



INSPIRATIONAL INSIGHTS



The devastating floods in Punjab in 2010 led to one of Islamic Relief Pakistan's largest ever response programmes, beginning in Tehsil Kot Addu, district Muzaffargarh of Punjab province.

Two years on, we capture the success, achievements and challenges of Islamic Relief's response and share some of the real life stories of those touched by our work.

Photo printed at title is of union council Kot Addu, district Muzaffargarh where IRP implemented its largest humanitarian response after 2010 floods.

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A child quenches his thirst from a hand pump installed by Islamic Relief in Basti Dinga, Muzaffargarh.



Acknowledgments

It is our pleasure to share with you a snapshot of the stories of courage and inspiration displayed by individuals, families and communities in the wake of the devastating floods in Punjab in 2010.

Islamic Relief's response began in Tehsil Kot Addu of district Muzaffargarh where we have recently concluded our emergency and early recovery projects. The stories in this document give an insight into the lives of flood-affected communities with whom we have worked hand-in-hand.

These achievements were only possible due to the dedication and ongoing support of all those who helped make the project a success. First and foremost, we are grateful to the communities with whom we have worked for two years, who expected nothing less than our best efforts in helping them rebuild their lives.

We would also like to acknowledge and extend our heartfelt gratitude to our team members including volunteers, suppliers, government officials, fellow NGOs and all those who played a part in making the flood response programme in Punjab a success.

We would also like to extend our thanks to the Islamic Relief family, partners and donors, whose support and guidance enabled us to implement an integrated village rehabilitation approach - words alone cannot express what we owe them for their encouragement and help.



Dr. Fayaz Ahmad
Country Director
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Introduction

Islamic Relief's Punjab Flood Response Programme was planned as an integrated and comprehensive initiative to help meet the various humanitarian needs of those affected by the disaster. We identified our target areas and developed projects that would help provide communities with clean water, promote better hygiene and sanitary practices, offer livelihood support, ensure access to health services and provide food, shelter and essential non-food items.

Two years on, we reflect on the impact of our intervention. Shelter reconstruction has been the most challenging, expensive and ultimately the most

successful aspect of our integrated programme. The revival of agriculture, income generation activities and livestock support was another important aspect of the programme that helped rebuild the community-based economic structure. Our health services helped alleviate suffering in the aftermath of the disaster and our school rehabilitation work helped minimize the disruption to children's education.

This report highlights the positive impact of Islamic Relief's work on people's lives since 2010; it captures real life stories and assesses some of the challenges we've faced in this critical, large scale operation.



Haseena Bibi's Story

Haseena Bibi is around 40-year-old and lives in Saroon Walla village in Union Council Budh, district Muzaffargarh in the south of Punjab. She has two sons and three daughters and her family do not own any land other than the small patch on which they live. Her husband, Ghulam Fareed works as a laborer and travels to wherever he can find work. Before the 2010 floods, the family struggled to meet their needs but in Haseena's words, they lived “with dignity and respect.” Then the floods changed everything.

“A huge torrent of water engulfed our village as the River Indus burst its banks. We waded through the water, carrying our children on our shoulders, looking for dry land. There was no time to gather any of our belongings. All we could hear were screams from all directions. After an arduous journey of a night and half a day we reached the Thermal Power House in Muzaffargarh, where we found sand mounds to settle on,” Bibi recalled.

Haseena's family, along with many other families from neighboring villages, lived at the makeshift camp almost three months. “It was the holy month of Ramadan and we had to fast with very little food and water. Mothers couldn't feed their children and diseases were spreading due to the unhygienic living conditions. For the first couple of days we spent our days and nights under the open sky; the women and girls felt exposed and vulnerable. Then Islamic Relief came; they gave us food when we were almost starving and set up camps with beds to sleep in. we will never forget what they did for us.”

