams observed that floors were often unclean, and flies were found in the houses. Observations are illustrated in the following table.

3.25: Table

Camp Nname	Flies						Total	
	None		A few		Many		#	%
	#	%	#	%	#	%		
Roghni	1	4.17	12	50.00	11	45.83	24	100
Landi Karez	3	11.11	19	70.37	5	18.52	27	100
Dara I	2	9.52	16	76.19	3	14.29	21	100
Dara II	3	10.34	22	75.86	4	13.79	29	100
Total	9	8.91	69	68.32	23	22.77	101	100

(Source: household survey 2004)

3.26: Table

Camp name	Floor Cleanliness								Total	
	Very good		Good		Average		Bad			
	#	%	#	%	#	%	#	%	#	%
Roghni			5	20.83	10	41.67	9	37.50	24	100
Landi Karez			8	29.63	14	51.85	5	18.52	27	100
Dara I			4	19.05	11	52.38	6	28.57	21	100
Dara II	5	17.24	2	6.90	14	48.28	8	27.59	29	100
Total	5	4.95	19	18.81	49	48.51	28	27.72	101	100

(Source: household survey 2004)

Personal hygiene was also a focus of the project. Survey teams directly observed the personal hygiene of the respondents and their families, particularly of women and children. Observations showed that cleanliness was average in both women and children.

Table 3.27: Observation of Children Hygiene

Camp name	Very good		Good		Average		Bad		No response		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Roghni	1	4.17	4	16.67	7	29.17	8	33.333	4	16.67	24	100
Landi Karez	1	3.70	6	22.22	13	48.15	7	25.926			27	100
Dara I	1	4.76	2	9.52	12	57.14	6	28.571			21	100
Dara II	3	10.34	7	24.14	10	34.48	9	31.034			29	100
Total	6	5.94	19	18.81	42	41.58	30	29.703	4	3.96	101	100

(Source: household survey 2004)

Table 3.28: Observation of Female Hygiene

Camp name	Very good		Good		Average		Bad		No response		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Roghni	1	4.17	4	16.67	9	37.50	5	20.83	5	20.83	24	100
Landi Karez	1	3.70	7	25.93	13	48.15	5	18.52	1	3.70	27	100
Dara I	3	14.29	3	14.29	13	61.90	2	9.52			21	100
Dara II	3	10.34	11	37.93	11	37.93	4	13.79			29	100
Total	8	7.92	25	24.75	46	45.54	16	15.84	6	5.94	101	100

(Source: household survey 2004)

3.4.4.1 Solid Waste Disposal

Concern-Guardians hired sweepers to clean faeces surrounding latrines, and dispose of the excreta. Lime powder was sprayed in the lanes to control insects in the camps. Guardians claimed that the camps were fumigated, although no evidence of this was found by the evaluation team.

Solid wastes found surrounding latrines and in various parts of the camps, as well as garbage in the lanes indicated that the sweepers were not doing their jobs properly. This also indicates that their monitoring system was not effective.

3.4.4.2 Pre Natal Care

While quite a few refugee women were aware about the importance of taking additional nutritious foods (milk, fruit, meat) during the prenatal period, many did not feel that regular prenatal check-ups were necessary. Only a small number of women felt that vitamin and mineral supplements were essential for pregnancy. Detailed responses are shown in the following tables.

Table 3.29: Knowledge about pre natal care

Diet	Camps name								Total	
	Roghni		Landi Karez		Dara I		Dara II			
	#	%	#	%	#	%	#	%	#	%
Additional diet (milk, fruit, meat)	12	11.88	20	19.80	16	15.84	18	17.82	66	65.35
Bread, Vegetable	1	0.99	1	0.99					2	1.98
We can't afford							1	0.99	1	0.99
Pregnant women should eat more	1	0.99					1	0.99	2	1.98
We take available food	8	7.92	5	4.95	4	3.96	8	7.92	25	24.75
No response	2	1.98	1	0.99	1	0.99	1	0.99	5	4.95
Total	24	23.76	27	26.73	21	20.79	29	28.71	101	100.00

(Source: household survey 2004)

Table: 3.30: Regular check-up by camps

Regular check-up	Camps name								Total	
	Roghni		Landi Karez		Dara I		Dara II			
	#	%	#	%	#	%	#	%	#	%
Not necessary	5	4.95	8	7.92	6	5.94	9	8.91	28	27.72
If allow by husband	7	6.93	1	0.99	1	0.99			9	8.91
If necessary	1	0.99	9	8.91	4	3.96	12	11.88	26	25.74
Go for regular check-up	1	0.99	1	0.99			1	0.99	3	2.97
Never	2	1.98	3	2.97	3	2.97	3	2.97	11	10.89
Necessary			3	2.97	3	2.97	1	0.99	7	6.93
Necessary	8	7.92	2	1.98	4	3.96	3	2.97	17	16.83
Total	24	23.76	27	26.73	21	20.79	29	28.71	101	100.00

(Source: household survey 2004)

Table 3:31

Use of iron, vitamins & calcium tablets	Camps name								Total	
	Roghni		Landi Karez		Dara I		Dara II			
	#	%	#	%	#	%	#	%	#	%
Don't know	3	3.70	1	1.23	3	3.70			7	8.64
Take vitamins if necessary	4	4.94	14	17.28	4	4.94	8	9.88	30	37.04
Don't take/not necessary	6	7.41	8	9.88	10	12.35	19	23.46	43	53.09
Necessary			1	1.23					1	1.23
Total	13	16.05	24	29.63	17	20.99	27	33.33	81	100.00

(Source: household survey 2004)

3.5 Physical Infrastructure in Host Communities

Although the entry of refugees brought extra resources and services to the host community, (through international aid agencies), the influx also burdened already under-resourced areas. Furthermore, while refugees received aid, neighboring host communities struggled even more to cope with reduced incomes and deteriorating living conditions, due to severe drought and limited access to basic services. These situations lead to resentment towards and tension with the international aid agencies, as well as with the refugee groups. The relationships between the landowners and UNHCR, were so strained that operation for other aid agencies became difficult.

