

PROGRESS REPORT: QUARTER 1 2014

Reporting Period:	1 October – 31 December 2013
Organization:	iMMAP
Mailing Address:	1300 Pennsylvania Avenue NW, Suite 470, Washington, DC 20004, USA
Contact:	William Barron
Telephone:	+1 [202] 999-4245
E-Mail:	wbarron@immap.org
Program Title:	Common Operating Picture to Strengthen the Disaster Management System in Pakistan [COPDM]
Country/Region:	Pakistan
Grant USD Total:	5,267,629

OVERVIEW

The primary objective of the original project proposal was to strengthen the Information Management [IM] capacity of Provincial and Regional Disaster Management Authorities [DMAs] in Pakistan and to provide all related humanitarian responders with effective methods for reliably capturing, reporting, sharing, and analysing information concerning the humanitarian situation according to baseline indicators and population needs. This crucial Humanitarian Information Management [HIM] support was to be provided via an integrated approach through the DMA framework. Both PDMA Khyber Pakhtunkhwa and FATA Disaster Management Authorities are also still interested in working with iMMAP; however, they are waiting for the Economic Affairs Division [EAD] No-Objection Certificate [NOC] for iMMAP to formalize a relationship. EAD has favorably reviewed iMMAP's new NOC application and is now waiting for Ministry of Foreign Affairs feedback based on an affidavit that iMMAP submitted to both EAD and MOFA stating that we are not involved in any mine action related activities in Pakistan whatsoever.

This project mainly focuses on Sindh based humanitarian, early recovery, reconstruction, rehabilitation, development, and disaster risk reduction [DRR] partners with effective methods for reliably capturing, reporting,

sharing, and analyzing information concerning all phases [before, during and after] of the disaster situation according to baseline indicators and population needs with a priority focus on Sindh. This project also seeks possibility of handover and custodianship for the Information Management [IM] tools developed over the course of the project at both national and sub-national levels to sustain the already built and matured IM tools preferably with government departments or academic / research institutes.

As mentioned in the previous reporting period, since the closure of the IM units, iMMAP has identified new products and opportunities that would be of benefit to the wider humanitarian community, including United Nations [UN] agencies, International and National Non-Governmental Organizations [NGOs]. Consultants have been engaged to collect data and information for compilation of district profiles, as well as working on finalizing and completely documenting the suite of IM tools that have been developed.

Major developments that occurred during this reporting period are following:

- DRAFT MOU Submission to USAID for review and approval after a detailed consultation with NED University of Science and Technology,
- Conclusion of IM Needs Assessment for Balochistan Directorate of Social Welfare and Special Education,
- DEARSIR Portal launch & maintenance,

In the past few months, iMMAP has undergone detailed discussions with NED University on the transfer of IM tools. NED has obtained approval on the mutually agreed draft MOU [Appendix D] at Vice Chancellor level to kick-start this project transition. Both iMMAP and NED are of the view that a six months period is required to successfully complete this transfer of the IM tools and build the capacity of NED to sustain the IM environment. If an MOU is signed by February, 2014 the MOU needs to be honoured until July, 2014.

Additionally, iMMAP has now concluded its IM Needs Assessment at Balochistan DW&SE and is ready to launch the Balochistan Humanitarian Reporting Portal as soon as an extension to support the directorate during 2014 is received.

Due to the non-renewal of the visa of the Country Director, and one other international personnel, the Country Director, Mr. Craig von Hagen is working from the iMMAP Headquarters in Washington DC [with the approval from USAID Pakistan]. Both expatriate employees work visas are in progress, however a delay in extension will also affect visa cases at the MOI.

This document package provides progress targeted, achieved and updates against project components and indicators established through the Project Monitoring and Evaluation Plan [PMEP].

1. APPENDIX-A: PMEP Quarter 1 Progress Report covering period 1 Oct. to 31 Dec. 2013.
2. APPENDIX-B: Balochistan DSW&SE IM NEEDS ASSESSMENT
3. APPENDIX-C: APPENDIX-C Balochistan DSW&SE Request Letter
4. APPENDIX-D: iMMAP/ NED MOU Draft

APPENDIX-A PMEP – Quarterly Progress Report - Common Operating Picture for Disaster Management

Quarter 1

The table below highlights the original project objectives with corresponding PMEP Components.