The menfolk of Saroon Walla returned to the village regularly to check on the floodwater levels and after three months deemed it safe to return. But there was no normal life to return to; Haseena described how their displacement had come to an end but the trauma of what they experienced made it difficult to imagine how they would pick up the pieces and start to 'live' again.

“Our one-roomed mud home had turned into a mound. Underneath it were the remains of all our belongings – the baby's cot, our kitchen utensils, everything. For the next six months we carried on living in camp conditions and throughout this time Islamic Relief gave us food and all the essential items we needed for survival.

“It was the happiest moment of my life when Islamic Relief and the Community Organisation (CO) told me that our family would receive a shelter. We are one of the poorest families in the village and no matter how hard my husband worked he could never have saved enough money to give us a brick-built home like this. My husband has been relieved of his stress because he knows his family is secure and no longer exposed to the elements. We have admitted three of our children into school and hope they will have a good future. We will always remember Islamic Relief for their love and care for the poor.



Supporting Vulnerable Communities

Basti Manghar Walla is a hamlet of 65 houses in the village of Karak Walla, located in Union Council Budh, district Muzaffargarh. It is home to professional shoemakers, known locally as the *mochi* caste. *Mochis* are considered to be of low economic and social status and in this community, have been discriminated against when it comes to the distribution of resources. They do not own their own land and depend solely on shoemaking or daily wages for a living.

Helping families return home

As part of Islamic Relief's aim to reach vulnerable communities displaced by the floods, we provided the residents of Basti Manghar Walla with food and other essential items in the immediate aftermath of the disaster. We also encouraged them to return to their homes and work closely with us to develop Community Organisations (COs).

"It was Islamic Relief who brought us together and gave us the courage to face the odds and live together with dignity," said some of the residents at a community meeting. Islamic Relief carried out a detailed needs assessment in Basti Manghar Walla, working with residents through the Community Organisations to plan an integrated recovery and rehabilitation programme. "Islamic Relief accompanied us from one end of the village to another, assessing the devastation caused by the floods. We felt they were there for us at a time when there was nobody else to help us," said one of the village elders. In the immediate aftermath of the floods Islamic Relief ran an extensive programme to promoting health and hygiene awareness to help prevent the spread of disease. "Our elder sisters from Islamic Relief taught us how to carry the message forward," said a group of girls from the village. "We went to different places telling people about health and hygiene and had special sessions in schools. We will never forget this message."

Rebuilding lives after the floods

The Basti Manghar Walla programme aimed to provide shelter and latrines for 38 families, repair streets and drains in the village and distribute goats and poultry to some of the poorest families. "The village was deserted when we came back here. There was debris everywhere. But when Islamic Relief began to help us the village came back to life," said Asghar Ali, who was provided with shelter. "I work as a laborer and struggle to meet the needs of my seven family members. I could never have imagined living in a cemented home like this," he said.

20-year-old Safia, a daughter of a day laborer who returned to find little left of the family's former life. "We had nothing with which to build a new life but Islamic Relief gave us poultry birds. I am now taking care of them and hope to have chicks and eggs. The sisters from Islamic Relief have taught me how to take care of the hens and sell the eggs for a profit," she said.

Living with dignity and respect

Sarwa Mai, a middle aged woman from Basti Manghar Walla said, "Islamic Relief has rebuilt the whole village, not just provided for one family. They've done so many things, which an uneducated person like me cannot even count. We could never have imagined paved streets and lined-up drains in our village; it's like a dream they have made come true." An elderly woman from the village added, "Look around - our streets and drains are cleaned on a daily basis by the community. We've become an example for other villages!"

Mazhar, who is the Chairman of a local CO formed by Islamic Relief, said, "Islamic Relief has done so much for us. Until now, our community has never been taken seriously by those in neighboring areas. Now those same communities give us respect."