Through prior experiences, Concern identified that water and health sector interventions were greatly needed in these areas, as they are basic necessities for survival.

3.5.1 Livelihoods and Survival issue.

This fact is also endorsed by the demands of the host community's representatives, particularly the landowners. Having taken these issues into account and negotiated with ECHO, Concern formulated a strategy and initiated several activities based on the needs of the host community.

Before tangible services provision, needs assessment exercises were conducted in host communities.

3.5.2 Need Assessment in Host Communities

Unlike in camps, Guardians-Concern adopted a much more systematic way to initiate the process in host communities, to assess the level and quantum of issues and analysis of the potential of needs based action plan within the communities. In this regard, Guardians-Concern teams carried out the following activities.

3.5.2.1 Participatory Need Assessment

Rapid socio-economic assessment of the villages was done. Apart from the socio-economic condition assessment, the physical needs of the communities were also assessed.

3.5.2.2 Household Survey

Through household survey, exact and accurate figures on population of the villages and the pattern of land ownership were ascertained.

3.5.2.3 Pre-feasibility Study

The prevalence of practices such as washing of water pots before fetching water, using open or covered bucket for water etc. was measured.

3.5.2.4 Technical Feasibility Survey

Communities' suggestions were gathered regarding the potential sites for different physical infrastructure in the village

3.5.2.5 Agreement with Host Communities

Concern-Guardians called meetings of the all villagers in each of the five villages, discussed all the potential schemes in their villages and signed an agreement to ensure the ownership of the communities in the proposed schemes.

3.5.3 Drinking Water Supply in Host Communities

22 tanks of 2,200, litres capacity each are constructed in Killi Nida Karez and Killi Baghak, while 15 hand pumps are installed on both Nida Karez and Killi Baghak existing wells to increase the access of communities to the safe drinking water. On the other hand for provision of washing along with the drinking water, RCC (Reinforced cement concrete) tanks of Landi Karez are connected to the Karez 2 with 2,700 meter long pipe.

Construction of the all 22 tanks Plain Concrete Cement (PCC) and 7 Reinforced concrete Cement (RCC) was of good quality and was in line with the standardized specifications. The quality of plaster cement and bricks used was also of good quality.



Water tank in Host Community

Apart from the aforementioned figures and efforts, 73.68% of male respondents were ignorant of any interventions by Concern-Guardians and reported that it did not improve the existing water sources – karezes, water pumps, etc. of the host communities. While 10.53% were of the opinion that it had helped improve the situation through Karez extension, and 2.11% were of the view that it had helped improve the situation through installation of pumps, supply of water schemes and pipes. The low level of acknowledgement on the part of respondents could be due to two reasons, firstly the activities were accomplished in the last quarter (4th quarter) therefore the respondent would have not have derived any benefits from the initiatives at the time of the survey. A second reason might be the lack of rains, which are a crucial karez source. Though unrecognized by the community, the structures were in fact constructed by Concern-Guardians and technical reports suggest a definite increase in the water flow in the karez.

3.5.3.1 Karez Extension:

Altogether 501 meter karezes were extended in four of the five host communities. Apart from excavation of 14 new shafts, 122 new as well as existing shafts were covered in order to prevent rain water from entering into the karezes directly (without covering, the water becomes polluted). In order to prevent karez tunnels from collapse, 74m of RCC pipes were installed inside the Karez of Killi Landi Karez and Murda Karez. Reports of the Karez discharge measurement and water Quality Test Reports prove that the quality of the water has increased. The table below shows village wise Karez extension intervention results.

Table 3.32: Village wise karez extension intervention results

Name of Village	Karez Extension	New Shafts Excavated	New/Existing Shafts Covered	RCC pipe for prevention of collapse
Nida Karez	140m	4	19	-
Killi Baghak	130m	5	12	-
Landi Karez	151m	3	81	60 m
Murda Karez	80m	2	10	14m
Total	501	14	122	74

In Killi Landi Karez 85meter removal of the obstacles in water flow was undertaken, instead of the extension of the Karez. While in Killi Murda Karez 40 meter of Karez tunnels were desilted. Karez is predominantly the source of drinking water in host communities. Only 0.05% of the respondents have drinking water from tube wells. Karez therefore is an integral means of survival. Given the importance of Karez, productivity is likely to increase further in the long run, as a result of the work undertaken on it.

While an increase in discharge is reported in the technical report, community members contradict these reports. About 74% of the male respondents reported that through Guardians-Concern intervention their source of drinking water has not improved while 64.21% reported negatively about greater availability of water as a result of Karez extension work. The following table indicates that there is a marked improvement in the water source. It is possible that community members have not been able to notice it, due to difficulties in observing the level of increase in water discharge. A discernable level of improvement might only be possible after the rains, when the discharge level will increase substantially.

Guardians have consulted Balochistan Water And Sanitation Authority (B-WASA) for the measurement of the improvement in the water source area, the summary of the report indicates sharp contradictions between the report's results and responses of the respondents.

Table 3.33

Name of Village	Increase in Karez Discharge	Quality of Water Test
Nida Karez		According to the standard
Killi Baghak	234%	According to the standard
Landi Karez	219%	According to the standard
Murda Karez	139%	According to the standard
Nida Karez	139%	According to the standard

Although the process in the villages is initiated in a systematic manner, the involvement of the community in the process of Karez extension is not taken into account, which clearly indicates gaps in the community mobilization (details are narrated in the community mobilization section) 69.47% respondent replied that they were not consulted at any stage of the Karez extension intervention, whereas 31.58% were satisfied by the service provided, because in one way or the other it was providing facilities in terms of more water for drinking, for livestock and agriculture.