PROJECT OBJECTIVES	PROGRAM DESCRIPTION: REQUEST FOR EXTENSION/MODIFICATION AWARD #: 391-A-11-000002 - COMMON OPERATING PICTURE TO SUPPORT AND STRENGTHEN DISASTER MANAGEMENT IN PAKISTAN	PMEP RESPECTIVE COMPONENTS
1. Establish and augment the Pakistan Disaster Management Authorities information management capacity on sustainable basis.	Program Description B.1 ESTABLISH AND AUGMENT THE SINDH RELIEF DEPARTMENT INFORMATION MANAGEMENT CAPACITY FOR DISASTER MANAGEMENT ON A SUSTAINABLE BASIS	PMEP Component 1 & Partial Component-4
2. Increased information management capacity of the Disaster Response	Program Description B.1 ESTABLISH AND AUGMENT THE SINDH RELIEF DEPARTMENT INFORMATION MANAGEMENT CAPACITY FOR DISASTER MANAGEMENT ON A SUSTAINABLE BASIS Program Description B.3 ONGOING IDENTIFICATION OF BASELINE DATASETS, INFORMATION SOURCES AND PROTOCOLS FOR SHARING	PMEP Component 2 & Partial Component-4
3. Implement Information Management Structures and Systems in Seven Disaster Management Authorities	Program Description B.1 ESTABLISH AND AUGMENT THE SINDH RELIEF DEPARTMENT INFORMATION MANAGEMENT CAPACITY FOR DISASTER MANAGEMENT ON A SUSTAINABLE BASIS Program Description B.2 TRANSITION OF STANDARDIZED IM TOOLS	PMEP Component 3 & Partial Component-2
4. Standardized Information Management Tools and Decision Support Systems.	Program Description B.2 TRANSITION OF STANDARDIZED IM TOOLS	PMEP - Component 3
5. Identification of baseline datasets, Information Sources and Protocols for Sharing	Program Description B.3 ONGOING IDENTIFICATION OF BASELINE DATASETS, INFORMATION SOURCES AND PROTOCOLS FOR SHARING	PMEP - Component 4, 3, & Partial Component-2
6. Integration of Complementary Information Management Systems and Databases	Program Description B.4 INTEGRATION OF COMPLEMENTARY INFORMATION MANAGEMENT SYSTEMS AND DATABASES	PMEP - Component 4, 5, & Partial Component-2

The below narrative illustrate the PMEP indicators and lists baseline and targets as well. The baseline figure illustrates the status of progress against indicators since the transition of project to USAID Mission Pakistan on Apr. 16, 2011 and later the transfer of project objectives to sub-national level from Feb. 1, 2012 to Jan. 31, 2013. Fresh cumulative and quarterly targets are set to capture progress made from Feb. 2013 to Dec. 2013.

Indicator	Definition	Cumulative Targets End Q1	Cumulative Achievements End Q1	Revised Project Targets	Cumulative Achievements End Q1+	Cumulative Revised Project Targets	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
		Project End Jan. 15, 12	Baseline Project Extension Starting Feb. 2012	From Feb. 2012 to Jan. 2013	Baseline Project Extension Starting Jan. 2013	From Feb. 2013 to Dec. 2013									
Project Component 1: After winding up IM Units at NDMA, 7 DMAs; COPDM Project extension was approved to <ul style="list-style-type: none"> Continue supporting and enhancing Sindh Relief Department and other humanitarian partners IM/ DRR capacity in Sindh using national personnel to ensure the sustainability of Common Operating Picture for Disaster Management [COP-DM] in Pakistan. Finalize, document, and find custodianship for the seven IM tools at both national and provincial levels. 															
Number of IM Officers recruited & deployed	Sustaining necessary staff and recruiting additional staff if necessary to support GOP disaster and relief agencies, humanitarian partners capacity building and IM tools technical support, required enhancements, and documentation for a smooth transition to the willing custodian.	35	37	19	23	23	20	20	2	2	1	1	-	-	Human Resources [HR], Country Director [CD] Chief Technical Advisor [CTA], Information Management Officers [IMO], Interviews, Assessment Sheets, Contracts signed
Number of Administrative staff recruited and deployed	To support iMMAP Karachi and Islamabad offices	3	3	5	4	5	6	4	2	-	-	-	-	-	Country Director [CD] Chief Technical Advisor
Number of temporary IM Associates recruited	Temporary IM Associates recruitment to support the verification and compilation of National and Provincial Humanitarian Directory.					5	-	-	5	5	-	-	-	-	Country Director [CD] Chief Technical Advisor IMO-PMs Metadata and Humanitarian Directory Coordinator
Progress: <ul style="list-style-type: none"> iMMAP continues to maintain two offices. The Head Office in Karachi to continue working closely with USAID, government departments, academic institutions, and private business to strengthen disaster management efforts throughout Sindh. The second Project Transition Office continues working with the government departments and academic institutions to seek IM tools transfer and support. An Operations Manager, Senior Finance Officer, and Country Representative along with a team of GIS and IM resources support Karachi office while rest of the technical staff are hosted in Islamabad. 															
Number of Infrastructure/ Equipment Deployed – Units Established	<ul style="list-style-type: none"> SRD IM Unit iMMAP Head Office in Karachi iMMAP Project Transition Office in Islamabad 	9	9	8	8	2	2	2	-	-	-	-	-	-	iMMAP Country Director, Project CTA, Purchase Requests, Quotations Received, Equipment Transfer, Receipts, Equipment Deployment Confirmations