Restoring Health and Hope

Qari Muhammad Abid, aged 45, has three sons and two daughters. He lives in Saroon Walla village in district Muzaffargarh and worked as a Qur'an teacher in Karachi, around 800 kilometers away. After the floods he was unable to return to work as he was no longer willing to be away from his family. He was particularly worried about his four-year-old son, Saad Ahmad.

“Since birth my son Saad has had frequent fits which leave him weak and lifeless. I have had neither the time nor the money to treat him. My wife can't bear to see him like this and it has been a great worry on our mind. We tried some spiritual healing but nothing worked. Now he's getting older we don't know how he will go to school – if he faints there who will take care of him? We've put our trust in Almighty Allah and pray that He will do something for our son.”

Islamic Relief met Qari Muhammad Abid when assessing the health needs of the community. It

became evident that poor water quality and poor hygiene practices were contributing to the level of sickness and disease, particularly among children.

“Until now we never considered health and hygiene issues in this way. But since attending the sessions with Islamic Relief we make sure our children wash their hands before and after meals and after visiting washrooms. We also take extra care to ensure our clothes and beds are clean. Our water is also clean now as Islamic Relief has installed deep-well hand pumps and tested the water quality. As a result we've noticed that the incidence of disease in our family and in the whole village has decreased,” he said.

“What's more, our son Saad has never fainted or fallen ill since we've adopted these measures. Every day he is getting stronger and more active. He has now started school and is doing really well. My worries about his health and his future have turned into hope.”



Kausar's Story

11-year-old Kausar has three brothers and two sisters. Her father died in a road accident four years ago and her mother remarried, leaving behind the children from her first marriage. Kausar has an elder sister but she lives in another village with her husband, so as the eldest female in the home, the burden of household chores falls on Kausar. She attends school but also has to take care of the family and cook three times a day. Her two youngest brothers are not old enough to work but they assist in local businesses to contribute to the family's income.

When the 2010 floods hit their village, Kausar and her siblings were helped by their relatives. “We were all too young and inexperienced – we didn't know what to do and couldn't take anything with us. After a long walk we took refuge in a relative's house in the neighbouring town of Basira. We were tired and sad. We had to live there for over a month, which was difficult.”

When Kausar and her siblings returned to their village they could not find their mud house. Fortunately a kind neighbor gave the children a small, narrow place to stay for almost a year. “Then one day some sisters from Islamic Relief came to our school to talk about health and hygiene. I loved meeting them. A few days later they came to our home with some community elders and told us we would be given a new home. My brothers and sisters and I were so happy, we shared many cheers!

“We were living in our new home very soon afterwards. It is really well built and we also have a latrine. I can't believe we have all this after having nothing. The sisters from Islamic Relief have taught me so much – I really want to be like them when I grow up.”



Getting Children Back to School

In the widespread destruction caused by the floods, several schools were damaged including all the furniture, equipment and facilities. For children like 14-year-old Mohsin Kausar studying in 9th grade at the Government High School in Mahmood Kot, the future looked bleak. “We stopped studying after the floods because there was nothing left of our school. It was frightening. There was not a single bench to sit on, no walls separating the classrooms, no water supply or toilets, nothing. I thought we would never study there ever again.

“Then Islamic Relief came and repaired the walls and painted them, restored the water supply and fixed the toilets. They also planted flowers and put in recreational facilities and have been teaching us how to keep ourselves clean and healthy.”

When Islamic Relief began assessing the scale of the damage we found that parents, pupils and teachers

were all too distressed to think about education. Many had lost interest in studying and the Parents Teachers Associations (PTAs) had become inactive. Islamic Relief began engaging with the cross section of the community to revive the PTAs and encourage parents to send their children back to school.

Mohsin's mother Shazia said, “The PTAs came and reminded us of the importance of education. Now that teachers and parents are taking education seriously again, it has given us hope that our children will have a good future.”

Mohsin added, “We really enjoy our studies and play games in the breaks and the evenings. It has become fun to go to school and I want to be an educated person in the future so that I can have a job. I pray for Islamic Relief and friends, who stood by us through difficult times and repaired our school.”