3.5.3.2 Reservoir and Day Light Points

Karez Day Light Point (DLP) as well as 500,000 liters water capacity reservoir was constructed in Nida karez. The purpose behind reservoir and DLP was to protect karez water from pollution as well as provision of easy, better and safe access to water for the community, especially women and children; for washing and domestic consumption. Karez Day Light Points (DLP) as well as 400,000 liters water

capacity works was constructed in Landi Karez to achieve the same purpose. Similarly, a 210,000 liters capacity water reservoir was constructed in Killi Baghak to achieve the same purpose.

3.5.3.3 Watershed:

In Killi Nadi Karez, Killi Baghak and Killi Murda Karez, contour trenches and valley check dams were constructed in the karez catchment areas of the all three villages. The purpose behind these interventions was to slow down the water flow from the mountains and increase karez recharge capacity. In addition it provided flood protection to the villages which are exposed to the torrents. Following table explains village wise intervention situation



Check Dam Murda Karez

Table 3.34

Village Name	Contour Trenches	Valley Decks	Check Dams
Nida Karez	450	24	1
Killi Baghak	750	24	-
Murda Karez	-	-	3
Total	1200	48	4

In Killi Rahim 70 meter long gabion flood protection wall with two spurs, 50 each in length, was constructed in the catchments area. The purpose behind this was to slow down the water flow from the mountains and increase karez recharge, which also provide additional flood protection to the villages, exposed to the direct flow of the water flows from the mountains during rains.

3.5.3.4 Channels:

Seepage causes wastage of water, especially when the existing source point of water does not provide adequate water to the community. Running water in muddy drains does not only take longer to reach the fetching point, from the source, but also results in losses through seepage.

Concern-Guardians teams focused on this area to properly manage the scarce water appropriately. In this regard, irrigation channels were constructed (1850 meters in Murda karez, 1700 meters in Killi Rahim and 500 meters in Landi Karez) to bring karez water to the orchards of villagers without seepage losses.

3.5.3.5 Spring Improvement:

A spring that dates back centuries, exists in the area and a cluster of villages are using water from this spring as source of drinking water. Under the project activities this spring was also improved. 40 meters of extension and 7 silting channels were dug, while a water storage tank was also constructed adjacent to houses for safe and easy access to the drinking water. The storage tank was also connected with the source of water with 2,200 meter pipe.

3.6 Trainings in Host Communities:

Apart from the non availability of proper latrines, waste disposal management system and hygienic means for storage of food and water, attitudinal problems must be taken into account to address the problem

holistically. The beneficiaries need to be trained for attitudinal change. Concern-Guardians also conceived and imparted different trainings to the host communities.

3.6.1 TBAs Training:

In three TBAs trainings a total of 52 TBAs were trained from all five villages. Trainings were followed by refresher courses to further deepen the knowledge of the TBAs. During the course of action a TBA training manual was also developed and distributed among the trained TBAs as their reference book. TBAs were provided TBA kits and also issued certificates. Given below table shows the number of TBAs trained, by village:



TBA Training

Table 3.35: TBA Trainings

Village	No of TBAs received training & refresher course in each host community
Killi Abdul Rahim	17
Killi Nida Karez	5
Killi Baghak	3
Killi Ladi Karez	7
Killi Murda Karez	20
Group Total	52

TBA training are considered beneficial because it had links with women. Local women trained in TBA are not only well aware of all problems of the women but also have relevant training on women diseases. There was no facility for women in the past, but surprisingly 87% women do not see the benefits of the TBAs, training. The following table may explain the benefits felt by them:

Table 3.36

Host Community	Benefits of TBA Training								Total	
	Disease Control		Knowledge about hygiene		Improve Environment/ Cleanliness		Training not received			
	Count	%	Count	%	Count	%	Count	%	Count	%
Killi Abdul Rahim	1	7.14					13	92.86	14	100
Killi Nida Karez	3	33.33	1	11.11			5	55.56	9	100
Killi Baghak							4	100	4	100
Killi Ladi Karez							9	100	9	100
Killi Murda Karez	1	5.88			1	5.88	15	88.24	17	100
Total	5	9.43	1	1.89	1	1.89	46	86.79	53	100

(Source: household survey 2004)

3.6.2 Health, Hygiene and Sanitation promotion

In all five villages male and female members were separately trained on health and hygiene promotion as well as sanitation awareness. Altogether 1228 host community members were trained in health and hygiene awareness, out of which 628 were women. While a total 613 host community members were trained on sanitation awareness, 413 of whom were women. The following table illustrates the village-wise and gender disaggregated picture of health hygiene and sanitation awareness training.

Table 3.37: Health, hygiene and Sanitation Promotion

Location	No of villagers Received Health & Hygiene Promotion sessions			No of villagers Received sanitation awareness raising sessions		
	Male	Female	Total	Male	Female	Total
Killi Nida Karez	15	48	63	20	18	38
Killi Baghak	25	45	70	25	45	70
Killi Ladi Karez	86	92	178	45	109	154
Killi Murda Karez	189	215	404	50	115	165
Killi Abdul Rahim	285	228	513	60	126	186
Total	600	628	1228	200	413	613

To maintain the interest of the people/communities/trainees, incentives were given to the different stakeholders through prize distribution, so that the impact of the training could be made stronger. Prize distribution was organized in all 5 villages as a strategy of follow up of both, TBA and health, hygiene and sanitation awareness trainings.

Under the prize distribution the 13 most cooperative TBAs, 16 most cooperative families, 46 healthiest babies and 20 best hygiene households were awarded.

One of the most important areas in hygiene is personal hygiene. To understand and analyse the effects of the hygiene training as practiced by people, their bath pattern and frequency in summer and winter are shown in the following tables.