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
Number of GOP offices agreed to sustain IM tools beyond project timeline	GOP agreements reached to take over IM capacity to sustain IM tools at the end of project.	4	0	7	1	5	1	1	2	3	2	1	-	-	CD, CTA, Government Liason Officer, Communication Officer IMO-PMs
Progress:															
<ul style="list-style-type: none"> iMMAP has concluded successfully Balochistan Directorate of Social Welfare and Special Education's detailed IM Needs Assessment. DSW&SE IM NEEDS ASSESSMENT - APPENDIX-B APPENDIX-C RQUEST LETTER FROM BALOCHISTAN DSW&SE NED University of Engineering & Technology Karachi have agreed to host all IM tools; however they would like iMMAP to extend 6 months support to NED to ensure a successful transition and sustainability to the process. This request cannot be entertained by iMMAP without project extension for at least 4 months beyond the project scheduled deadline of Dec. 31, 2013. MOU ATTACHED – APPENDIX-D 															
Project Component 2: National IM Strategy & PDMA/ FDMA IM Needs Assessment															
Number of IM Needs Assessments Conducted – Reports Produced	IM Needs Assessment at 4 PDMA/ 3 Regional Disaster Management Authorities	5	4 DRAFT	7	7 DRAFT	2	-	-	1	0	-	-	-	-	CD, CTA, PDMA IMOs Questionnaires, Interviews, Draft Reports
Progress:															
<ul style="list-style-type: none"> IM Needs Assessment concluded for the Directorate of Social Welfare & Special Education Balochistan for the customization and transfer of two IM tools to the directorate as part of the tools transfer process through Islamabad Office. IM Needs Assessment continues at Sindh Irrigation and Drainage Authority – SIDA for strengthening data sharing through OASISPakistan [www.oasispakistan.pk] 															

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
Number of National IM Strategy Document Completed – Reports Generated	National IM Strategy Report including IM Capacity Transition Strategy, Implementation Plan, and transition strategy to DMAs and USAID/ iMMAP identified and selected national humanitarian partner/s.	1	1 DRAFT	1 FINAL	1 DRAFT	1 FINAL			-		-		1 FINAL	1 DRAFT	CD, CTA, GOP Departments, IMOs DRAFT IM Strategy, Sub-National 4 PDMAs/ 3 Regional DMA Needs Assessment Drafts SRD IM Needs Assessment, Humanitarian IM Needs Assessment during their capacity building, Business Community IM Needs Assessment Minutes of Meetings Final Draft Submission
Progress:															
<ul style="list-style-type: none"> IM Strategy DRAFT report is near conclusion 															
Project Component 3: Standard Information Management Tools Deployment															
Number of Orientations	IM tools orientation for GOP/ Academic Institutions/ Business Community to create awareness	20	21	31	7	17	3	3	5	7	4	4	5	4	CD, CTA, IMOs Presentation Frequently Asked Questions [FAQs] Live Demos
Progress:															
<ul style="list-style-type: none"> Orientation of IM tools and services to USAID representatives Orientation of IM tools to Pakistan Reading Project Representatives Orientation of IM tools to USAID DC Representative Orientation of newly developed reporting systems to Balochistan DSW&SE 															

Indicator	Definition	Cumulative Targets End Q1	Cumulative Achievements End Q1	Revised Project Targets	Cumulative Achievements End Q1+	Cumulative Revised Project Targets	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
		Project End Jan. 15, 12	Baseline Project Extension Starting Feb. 2012	From Feb. 2012 to Jan. 2013	Baseline Project Extension Starting Jan. 2013	From Feb. 2013 to Dec. 2013									
Number of MOUs/ Letter of Agreements signed	GOP/ Academic Institutions, Humanitarian Networks offices/ departments reach agreement with iMMAP on how to proceed forward with COP-DM objectives and sustaining IM tools and services.	4	4	7	3	5	1	0	1	1	2	1	1	-	Government Liaison Officer, CD, CTA, IMOs Presentation Frequently Asked Questions [FAQs] Live Demos
Progress:															
<ul style="list-style-type: none"> MOU/ LOA with UNGCNP agreement is pending project extension MOU/ LOA with NED is pending project extension 															
Number of Service Desk Personnel Deployed	Service Desk [Help Desk] setup to provide level-1 and level-2 support while rolling out HAIS Products and Services.	4	4	4	4	3	3	3	-	-	-	-	-	-	CTA, IMOs Standard Operating Procedure Personnel TORs
Progress:															
HelpDesk Support Continues from Karachi and Islamabad Office															
Number of Master Trainers Trained	Retained IMOs [both GIS and Non-GIS] capacity is built to sustain capacity building exercises. Trained additional staff of the willing GOP/ Academic Institutions Faculty	9	9	9	7	11	7	7	1	1	2	2	1	1	CTA, Technical Trainers, IMO-PM, IM Support Lead, IM Products and Services Training Manuals, Presentation, FAQs, Live Demo
Progress:															
Almost all iMMAP staff [IMOs] are now trained as master trainers on its developed and deployed IMO tools including CD and CTA.															
Number of SRF v3 deployment for the willing GOP department	Simplified Single Reporting Format [SRF] is the only web-based humanitarian reporting portal for keeping a public record through a central virtual picture of humanitarian interventions throughout Pakistan.	-	-	7	1	3	1	0	1	0	1	1	1	-	IM Services Desk, IMOs, Developers Create Users Requests
Progress:															
<ul style="list-style-type: none"> Customizing SRF and NOC systems for Balochistan Directorate of Social Welfare and Special Education 															