Challenges and Successes in Implementing the Programme

Recruiting human resources

Recruiting and retaining a large number of qualified and competent staff who are able to work with commitment and dedication is key to the success of any organisation or large-scale programme. Islamic Relief's Punjab team was blessed with a dynamic, sincere, motivated, empathic and skilled team that were able to carry out their work without being daunted by the scale of the emergency and the task at hand.

Ensuring quality of materials

Acquiring huge amounts of construction material required consistent, transparent and effective procurement procedures along with good coordination with suppliers. The Punjab programme was able to ensure the timely supply of quality materials through quality control checks from the beginning to the end of the supply chain. Any delays or problems were tackled by the administrative team who also ensured that the fast turnaround of payment to suppliers helped keep the programme on track despite the environmental challenges.

Implementing a resilient and integrated programme

Following a needs assessment of the target area, Islamic Relief committed to an integrated village rehabilitation programme as well as health and hygiene related projects funded by external donors.

The Punjab team also managed to integrate their annual Ramadan and Qurbani food distribution projects to increase the number of people provided with food aid after the floods.

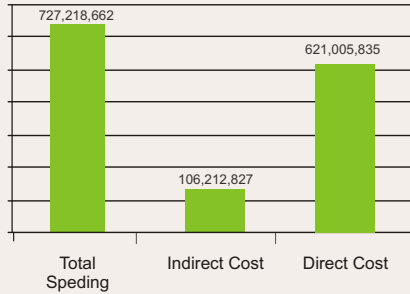
The community's participation in the identification, verification and final selection of beneficiaries who are most in need of support has been an important feature of this programme that can be adopted in future work. In using this method we were also able to instill the principles of impartiality and equality among the target population. The wider role of the community, particularly through setting up Community Organisations at village level has helped give the community a collective voice and organise collective action towards establishing development, peace and harmony.

Ensuring effective financial controls

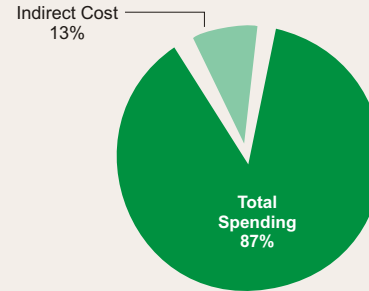
The Punjab team helped ensure timely and accurate payments to all stakeholders through a consultative and innovative financial management process. The labor payment for the construction of shelters was made directly to beneficiaries after identifying the total amount of labor required to construct a permanent house. The extent of paperwork required to process a payment was also significantly reduced resulting ultimately in faster and simpler project delivery.

Financial Volume of the Programme

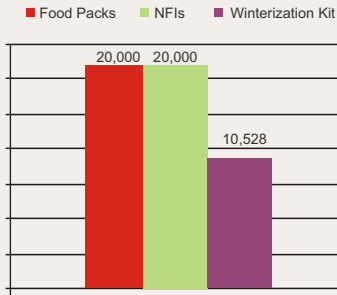
Rehabilitation cost per need = 1,945 PKR
Beneficiary count = 373,732



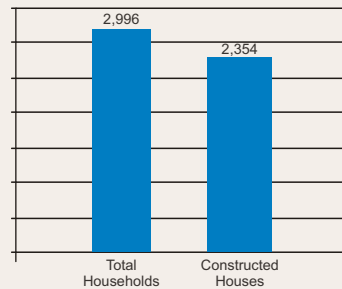
Indirect Cost of Punjab Response Programme