Table 3.38: In Summer

Taking Bath	# of responses		
	Daily	Weekly	Biweekly
Adult female 12 +	7	46	0
Adult male 12+	20	33	0
Girls 5-12	2	48	0
Boys 5-12	23	28	0
Children less than 5	0	78 %	40 22% 11

(Source: household survey 2004)

Table 3.39: In Winter

Taking Bath	# of responses			
	Daily	Weekly	Biweekly	Monthly
Adult female 12+	1	43	9	0
Adult male 12+	9	44	0	0
Girls 5-12	0	19	31	0
Boys 5-12	1	26	24	0
Children less than 5	0	10	27	13

(Source: household survey 2004)

Although 100% respondents replied that hot water is available in the winter for bathing purpose the responses indicate that a majority of the people take baths once a week, regardless of the season. The most alarming situation is with children less than 5 years, among whom a majority (78%) take baths weekly in summer, 22% take bath bi-weekly in summers, while the situation in winter is gloomier not forgetting that the Chaman weather is hot and dusty.

Table 3.40: Hot water available

Host Community	Hot water available	
	#	%
Killi Abdul Rahim	14	100
Killi Nida Karez	9	100
Killi Baghak	4	100
Killi Landi Karez	9	100
Killi Murda Karez	17	100
Group Total	53	100

Another impact of the hygiene promotion can be assessed by the fact that 62% of the women respondents replied that their children do not wash their hands after defecation, while the answer for washing hands before eating was as high as 98%, This is anomalous, given the religious/ cultural practices, and is unexplained by the hygiene training. If it had been due to effective training then it should have the same level of impact on washing after defecation too. Following table clearly explains the comparison.

Table 3.41: Wash hands after defecation

Host Community	Wash hands after defecation				Total	
	Yes		No		Count	%
	#	%	Count	%		
Killi Abdul Rahim	3	23.08	10	76.92	13	100
Killi Nida Karez	3	33.33	6	66.67	9	100
Killi Baghak	1	25.00	3	75.00	4	100
Killi Landi Karez	3	33.33	6	66.67	9	100
Killi Murda Karez	9	56.25	7	43.75	16	100
Total	19	37.25	32	62.75	51	100

(Source: household survey 2004)

Table 3.42: Wash hands before eating food

Host Community	Wash hands before eating food				Total	
	Yes		No		#	%
	#	%	Count	%		
Killi Abdul Rahim	12	92.31	1	7.69	13	100
Killi Nida Karez	9	100.00			9	100
Killi Baghak	4	100.00			4	100
Killi Landi Karez	9	100.00			9	100
Killi Murda Karez	16	100.00			16	100
Total	50	98.04	1	1.96	51	100

(Source: household survey 2004)

c. Agriculture/Domestic Poultry Training:

Increase in discharge of water, water flow enhancement and construction of irrigation channels to the orchards are by no means productive, if people are not trained accordingly. In this regard agriculture trainings are important to the male members of host communities and domestic poultry training to their women counterparts. The following table explains village wise and gender disaggregate information regarding the agriculture/domestic poultry trainings



Training

Table 3.43: Agricultural Training

Location	Males		Females		
	Crops, orchards Management	Large Animals/Live stock Management	Domestic poultry	Fruit, Vegetable Preservation	Domestic Livestock farming
Killi Nida Karez	25	10	7	21	10
Killi Baghak	15	8	5	22	4
Killi Ladi Karez	19	10	15	37	6
Killi Murda Karez	23	7	16	30	12
Killi Abdul Rahim	20	16	21	42	15
Group Total	102	51	64	152	47

As the approach is adopted in TBA and hygiene training, trainee interest was maintained through the supplies of poultry units' distributed among the trainees. It is worth mentioning here that domestic poultry training was given to women only therefore the poultry units were also provided to women.

Apart from maintaining the interest of trainees, these poultry units distribution were also used as exit strategy too. These poultry units were distributed to the Community Activists Groups (CAGs), a poultry unit comprising of 7 chickens of golden birds (1 male and 6 female) along with equipment comprising one drinker and one feeder. The table below shows the number of units distributed village wise to the CAGs

Table 3.44: Poultry Units Distribution

Location	No of Units	No of Chicken Distributed		
		Male Chicken	Female Chicken	Total Chicken
Killi Nida Karez	1	1	6	7
Killi Baghak	2	2	12	14
Killi Ladi Karez	3	3	18	21
Killi Murda Karez	4	4	24	28
Killi Abdul Rahim	6	6	36	42
Total	16	16	96	112

3.7 Community Mobilization and Conflict Management/Dispute Resolution

3.7.1 Community Mobilization:

Although intervention in the host communities started in a much more systematic and professional way than in the camps, by conducting baseline data and extraction of information on different aspect of potential interventions. Analysis of the interventions indicates that three basic elements have been missed in terms of mobilizing the communities, prior to physical service delivery.

Firstly it seems that neither a deep reflective analysis of all information was done in terms of villages, power structure and the potential challenges/hurdles, nor the practical interventions strategy was designed on the basis of such reflective analysis. Secondly, different intervention i.e. Participatory Need

Assessment, pre-feasibility study, technical feasibility study and particularly the household survey were conducted to collect different information and data. These interventions remained very mechanistic and narrow in their scope, confining the interaction to specific data and information collection. It is worth mentioning here that these four interventions which could have provided many opportunities to mobilize the communities were not used as tools for mobilization. These interventions were made in the second quarter, while physical work began in the third quarter.