Indicator	Definition	Cumulative Targets End Q1	Cumulative Achievements End Q1	Revised Project Targets	Cumulative Achievements End Q1+	Cumulative Revised Project Targets	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
		Project End Jan. 15, 12	Baseline Project Extension Starting Feb. 2012	From Feb. 2012 to Jan. 2013	Baseline Project Extension Starting Jan. 2013	From Feb. 2013 to Dec. 2013									
Number of NOC v2 Deployed for DMAs	No Objection Certificate [NOC] is still the only Web Application for automating DMAs NOC workflow and bringing transparency to the process.	-	-	7	1	3	-	-	1	-	1	-	1	-	IM Services Desk, IMOs, Developers Create Users Requests
Progress: APPENDIX-B - Balochistan DSW&SE IM Needs Assessment – System implementation in progress															
Number of DRR IM Portal users created	Disaster Risk Reduction Information Management online application is a web portal for enhanced coordination and consolidation of DRR IM tools and resources. It requires individual user account creation to gain access to system.	-	-	350	1700	2500	200	100	200	200	200	200	100	100+	IM Services Desk, IMOs, Developers, Create Users Requests
Progress: So far 2600+ users are using DRR IM Portal with virtual groups in all provinces/ regions of Pakistan. HEC and PHF DRR WG are now using DRR IM Portal activity for a close collaboration among their members.															
Number of Metadata IM Portal users created	Metadata Information Management application is an online web portal for enhanced spatial and relevant non-spatial data sharing. It requires individual user account creation to gain access to system.	-	-	150	200	500	50	50+	50	50+	50	50+	50	50+	IM Services Desk, IMOs, Developers, Create Users Requests
Progress: 450+ users are now using GeoPakistan.PK for data download and sharing. Many of them are students, researchers, and faculty members.															
Number of OASISWeb users created [www.oasispakistan.pk]	OASISWeb is a web-mapping portal to bridge and link between SRF non-spatial data and available spatial data to support geographic visualization and analysis of humanitarian interventions. It requires individual user account creation to gain access to system.	-	-	250	10	310	50	30	50	50+	100	50+	100	100	IM Services Desk, IMOs, Developers, Create Users Requests
Progress: www.oasispakistan.pk was released as planned in Q4 to the larger humanitarian/ development community members' use. iMMAP has entered into Data Sharing agreement with SIDA & also work is progress under Open Access/ Open Data collaboration with Alhasan Systems [a local private business] to enrich health and education facilities, and disaster events database. There are 300+ users on OASISWeb users at the moment.															

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
Number of users receiving DEAR-SIR	Daily Emergency and Response – Situational Information Report	-	450	1100	5300	7000	300	300+	500	500+	700	700+	200	400+	H AIS Services Desk, IMOs, Report Compliers, M&E, and DRR Specialist, Users' feedback and request to continue subscribing and to unsubscribe.
Progress:															
<ul style="list-style-type: none"> Digital outreach of DEARSIR report has crossed 7,500+ target for this quarter. DEAR-SIR report is updated once a week at this time. Since the launch of PESA District Profiles, iMMAP started receiving direct feedback on emergency status of districts from area humanitarian partners. DEAR-SIR is witnessing grassroots level feedback in its reporting. 															
Number of users receiving PESA	Monthly - Pakistan Emergency Situation Analysis	-	450	1100	5300	7000	300	300+	500	500+	700	700	200	200+	H AIS Services Desk, IMOs, Report Compliers, M&E, and DRR Specialist, Users' feedback and request to continue subscribing and to unsubscribe.
Progress:															
All Sindh Province detailed district profiles are now completed and are now available through iMMAP IM tools such as www.oasispakistan.pk , www.drrpakistan.pk & www.dearsir.pk The circulation of PESA District Profiles have reached 7,500+ users throughout Pakistan including mission's senior management and diplomats.															
Number of support calls – issues closed by IM Services Desk	Numbers of queries/ requests for modifications, feedback received related to IM Tools and Services.	650	800	700	1000+	1500	50	38	100	200+	200	100+	150	200+	IMOs SRF/ OASIS Service Desk Records [Calls/ Emails]
Progress:															
<ul style="list-style-type: none"> Total Number of Support Calls and emails received on iMMAP IM Support Desk: 1200+ This includes calls for DRR, SRF, NOC, DEARSIR, PESA, GeoPakistan, and other IM products and services related queries. Many organizations are in contact with iMMAP to get their organizations registered in the Humanitarian Directory. 															
Project Component # 4: DMAs Required Data Identification, Acquisition, and Availability															