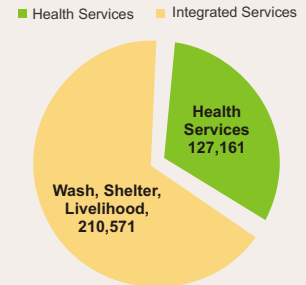
Beneficiary count for relief items



Reconstruction of houses in 17 targeted villages within 10 km radius



Service Specific Beneficiary Count



Consolidated Achievement Table

Sector	Activities	Project	Achieved
WASH	Hand pumps	241	374
(Water Sanitation & Hygiene Promotion)	Electric hand pumps	44	44
	Water testing	442	460
	Water management committee training	14	13
	Drainage and street pavement measured in running feet (RFT)	12,730	9,705
	Toilet construction for general public	2,369	2,369
	Toilet construction for people with disabilities	18	18
	Hygiene awareness for communities and schools	889	931
LIVELIHOOD	Irrigation channel rehabilitation (RFT)	8,780	8,780
	Community capacity-building training	15	15
	Restocking of poultry (birds)	14,590	14,590
	Restocking of livestock	2,834	2,834
	Micro-enterprise development	62	65
	Wheat seed distribution	200	228
	Fodder seed distribution	991	1,051
	Kitchen-gardening seed distribution	100	100

	Provision of toolkits	954	1,224
	Farmers' training	316	316
	Goat distribution	25	25
	Provision of sewing machines	200	200
	Provision of wheelbarrows	1,039	979
	Cash-for-work opportunities	497	497
	Start-up grants for business	30	30
	Cow distribution	36	36
	Vaccinations for livestock	1,977	2,359
SHELTER	Permanent shelter construction	2,354	2,354
HEALTH	Provision of health services	35,079	37,710
	Health education and awareness session (General health, Antenatal and Postnatal Care and school level health sessions)	581	614
	Antenatal care for women	1,261	1,261
	Postnatal care for women	165	165
SEASONAL	Ramadan food packs for vulnerable families		14,003
	Qurbani beef packs for vulnerable families		16,620
EDUCATION	Rehabilitating infrastructure for supporting education (schools)	15	15

Geographic Coverage Details of Integrated Projects

S. No.	Tehsil	UC	Rev Village/Mauza	Name of Village	Hamlet	Total HH	Target HH
1	Kot Addu	Budh	Budh	Budh	Jam wala, Basti pakka, Basti Dabri kho, Talli wala, Tilla wala, Bati Mitha, Ghali chowk, Meelon wala, Manjhi wala, Masso wala	349	170
2	Kot Addu	Budh	Zor	Zor	Nawan	245	220
3	Kot Addu	Budh	Bakher Noon	Bakher Noon	Bakhar Noon, Peerahin wala	154	127
4	Kot Addu	Budh	Wareer Sipra	Barahim Wala	Ghori wala	125	100
5	Kot Addu	Budh	Mansaram Sandela	Basti Dinga		200	175
6	Kot Addu	Budh	Mansaram Sandela	Basti Ganja	Tibbi Nizam Shah, Patti Gul sipra, shahana	125	110
7	Kot Addu	Budh	Rao Bela Sharqi	Basti Hamdani wala	Basti Kodna, Jal wala, Tibbi, Tibbi North, Hassay wala, Basti Kacha	270	200
8	Kot Addu	Budh	Mansaram Sandela	Cheeri Wala	Jhat wala, Mullan wala	146	142
9	Kot Addu	Budh	Bakher Noon	Gohar Wala	Mochi Wala	247	197
10	Kot Addu	Ghazi Ghat	Bait Soni	Gut Wala	Gat wala garbi, Gat wala sharki, siyal, mirkan	150	120
11	Kot Addu	Budh	Mansaram Sandela	Karak Wala	Basti chuda, Manger wala	151	117
12	Kot Addu	Budh	Zor	Mashori		109	100
13	Kot Addu	Budh	Zor	Peer Wala	Mohanay wala, Sewray wala	205	149
14	Kot Addu	Budh	Mansaram Sandela	Saroon Wala	Patti	118	100
15	Kot Addu	Budh	Mansaram Sandela	Seery wala	Basti Rahmo	156	146
	Kot Addu	Budh			Mahmeedwala		30
16	Kot Addu	Budh	Mansaram Sandela	Zakati	Makan wala, khaji wala, lath wala, abbas nagar, Hasay wala	126	81
17	Kot Addu	Ghazi Ghat	Chan Wala	Manjhota	Bastia wan, noon, kasai, angra	120	100
Total						2,996	2,384