Third and the last missing element was the organizing of the community. Analysis shows that neither the community was mobilized nor organized properly. Proper formation of the organization of the villagers with the community meetings, developing its TOR, trainings/orienting them on TOR and developing mechanisms to involve them in planning, implementation and maintenance, jumping directly into the physical intervention was evident. Saving and record keeping has not been initiated so far. Contribution in kinds/cash/labour is not ensured from communities, instead of contribution 100% subsidized services were provided to the communities and the evidences show that a sense of ownership has not been developed amongst the community to sustain the project supported initiatives after the withdrawal of project.

Concern-Guardians learnt from the experience and mistakes in the villages and started the mobilization/organization of the communities in villages in the fourth quarter. This was time when the karez extension started which excited the power structure in the village to express their interest in the activities so that they could get maximum benefits out of it other wise they never took active part in the water user committee.

Mobilization is a much more sensitive and a dynamic process, well thought out interventions plays an important part in achieving demand results. Consensus building meeting with all the stakeholders at initial stage and clear and complete orientation regarding all aspects of the process as well as the project only ensures the interests of different vested interest groups in the villages. Based on analysis of the interests of the different stakeholders interests' village level committee/organization should be formed to involve the stakeholders in the whole project activities instead of specific activities. It is analysed that these basic essentials of mobilization were not taken it account, even when water user committees are formed, the process was weak in terms of mobilization.

Weakness of the mobilization/organizing process and gaps in the program orientation to the communities by the mobilizer teams can be understood from the fact that for three quarters the key and influential people were not involved in the process, and who to a large extent were creating hurdles in the process. All of a sudden in the fourth quarter they not only took active part in the activities but also helped the teams in the mobilization of the villagers.

Concern-Guardians utilized the opportunity generated through mobilizing the elders who are the key power brokers by involving them in the decision making as well as deriving additional benefits from the interventions. Concern-Guardians established male and female project responsibilities of the activities. Following table shows the exact number of CAG Community Activists Groups (CAGs) separately in each village to ensure the post s village wise.

Table 3.45: Community Activists Groups

Location	Male Activists Groups (MAGs)		Women Activists Groups (WAGs)	
	# Groups	Members Total	# Groups	Members Total
Killi Abdul Rahim	1	11	4	28
Killi Nida Karez	1	9	2	10
Killi Baghak	1	7	1	5
Killi Ladi Karez	1	7	3	27
Killi Murda Karez	1	11	6	54
Group Total	5	45	16	124

3.7.2 Conflict Management/Dispute Resolution:

The project experienced several conflict situations, and the supplementary assistance component was made part of the project due to ever increasing conflict between villagers, aid agencies and refugees. Concern-Guardians wanted to capacitate their own team to deal with the conflict situation in the villages but the evidence shows that their teams could not get proper formal training due to a variety of reasons; resulting in their ineffectiveness in different conflict situations such as in Killi Rahim's conflict.

Concern made efforts to capacitate its staff to deal with at least those the conflict situations that arose at the village level. In this regard Concern hired a conflict management consultant in December 2003. The consultant visited Chaman and assessed the situation. However the report and plan of action produced by the consultant were unsatisfactory and Concern had to terminate his services.

Subsequently an international NGO in conflict resolution TIDES was sub-contracted to assess the situation in Chaman. They proposed a plan of action and conducted conflict management trainings for interested stakeholders as well as for building Concern's overall conflict management capacity. The budget allocation in the ECHO project was not sufficient to cover the costs of the consultancy and Concern was interested to use TIDES involvement to build its own capacity, since it co-funded the costs of TIDES involvement.

TIDES conducted two trainings, a Foundation-level training between Feb 14-15, 2004 and a more intensive mediation training between June 17-28, 2004. Trainings were attended by staff involved in the implementation of the project both from Concern and Guardians, and other stakeholders in Chaman, such as UNHCR, local Nazim office (elected head of local government) and a local NGO WESS, responsible for food distribution in the camps.

A third visit by TIDES, which focused on Concern and its partners' capacity building, as well as examining and summarizing the results of the first two trainings learning application, is planned to be conducted at the end of August 2004.

Security reasons, undue pressures from community's elders and regular strikes have made it very difficult for the teams to tackle the multidimensional conflict issue in their existing capacity, for the management to arrange quality trainings for enhancement of the capacity of the teams to deal with the much more sensitive issues which were also political in nature. Contracting training in conflict management to TIDES helped a great deal.

3.8 Research Monitoring and Evaluation (RME)

3.8.1 Research:

As far as research is concern, Concern-Guardians did not carry out during the project phase. However, a number of research oriented interventions were carried out in host communities i.e. PRA, household survey, pre-feasibility study and technical feasibility study.

Apart from the above mentioned studies, just before the last quarter Impact Assessment Study was conducted to analyze the impact of health, hygiene and sanitation promotion interventions on morbidity and mortality rates.

3.8.2 Monitoring:

At first level Guardians project coordinators were responsible to monitor the activity on daily basis in their respective components in host community and refugees camps and ensure the targets according to the project as well as the standard and quality according to the Sphere standards.

At second level, Concern's Community Development Officer (CDO) was responsible to monitor the activities in the host communities at regular basis. She was also supposed to find out gaps and weaknesses in the implementation and re-direct the implementation partner to improve the work.

At third level, both components were monitored by Concern's Project Coordinator and Program Officer. They used to pay surprise visits to assess the direction of the work. Last but not the least, ECHO representative visited the field and suggested some improvements, which were followed accordingly.

Monitoring visit, frequency of the visits and diversity of the visitors does not ensure the quality of work. To have qualitative and quantitative results it is important to have community centred strategy and well designed monitoring indicators and monitoring tools. In ECHO funded project of Concern-Guardians , Quantitatively 100% achievement was ensured, while there were some gaps at qualitative front such as improving the knowledge of the safe birthing practices among the women and reducing the conflict between the landowners and refugees implementing agencies. Thus off course had its own justified reasons, narrated in detailed in the previous chapter; one of the reasons is the mixed role of Concern's CDO. She was basically supposed to monitor and ensure the quality.