Indicator	Definition	Cumulative Targets End Q1	Cumulative Achievements End Q1	Revised Project Targets	Cumulative Achievements End Q1+	Cumulative Revised Project Targets	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
% of available and acquired spatial data is integrated through OASISWeb for enhanced SRF data manipulation and analysis	Acquire available provincial and national datasets and make them available through OASISWeb. This activity might not conclude during project timeline. It will continue as a proposed continuation/transition to DMAs.	70%	60%	80%	-	80%	-	-	30%	20%	30%	30%	20%	10%	CD, CTA, IMO OASISWEB Developer, IMO Data, IM Data Needs Assessment, Minimum Required Data Identification Identified data availability through OASIS

Progress:

Updated Data Sets Acquired/ Used during this period.

Sr.	SPATIAL DATASET	TYPE	SOURCES
1	Water Areas	Polygon	Digital Chart of the World
2	Water lines	Line	Digital Chart of the World
3	Administrative Boundary	Polygon	Population Census Organization
4	Global Land Cover 2009	Grid	Globcover
5	Elevation	Grid	CGIAR SRTM
6	Population	Geotiff	Asia Pop
7	Flood Extents 2012	Polygon	MODIS (extracted by iMMAP)
8	Geological Data	Polygon	USGS maps
9	Agro-Ecological Zones	Polygon	Digitized from SSOP map
10	Land Use	Polygon	Digitized from SOP map
11	Cropping Pattern	Polygon	FAO

In addition to the above datasets, OASIS Web also now includes a wide range of live datasets from a wide range of sources. These are: Daily MODIS satellite imagery showing vegetation condition, cloud cover and flooded areas, Precipitation intensity estimate updated every 30 minutes, Live Earthquake feeds, Live news feeds, Population count and density data, and daily fire data from MODIS.

Plus

- SRF 3W reports data
- SRF 4W reports data
- Disaster Risk Maps with SRF data analysis

Metadata for all the above has been created and will be available through Pakistan's Metadata Portal – www.geopakistan.pk.

Spatial/ Non-Spatial Data Sharing and Collaboration Efforts:

- Data acquisition from SIDA is in progress.
- NHN member organizations progress reporting is in progress to enrich DEAR, PESA DP, Humanitarian Directory, and OASISWeb IM tools for Sindh
- iMMAP has entered into an Open Access/ Open Data collaboration with Alhasan Systems [a local private business] to enrich health, education, and disaster events database.

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
Number of procedures/agreements in place to share data among disaster response and management partners	Number of Inter-agency procedures and agreements in place to share data among DMAs and larger humanitarian community	3	1	7	-	4	1	1	1	1	1	1	1	-	Project Transition Advisor, CD, CTA, IMOs IM Data Needs Assessment Table Minimum Required Data Identification Minutes of Meetings IM Strategy MoUs/ Agreements Data licensing
Progress:															
<ul style="list-style-type: none"> MOU signed with Balochistan Directorate of SW&SE for Balochistan humanitarian partners intervention details sharing for larger public benefit and for better humanitarian coordination. MOU/ LOA is signed between iMMAP and WWF to share data and also collaborate on Early Warning Systems for the coastal areas of Pakistan. iMMAP & SIDA signed MOU for data sharing through OASISPakistan and also use of SIDA irrigation data in Flood Mapping. MOU/ LOA with UNGCNP pending project extension MOU/ LOA with NED is pending project extension 															
% of Humanitarian Clusters/ Sectors Coordination meetings attended	A higher percentage will mark close coordination between humanitarian partners and its government counterparts where iMMAP is providing DRR related IM capacity building.	70%	70%	90%	90%	75%	75%	50%	75%	100%	75%	100%	75%	75%	CD, CTA, IMOs Participants Lists Minutes of Meetings
Progress:															
<ul style="list-style-type: none"> iMMAP Karachi office staff continues participating in different clusters meeting at Sindh provincial level. 															
National IM Conference	Call for National IM Conference	-	-	1	-	-	-	-	-	-	-	-	1	-	PTA, CR, CTA, TT, IMO-PMs Participants Lists Minutes of Meetings Action Items
Progress:															
<ul style="list-style-type: none"> This conference is still pending until we find a proper custodian for national IM strategy. 															