Geographic Coverage of RISE Project Rehabilitating Infrastructure for Supporting Education

Sr.#	Tehsil	UC	Village	School Name	Total Students	Male	Female
1	Kot Addu	Mehmood Kot	Mahmood Kot	GBHSS Mahmmod Kot	784	784	0
2	Kot Addu	Ghazi Ghat	Ghazi Ghat	GBHSS Ghazi Ghat	533	533	0
3	Kot Addu	Thata Gurmani	Gurmani	GBHS Gurmani	695	684	11
4	Kot Addu	Ghazi Ghat	Amanu Wala	GBES Gullan Wala	436	432	4
5	Kot Addu	Budh	Ari Karay Shah	GBPS Ari Koray Shah	165	129	36
6	Kot Addu	Kashif Abad	Bharyog	GBPS Bharyog	316	210	106
7	Kot Addu	Dogar Clasra	Daya Choka Garbi	GBPS Khalid Abad	103	103	0
8	Kot Addu	Thata Gurmani	Gurmani	GGHS Gurmani	628	1	627
9	Kot Addu	Sinawan	Manday Shah	GGES Manday Shah	322	97	225
10	Kot Addu	Sinawan	Khar SHARKI	GGPS Khar Sharqi	79	48	31
11	Kot Addu	Mehmood kot	Mahmood Kot	GGPS Chawand wali	180	46	134
12	Kot Addu	Dogar Clasra	Daya Choka Garbi	GGPS Mashoori Wala	97	17	80
13	Kot Addu	Dogar Clasra	Daya Choka Garbi	GGPS Topan Wala	113	25	88
Total					4,451	3,109	1,342

Inspiring Faces



We pray for Islamic Relief and friends, who stood by us through difficult times and restored village infrastructure, provided us shelters and livelihood support: M. Sadeeq



It was Islamic Relief who brought us together and gave us the courage to face the odds and live together with dignity: Muhammad Hussain



Islamic Relief reconstructed our schools and their teams regularly visited us to highlight health & hygiene issues. Since attending the sessions with Islamic Relief we make sure cleanliness of ourselves and our surroundings and let others know to do the same: Shumaila



It was the happiest moment of my life when Islamic Relief and the Community Organisation told me that our family would receive a shelter and now we are living in our newly built shelter: Zahida Bibi



Now we know our rights and how to ask for the benefits that others have enjoyed. For the first time we are living together in harmony, with dignity and as equals in society: Sakeena Mai



Islamic Relief imparted training to farmers, provided tool kits, fertilizers and seeds. Thanks to Almighty Allah we are again happy : Sadiq



"Islamic Relief has imparted vocational trainings and marketable skills to women and now we are skilled and can earn a handsome amount"



We have access to clean drinking water as Islamic Relief had installed hand pumps and tested the water quality. As a result the incidence of disease in our village has decreased: Nizamdin

Our Shared Values



We remain guided by the timeless values and teachings provided by the revelations contained within the Qur'an and the prophetic example, most specifically:

Sincerity - *Ikhlas*

Excellence - *Ihsan*

Compassion - *Rahma*

Social Justice - *Adl*

Custodianship - *Amana*



A view of Islamic Relief working area where IR constructed shelters, worked on village infrastructure, health & hygiene, restored irrigation channels, provided water supply schemes, livelihood support, reconstructed schools and formed community organisations. All these achievements were only possible due to the Islamic Relief Pakistan (IRP) donors and partners.



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