3.8.3 Evaluation:

Time frame of the project was only one year. It was not possible for the project to carry out as internal evaluation; however external evaluation was planned in the end of the project, which was done accordingly.

3.8.4 Exit Strategy:

Concern has drafted "Strategy for exit" for both components. According to the exit strategy the process starts from 1st June and ends on July 26, 2004 by finalizing report of the "Exit strategy". Basically the exit strategy proposes two elements; sustenance of the process in villages and smoothly withdrawal from the intervened villages. Firstly it proposes "Establishing and organizing Community Activists Groups (CAG) of male and female" and secondly it proposes "Provision of poultry units to Women Activists Group (WAGs)".

As far as the proposed elements suggested in the exit strategy for a smooth withdrawal is concerned, the W/CAGs were established in the end of June and beginning of July 2004, which means that only one month old groups are expected to carry out the function of an village based apart from the time factor, no training and capacity building or for that purpose any activity which could enable these WCAG to enhance their capacity and take the charge of the process in their villages is suggested in the exit strategy to ensure the viability of the suggested element.

While the second proposed element suggested in the exit strategy may sustain/strengthen the legacy of domestic poultry training, but it does not justify the operation, maintenance and sustenance of Karezes, watersheds pumps, channels and other physical works carried out by Guardians-Concern.

It is worth mentioning here that apart from the technicality involved in the design and focus of the exit strategy, W/CAGs formation could not be outrightly considered less or un-important just because of its late formation. In fact it is very important to have such groups. The only point is that it would have proved more productive if formed at initial/earlier stage (s).

As far as the smooth withdrawal and its sharing with communities under the exit strategy is concerned, earlier the nature and attitude of the local communities is mentioned in detailed, it might be wise decision for Concern-Guardians to share their exit strategy with the communities, but due to security reasons it would have resulted in taking over the program assets/material by the communities and the completion of the schemes would have remained a dream.

3.9 3.8 Focus Group Discussion (FGDs)

To have qualitative data about the project activities, Focus Group Discussion were designed and held in Refugees Camps as well as in host communities. . Seven FGDs were held in the camps out of which four were with women. Total 7 FGDs (3 male and 4 female) were held in refugees' camps, while 4 FGDs (2male and 2 female) were held in host communities. Details of the both components FGDs are given below:

3.9.1 Focus Group Discussion (FGD) in Camps

3.9.1.1 FGD with men in Camps:

Civil engineer conducted three Focus Group Discussions in DARRA I, DARRA II and Roghani camps. Basic objective for such FGDs was to cross-examine the physical verification of the civil work in respective camps.

Physical work is verified, details are narrated in 3.1 and 3.2 while the whole discussion in FGDs was around the five elements

Functionality

Quality

Design

Maintenance

Overall sustainability

Functionality: Latrines and culverts are very much functional in the camps, while the gabions did not receive heavy rain to be assessed whether it gets damaged or remain functional.

Quality: Construction of gabions can be described as of almost good quality. It lacked good workmanship and wire mesh gauge was low quality. The wire, which was used, was not galvanized and was prone to rust. The stone or boulder size was not proper.

Participants of the Focus Group Discussion pointed some of the weaknesses in the construction of gabions. According to the participants apart from low quality wire and small size of stone used for construction, the most dangerous aspect is that the meshes are also not tightened properly, which may result in getting damaged in case of heavy rain, and may be it is made easy for pilfering.

Design: Design was technically evaluated. It is found that to a large extent the designs were not done according to the standardized engineering practices in terms of design as well as the cost estimation due to oblivious reasons of emergency. On one hand immediate service delivery was needed and on the other

hand land owners pressure for purchase of material from them as well as local labour, even if they do not produce the required standard was there. However, in term of emergency work design would meet the requirements.

Focus Group Discussion participants commented that the design is good and very much scientific however they could not explain technical reasons for it.

Maintenance and overall Sustainability: Maintenance is crucial in every project. As far as the latrines are concerned, the refugees are not only maintaining it currently but would maintain it in future too, while in gabions and culverts case is entirely different phenomena.

Participants of FGDs pointed out some of the important aspects, which may help in understanding the sustainability of the interventions from a refugee's perspective.

- Firstly, as refugees, they lack regular earning sources, which not only restrict them in terms of contributing in cash but also in terms of labour also because the valuable time they would spend on maintenance, they could earn for their children.
- Secondly, there is uncertainty about future. At any point of time they would be evacuated from here.
- Lastly the local communities especially the landowner will never allow them to live on this land after the withdrawal of aid agencies including Concern.

3.9.1.2 FGD with Women:

Four women FGDs were held by sanitation and hygiene expert. These FGDs were held in Roghani, Darra I and Darra II camps. Even in Roghani, camp two FGDs were conducted in different pockets.

All four FGDs were focused on sanitation and hygiene promotion issue from qualitative aspect. The overall picture of these FGDs is given below

Sanitation:

Participants pointed out that there is no separate latrine available for women, since one latrine is provided to more than one family makes it very inconvenient for women to use it. Besides this, it is risky in terms of possibility of being victim of violence and harassments.

Women also shared that due to shared latrines it is also culturally difficult for men to easily use these latrines, due to which many more men use open fields for their need. It shows that Concern-Guardians have not been able to achieve the requirement of the refugees. It was also pointed out by women that most of the latrines are now enclosed within the boundary walls of 2,3,4 houses to cater for their exclusive use. Women also pointed out that there is technical problem in the pits of the latrines; pits have not been dug deep enough and according to the proper size and the need of household. Therefore, pits get filled very soon. The most important issue they pointed out was that some of the households who have had family ties and better understanding through mutual cooperation dug their second pit and got another latrine from Concern-Guardians because digging the pits by the family was a pre-requisite. In reward of their digging the pits they have functional latrine and feel comfortable, while those who did not exhibit this level of cooperation are still facing problems.