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
Provincial/ Regional DRR IM Workshops	Call for Provincial IM Workshops	-	-	5	-	4	1	1	1	1	1	1	1	-	PTA, CR, CTA, TT, IMO-PMs Participants Lists Minutes of Meetings Action Items
Progress:															
<ul style="list-style-type: none"> iMMAP organized the launch of OASISWeb in Karachi. Participants from SIDA and other humanitarian organization participated in this launching ceremony. 															
% of Metadata cataloging is completed for both spatial and non-spatial data	Percentage of Metadata/ Data cataloging is completed for the DMAs identified spatial and non-spatial information to facilitate in prompt disaster management/ containment scenarios	60%	50%	75%	75%	75%	75%	50%	75%	75%	75%	50%	75%	50%	CR, CTA, IMO GIS, Email Communications Telephone Calls Record Minutes of Meetings Metadata hardcopy Metadata sheets
Progress:															
<ul style="list-style-type: none"> All metadata is now available for larger public benefit through www.geopakistan.pk iMMAP uploads data/ reports/ maps on www.geopakistan.pk portal and continually update its related metadata [information about data] on the portal as well. 															
Project Component # 5: IM Capacity Development															
Number of identified GOP & humanitarian agencies personnel trained	Number of identified GOP & humanitarian agencies personnel trained in the use of IM Products and services including DRR	570	1500	1700	3000+	3600	50	50+	150	200+	200	150+	200	200+	CTA, TT, IMO OASIS, Master List of Trainees Trainings Delivered Training Assessment Sheets
Progress:															
<ul style="list-style-type: none"> Two-days Institutional IM Capacity Building training continues in Sindh along with already on-going DRR IM two days trainings. For private sector relationship building, iMMAP has started meetings and seminar in private universities such as FAST, UNGCNP were shortlisted to be oriented in IM tools in Q1. 															

Indicator	Definition	Cumulative Targets End Q1	Cumulative Achievements End Q1	Revised Project Targets	Cumulative Achievements End Q1+	Cumulative Revised Project Targets	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
		Project End Jan. 15, 12	Baseline Project Extension Starting Feb. 2012	From Feb. 2012 to Jan. 2013	Baseline Project Extension Starting Jan. 2013	From Feb. 2013 to Dec. 2013									
% of project transition strategy achieved	Percentage of project delivers transitioned to GOP/ Academic Institutions and USAID/ iMMAP identified/ selected local humanitarian partner/s.	-	-	75%	0	75%			25%	50%	25%	25%	25%	25%	CTA, TT, IMO OASIS, Master List of Trainees Trainings Delivered Training Assessment Sheets
<p>Progress: Multiple potential custodians of IM tools were identified and approached for the transfer of IM tools. This includes Karachi NED University, SIDA, NHN, Balochistan Directorate of Social Welfare and Special Education, Quaid I Azam University, Higher Education Commission, and KPK PDMA and FDMA.</p> <p>NED University of Engineering & Technology Karachi have agreed to host all IM tools; however they would like iMMAP to extend 6 months support to NED from the time of signing the MOU/ LOA to ensure a successful transition and sustainability to the process. This request cannot be entertained by iMMAP without a project extension from for at least 4 months beyond project scheduled deadline of Dec. 31, 2013. DRAFT MOU attached for USAID consideration.</p>															
Number of Lessons Learned documented	Number of Lessons Learned documented	75%	45%	75%	50%	75%	-		25%	25%	25%	25%	25%	10%	CTA, PTA, IMOs IM Needs Assessment SRF/ OASIS Rollout Feedback SRF/ OASIS Services Desk Training Assessment Sheets Lessons Learned Report
<p>Progress: DRAFT document is under progress.</p>															
Number of IM related documents provided to/ from GOP and IMO-PMs to support smooth transition	IM products and services documentation both technical and procedural.	10	10	18	12	10	-		2	6	4	4	4	4	CTA, PTA, IMO Developers, IMO OASIS, Installation/ Configuration Manuals, System Administration Manual, Users Manuals, FAQs

Indicator	Definition	Cumulative Targets End Q1 Project End Jan. 15, 12	Cumulative Achievements End Q1 Baseline Project Extension Starting Feb. 2012	Revised Project Targets From Feb. 2012 to Jan. 2013	Cumulative Achievements End Q1+ Baseline Project Extension Starting Jan. 2013	Cumulative Revised Project Targets From Feb. 2013 to Dec. 2013	Q2 Targets	Q2 Achievements	Q3 Targets	Q3 Achievements	Q4 Targets	Q4 Achievements	Q1 Targets	Q1 Achievements	Data Sources
<p>Progress: Continuous Updates are made to the following SRF/ OASIS documentation:</p> <ul style="list-style-type: none"> • SRF System -DRAFT Report • NOC System – DRAFT Report • DEAR-SIR – DRAFT Report • PESA – Districts Profiles – DRAFT Report • DRR IM Portal – DRAFT Report • GeoPakistan – Metadata Portal – DRAFT Report • Project Completion Report – DRAFT in progress • COPDM Project Success Stories - DRAFT in progress 															
# of barriers and constrains are identified	Number of barriers and constrains are identified	20	20	21	4	10		-	4	4		1		-	CD, CTA, IMOs IM Needs Assessment, IM Strategy Minutes of Meetings Quarterly Reports
<p>Progress:</p> <ul style="list-style-type: none"> • No progress was targeted during this quarter. 															
Number of alternatives are identified per identified barrier	Number of alternatives are identified per identified barrier	18	20	21	4	10			2	-		1		-	CD, CTA, IMOs IM Needs Assessment, IM Strategy Minutes of Meetings Final Project Report
<p>Progress:</p> <ul style="list-style-type: none"> • No progress was targeting during this quarter 															



