

LCAs KP Women Facilitation Desks in Nowshera, Haripur and Kohat

The exchange platforms that improves local services delivery for Women

Access to public services is a basic right of every citizen. The Government of Khyber Pakhtunkhwa (KP) has implemented several measures to improve the delivery of public services to the citizens. The government is enhancing the capacity of the local governments to deliver effective public services as well as enacted the KP Right to Public [Services \(RTS\) Act in 2014](#), which has been providing a legal basis for the citizens to demand public services from the government departments.

The province of KP, in general, has a culturally conservative society with very low women participation in public spaces. When it comes to accessing public services, women are often marginalized due to lack of awareness, lack of mobility and, especially, due to lack of access to service providers.

The Local Councils Association KP (LCA KP) in partnership with LoGo-II Programme of the [GIZ Pakistan](#) and District Administration in Nowshera, Haripur and Kohat had established and operationalized three Women Facilitation Desks on pilot basis. This initiative of the LCA KP and the respective District Administrations is jointly implemented with the BMZ funded Support to Local Governance Programme (LoGo-II). The purpose of the measures is to provide a viable access point for women in the districts to claim their right to services.



Figure 1. Mr M.Asif, ADC Nowshera along with ADC, Ms Wazir inaugurating the WFD Nowshera

The LCAKP engaged women experts at the desk (office space provided by respective district administrations in Nowshera, Haripur & Kohat) along with a three-member team of elected councilors (male and 02 females) to mobilize women citizens, civil society and more specifically women elected councillors, encouraging them to use the services provided by the desk for resolution of their complaints regarding municipal services. The desk officials are also supporting more information and awareness about the Khyber Pakhtunkhwa [Right to Information Act, 2013](#) and the Right to Services Act, 2014 to enable the women, who are lacking education and awareness claim their right to services.

The concept of women facilitation desk is based [on SDG 5 \(Gender Equity\), SDG 10 \(Reduced Inequality\) & SDG 16 \(Strong Institutions and Access to Information\)](#). The Women Desk follows the local Government Act 2019 (Amendment), which underline the provision to promote service delivery at the local level. The desk is also providing firsthand data for the decision makers promoting participatory development for all.

The Women Facilitation Desk (WFD) in Nowshera is the first pilot project further upscaled and extended to District Haripur, Kohat and will soon be followed for Swat based on mutual consultations with the Local Government Department, KP as well as the respective district administration. This pioneer WFD was formally inaugurated by Additional Deputy Commissioner (ADC-G), Mr. Muhammad Asif Hussain on August 26, 2021, along with ADC, Ms. Qurat Ul Ain Wazir. Ms. Wazir is the focal person and lead executing officer in support of the WFD Nowshera office supporting women complainants with resolution of their issues in connection with access to services at the district level. She also led four Women Only Khuli Kacheris (KKs) in the three tehsils of Nowshera to support women of the area in complaint resolution. Along with GIZ, the LCA KP supported the Women Khuli Kacheris in Nowshera Kalan and city tehsil, Shaidu and Akora Khattak in terms of raising awareness and mobilization among women citizens and councillors to participate and share their grievances with the administration for resolution. More than 700 women participated in the two mobilization and four Women KKs.



Figure 2. Women Complainants being facilitated at WFD Nowshera

WOMEN FACILITATION DESK NOWSHERA

Complaints Registered as of 30th April 2022

Complaints Status			
Quarter	Total Complaints	Resolved Cases	In Progress
July-Sept	194	135	59
Oct-Dec	595	407	188
Jan-March	305	204	101
April	88	34	53
Sub-Total	1182	780	401

*Complaints received related to Benazir Income Support Programme, Ehsas Programme, Drinking Water, Sanitation, Health Card, House Damage, Divorce Cases, Domestic Violence, Disabled people needs and Social Welfare etc.

The desks in Haripur and Kohat has been operationalized in May 2022. The Haripur Desk was inaugurated by His Excellency, the German Ambassador to Pakistan, Mr Bernhard Schlagheck on May 13, 2022, on the premises of the Deputy Commissioner Haripur office. The Both these desks have stated receiving complaints from women in terms of their access to services.

The intervention is the best example, where the local administration, elected councillors and the LCA KP are cooperating to mitigate the issues of women.



Figure 3. HE Mr Bernhard Schlagheck, German Ambassador to Pakistan, interacting with staff of WFD in Haripur during the office inauguration