Women participants of FGDs also raised questions on quality of the doors, roofs and slabs of the latrine. They mentioned that surface of the cement slab has vanished since long. They were of opinion that the quality of communal latrines should be more durable and the pits size should be appropriate for the communal use. They also explained their feelings that it is very laborious to keep the latrines clean and hygienic which are in use of so many people. In other words, it is not possible to maintain the cleanliness of the communal latrines. Some time one family keeps it clean where the other does not. Women participants explain that children's faeces in the surroundings of the latrines are justified, because due to communal latrines most of the time it remains busy and children cannot wait for their turn. Therefore, they use surroundings of the latrines for their defecation.

Health & hygiene:

There are trained TBAs in the camps who were trained by Plan International. They are utilizing the acquired knowledge. In term of family planning services, contraceptives are available in the BHUs in the camps. Women also pointed out that there is referral system but doctors do not attend the patient appropriately. It is worth mentioning here that TBAs were not trained by Concern-Guardians nor health was there mandate in the camps, they had only hygiene promotion responsibilities in camp. Picture of health is just for the sake of showing that how health and hygiene have strong correlation. Although some of the women verified that Concern-Guardians teams individually visited their houses and they oriented them on different aspects of the hygiene. To a large extent now these women were applying that knowledge in their practices.

Sizeable number of woman complained that neither they have been given normal health and hygiene training nor individually their houses are visited and they have not been oriented regarding hygiene issues.

This concern indicates that Concern-Guardians teams would not have focused the whole camps for hygiene promotion. They have had selected houses in each camp for the hygiene promotion.

Solid waste management/fumigation:

According to the women, there is no arrangement for the solid waste in the camps. People throw the garbage outside the tents/house, normally few steps away forms their tents/houses. They have never seen such a disposal facility in the camps to dispose off the waste.

It is observed that some of the family used to dispose off their household wastes instead of throwing it in the lanes. However, the other ways used are worse than throwing it in the lanes, because they were throwing it in the wholes of the latrines.

As far as fumigation is concerned, women were completely unaware of such activity ever carried out in camps by any of the agency including Concern-Guardians . However, guardians have had claim that in the history of the Chaman camps it was first time when they fumigated all four camps through its fumigators .

3.9.2 Focus Group Discussion (FGDs) in host communities:

3.9.2.1 FGD with Men in host communities:

Experienced Civil Engineer verified that the Civil Work targets were achieved as planned, while the FGDs with the male members of the host communities were held and they were probed regarding the different schemes initiated/ completed in the communities.

According to the participants, Day Light Points (DLP) really helped them in fetching water and washing cloths, pots etc. These DLPs also saved water from polluting. Karez extension was some thing they were not sure whether it increased discharged or not.

As far as spring improvement is concern they were satisfied that now they can easily access the quality water and were very much happy with irrigation channels. They were of the opinion that they do not know whether these channels are saving any water or not, but they are saving their time. They were of opinion that up till now they do not have benefit from water shed and check dams because since these are constructed there have been no rains. But they were aware that it would benefit them in future.

One of the concerns they highlighted was limited time especially when it is required to be sustained. Although Concern-Guardians s have had designed exit strategy for smooth transaction and withdrawal from the villages, but due to security reasons and antagonistic attitude of the host community or for that purpose their representatives in the name of land owners, it would have not shared with the communities,

which made impression in the communities that Concern-Guardians is suddenly withdrawing from the villages, they should have Guardians continued their support to them at least for further two years.

3.9.2.2 FGDs with women in host communities:

One FGD in each Nida and Murda Karezes were held with women. In FGDs women were satisfied with the role of TBAs in the villages, but they were of the opinion that the training was of short duration. They were not able to deal with more complicated cases. Therefore advanced level of TBA courses should have been conducted for them to deal with such cases too.

Women pointed two very crucial aspects of the whole process. According to the women most of the activities under the project were done with influential and with well off people, while the needy and poor were given less attention during the process. Another alarming point is raised by the women that the trainings had incentives such as chicken with drinkers and feeders for chickens, TBA Kits (towels plastic sheets), Baby kits (talcum powder, towels, etc), Water coolers, Water sets and plastic baskets etc and most of the incentives went to the well off families. There have been are conflicts within the communities due to this incentive distribution.

They also pointed out that water tanks were also one of the cause of the conflicts within communities. During the selection of the place for construction of water tanks the same strategy was adopted and the tanks were constructed with influence of one group, while others were ignored.

Women have got pickle making and food preservation training. According to the participants the training was useful for women and at least they have learned making new things and could utilize these things at household level. Women also had domestic poultry and goat and sheep rearing training. They were not satisfied with the trainings due to its short timings, training material and trainer communication problem (trainer was non pushtoon, she was not very fluent in pushtoo) even then they think that the contents of the training were good and informative.

Health situation of the women seemed very poor still there was lack of awareness in this regard. Common diseases among children were diarrhea, fever, cough, stomach worm. Women have common problems of anemia, during the pregnancy and after birth complications. On the other hand cough and fever are very common in males.

Women told that hygiene training is beneficial; they are trying to practice the messages to prevent themselves especially their children from different hygiene related diseases. However the training was too short in duration i.e. few hours. They proposed that the duration should be increased, so the effect could be seen.

Sanitation situation is worst in the villages. They usually use open field as a toilet that is within the outer boundary of the house. Obviously the presence of faeces results in unhygienic conditions and leading to several diseases. Neither drainage system nor waste disposal arrangement exists. Villagers throw garbage outside the house.

Although they have learnt the techniques of disposing off of the garbage, but still it is not in practice because the method required a pit to be dug for which they are not willing.