Social Welfare & Special Education Balochistan

Information Management Needs Assessment Draft Balochistan



By

IM Unit

Directorate of Social Welfare
& Special Education

December 2013

Acknowledgement

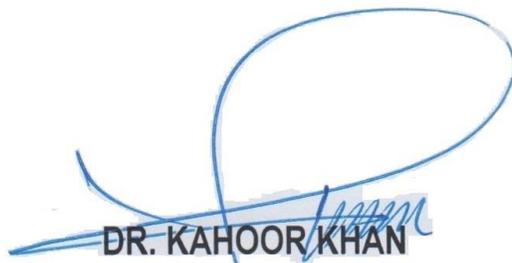
This IM Needs Assessment report is a coordinated effort of the Directorate of Social Welfare and Special Education (DSW & SE) Balochistan and Information Management & Mine Action Programs [iMMAP]. The study was initiated by the able staff of the IM Unit of the DSW & SE with support from iMMAP Islamabad office.

I endorse the recommendations of this report and strongly believe that the implementation of such enhanced IM mechanics shall increase Information and Communication Management amongst the offices of this Directorate of Social Welfare and Special Education (DSW & SE). Furthermore, this report shall be helpful in social services delivery across the province and shall be viable in planning and decision making process of this Directorate General, ensuring better reporting and monitoring of humanitarian work in the province.

This report would have not been possible without the efforts of many individuals of both organizations. This includes Naeem Ahmad, Khalid Husain Shair Ahmed, Abdul Sattar, Muhammad Asif, Nasir Ali, Fayyaz Ali Khan, Saher Murad, Muhammad Yaqoob, Waqas Ahmad, Muhammad Zahid, and Mehdi Bokhari.

This assessment exercise brought a team of dedicated workers together from both organizations to appreciate the true value of friendship and professional respect for each other.

Last but not the least, my due gratitude goes to all the respondents who spared their precious time to listen and respond to this daunting task and without whom we could have not accomplished the assigned task.



DR. KAHOOR KHAN
Director General
DIRECTOR GENERAL
SOCIAL WELFARE & SPECIAL EDUCATION
BALUCHISTAN.

Table of Contents

List of Abbreviations and Acronyms	1
About the Document	2
About the DSWSE Balochistan	2
About iMMAP	2
Executive Summary	4
Introduction	5
Methodology	6
Sample Selection	6
Pilot testing of the Questionnaire	7
Potential Actors' Identification.....	7
Orientation Sessions/Meetings	8
Questionnaire Circulation at the Field Level	9
On the Site Interviews	9
Collecting Information.....	9
Assessment Duration	9
Assessment Outcomes	9
Observations	18
Recommendations	18

List of Abbreviations and Acronyms

AD	Assistant Director
DC	Deputy Commissioner
DCO	District Coordination Officer
DD	Deputy Director
DDMA	District disaster Management Authority
DG	Director General
DRR	Disaster Risk Reduction
DSL	Digital Subscriber Line
DSW & SE	Directorate Social Welfare and Special Education
GIS	Geographic Information System
ICT	Information Communication Technology
IM	Information Management
IMMAP	Information Management & Mine Action Programme
IMO	Information management Officer
INGO	International Non-Governmental Organization
IP	Implementing Partner
IT	Information Technology
LAN	Local Area Network
LSWO	Lady Social Welfare Officer
M&E	Monitoring and Evolution
MIS	Management Information System
MS	Microsoft
NDMA	National Disaster Management Authority
NGO	Non-Governmental Organization
OASIS	Operational and Situational Information System
PCCWD	Provincial Commission for Child Welfare Development
PDMA	Provincial Disaster Management Authority
PTCL	Pakistan Telecommunication Company Limited
SPSS	Statistical Package of Social Sciences
SRF	Single Reporting Format
SW	Social Worker
SWD	Social Welfare Department
SWO	Social Welfare Officer
T&RC	Training and Rehabilitation Center
WLAN	Wide Local Area Network

About the Document

This Study-Report has been prepared by the IM Unit of the Directorate of Social Welfare and Special Education (DSW & SE), Baluchistan. The study aimed at assessing the Information Management (IM) Needs of the DSW & SE, Baluchistan for devising a strategy and establishment of a framework for sharing authorized, on time and exact information between all the offices of the DSW & SE along with the Government and the Voluntary Agencies, which work on providing Social Assistance in child protection, relief and reconstruction/rehabilitation activities in the province of Balochistan.

The study is an attempt to evaluate the possibility of establishing a mechanism of effective coordination and liaison among the stated partners to meet the goals of informed decision making in development and emergency response initiatives. The study gives an insight in to the Information Management (IM) practices that are prevalent in the directorate and it's divisional and district offices and reports the operational capacity or lack thereof of the personnel in their day to day tasks.