4. Implementation Arrangements

4.1 Program Management:

Concern was the lead agency, while [its](#) local [partner](#) Guardians was the implementing agency for the project. As the funding agency for the project, final authority rested with ECHO. The program management structure used during the project is illustrated below:

Project partner	Responsibilities	Reporting Requirements
Guardians	<ul style="list-style-type: none"> • Implementation • achievement of targets administration • daily monitoring 	quarterly report to Concern
Concern	<ul style="list-style-type: none"> • monitoring and management • financial disbursement • ensuring transparency 	quarterly report to ECHO

4.2 Staffing / Organizational Structure:

Project staff based in Chaman was selected by Concern to ensure achievement of targets and efficient management of the project. The following is a breakdown of the project team members:

- Program Officer (responsible for overall management of project)
- Project Officer (Short Term)
- Community Development Officer
- Administration Officer
- Logistics Officer
- Finance Officer
- Support Staff

For implementation of the project in the refugee camps and in the host communities, two project coordinators were appointed, with a support staff consisting of 34 members. A detailed organogram of Concern-Guardians RHCP project team is attached as an annexure I.

4.3 Project Costs / Financial Flow / Disbursement:

The total cost of the project was 650,000 Euro. The disbursement of the sum was subject to submission of quarterly reports and deliverables at all levels.

4.3.1 Financial Flow

ECHO → Concern Country Officer → Province Project Office → Project Office → Local Partner

5. Conclusion and Recommendations

5.1 Conclusion

Concern-Guardians team faced various constraints, which lead to delays at different levels. This resulted in the project receiving a no cost extension in order to meet the project objectives. In spite of the hurdles encountered by the project team, all objectives of the project were achieved, benefiting 12,816 refugee families and 7,300 members of the local host communities.

Concern-Guardians were quite successful in not only reaching specific project goals, but also exceeding them. Apart from construction and repair of latrines, Concern-Guardians successfully promoted hygiene education and mobilized communities for sustained social activism. In addition, several training sessions related to livelihood and economic empowerment were conducted benefiting both men and women.

5.1.1 Results

5.1.1.1 Hygiene, sanitation and solid waste disposal

- 104% new gabions constructed
- 113% gabions repaired
- 161% new culverts constructed
- 75% culverts repaired
- 100% latrines emptied
- 89% new latrines constructed

5.1.1.2 Trainings

- 5 Male Community Activist Groups (CAG) formed in the host communities, with 45 total members
- 16 Women Activist Groups (WAG) formed in the host communities, with 124 total members
- 600 male and 628 females trained in health, hygiene and sanitation promotion
- 102 males trained in crops and orchard management
- 51 males trained in large animal and livestock management
- 52 women from all 5 villages trained as Traditional Birth Attendants
- 64 women trained in domestic poultry management
- 152 women trained in fruit and vegetable preservation
- 47 women trained in domestic livestock farming

5.1.1.3 Community Infrastructure

The following targets were reached with regards to community infrastructure, specifically Karez rehabilitation activities

- Construction of Karez extension
- Construction of Reservoirs
- Construction of DLPs
- Construction of Watersheds
- Construction of Channels
- Spring improvement
- Drinking water supplies

However, the gains of these amenities were not realized because of limited rainfall in December 2002. It is anticipated that heavy rains in the region will bring the benefits of these facilities to fruition, with B-WASA already reporting a 234% increase in discharge.

5.1.2 Constraints

Twenty-five years of conflict and war in Afghanistan, beginning from the Soviet Invasion of 1979, to the present, has taken its toll on the attitudes and behavior of the local communities of Chaman. It was observed that the local communities of Chaman were more interested in financial gains than in volunteerism or altruism. In spite of the difficulties faced in working with the host communities, Concern-Guardians, with their experience and trained staff, were effectively able to accomplish both qualitative and quantitative objectives simultaneously.

Specific constraints were as follows:

- Community mobilization and organization is not taken into account at the initial stages, and so remained a problem until the end of the project.
- Gaps in the needs assessments
- Group discrimination in project activities perpetuated and fueled existing conflicts among the groups
- Selection of sites for physical work caused divides in the community and remained a problem until the end of the project

Concern-Guardians are equipped specifically to deal with emergency and relief situations. The above-mentioned constraints could have been avoided with the expertise of development workers. In addition, the time span of the project was too short to respond to the various challenges posed throughout the project.

5.2 Recommendations

- Project interventions in host communities should not be confined to one year. The first year is essential for developing a rapport and building trust with the host communities.
- Community mobilization and active participation must be ensured through the services of a grass roots development professional. Explicit delivery mechanisms must be employed to ensure the sustainability of interventions and ownership of the communities.
- Government involvement in the project activities and coordination with community activist groups is essential for post intervention sustainability.
- Various innovative training methods and techniques, such as illustrations and visual aids, should be used to connect with illiterate groups, particularly women.
- Precise and defined monitoring and evaluation tools must be used to obtain accurate feedback to facilitate assessment of project performance and outcomes.
- Maximum community participation and contribution should be ensured through cost sharing, services provision or labor, in order to develop a sense of ownership in the communities.
- Community training sessions must be redesigned for more effectiveness. Excessive use of lectures and the whiteboard must be avoided and innovative and participatory methods introduced for greater impact.

Deleted: .

- Trainers must be fluent in the local language(s), and be familiar with the social and cultural context of the communities in order to effectively communicate.
- Given the hostility between the host communities and the refugees, proper conflict management and dispute resolution training, before or at the inception of the project, may produce more productive results.
- Project interventions must be more inclusive, ensuring that all segments and economic classes of the communities are being served, with priority given to the poor.
- Distribution of incentives after trainings should be avoided because it creates a dependency in the beneficiaries. Incentives designed in a development-oriented manner would ensure sustainability of project interventions and achievements, having a greater benefit for the community.