About the DSWSE Balochistan

The Directorate of Social Welfare and Special Education was established in 1962 with an aim to provide a better social environment to the neglected, handicapped and socially disadvantaged people. This objective is to be achieved through the use of techniques and method which are designed to enable individuals, groups and communities to solve their problems and felt needs through cooperative action, relying on their own resources. Moreover, to create awareness among the groups and communities about their problems and felt needs.

Further, the Directorate is tasked to eradicate social evils like drug abuse, beggary, child abuse, and help in socio-economic empowerment of masses (especially women). Furthermore, the Directorate provides the required services during calamities and emergencies/disasters situations especially to the neglected segments of the society i.e. Widows, Orphans, disable and elderly people. Also, the directorate is responsible for the Registration, strengthening, monitoring and financial assistance of the voluntary social welfare organizations. The Social Welfare Department has its sub-offices in every Division, District as well as in some of the Tehsils.

About iMMAP

The Information Management & Mine Action Program [iMMAP] team was formed in 1998 to lead the first internationally coordinated effort to combine Information Management, Sociology, and geographic Information Systems to address the needs of disaster management and development partners. Since then, iMMAP has been a pioneering humanitarian organization in leading the way towards the effective use of IM practices and principles in service to the world's most vulnerable populations.

As in many other developing countries, humanitarian response, early recovery and reconstruction, disaster risk reduction and future development activities in Pakistan, due to multiple factors, remain extremely challenging. Pakistan's exposure to natural hazards and disasters is rated between moderate and severe. Besides, a variety of human-induced hazards also threaten the society, economy, and environment. These include industrial and transport oil spills, urban and forest fires, and internal displacements of communities, as well as a range of threats related to public safety and security of the communities.

iMMAP, after the 2010 floods, commenced its operations in Pakistan as the sole USAID implementing partner to address Information Management (IM) needs of the national and sub-national Disaster Management Authorities (DMAs) and their associated humanitarian partners. Over the past 3 years; this has led to the development and maturity of a unique IM platform, which strengthens not only emergency but also non-emergency situation analysis and decision support processes. This augments the cause of achieving a “Common Operating Picture” by allowing different stakeholders to utilize uniform IM standards and tools under a framework that seeks cooperation from both public and private stakeholders and partners for bringing neutrality, transparency and accountability for effective donor aid utilization.

Today, IMMAP is the only organization in Pakistan which caters equally for the humanitarian partners as well as the public sector organizations with a broad range of products and services, addressing the most pressing needs of disaster related Information Management in the country, such as: Disaster Risk Reduction - DRR IM Portal, Simplified Single Reporting Format - SRF, Metadata Information Portal - GEO Pakistan, No Objection Certificate - NOC Pakistan, Pakistan Web Mapping - OASIS Pakistan, Pakistan Emergency Situation Analysis (PESA) District Profiles, Daily Emergency Information Report DEAR-SIR and DRR-IM Capacity Building of hundreds of humanitarian organizations throughout Pakistan.

Executive Summary

The need to conduct this study arose during several discussions with the management of the directorate to assess the work efficiency of the key staff in the directorate and their understanding of information management. For that very reason, an IM Needs Assessment exercise was planned, and executed. This study, conducted by the IM Unit of the DSW & SE, Baluchistan, assesses the IM capacity in the directorate and its divisional and district offices and outlines major findings of the IM Needs Assessment. The purpose of the study is to bring onboard the directorate's management about the current practices of IM in daily operations of different offices of the directorate, the IM Needs of the core staff and the way forward.

Sixty six officials, working in 30 districts, were sent the IM Needs Assessment questionnaire of whom 37 responded. Key outcomes of the assessment are as follow:

1. The key staff that identified as potential beneficiaries for this IM Needs Assessment were Social Welfare Officers and Junior Clerks
2. The overall response rate of the survey was 56%
3. The average number of days taken were 4 (Min: 1 Day, Max: 14 Days). This highlights the fact that due to lack of IM practices, at the district offices, the work efficiency gets affected
4. 51% respondents mentioned coordination and 41% respondents mentioned direct early response and relief activities in crisis and emergency situation as their prime responsibilities. This highlights the importance of IM in responding to emergencies.
5. 100% respondents use reports (hardcopy) to manage information that their offices gather and/or produce
6. 51% respondents identified MIS, database, GIS technology and or web-portals as tools required to do their job more efficiently
7. 54% respondents have internet access, only 8% respondents use map based data for compilation and dissemination of their information. Maps are considered being the best tool for depicting relevant information specially in times of emergencies
8. 78 % of the respondents need multiple trainings on the use of Information Management/ICT, GIS and MIS

All these key findings points towards an essential and highly desired outcome i.e. improved Humanitarian Coordination through augmented IM capacity and systems at the provincial and district levels with partners, within the Government and with the other humanitarian actors. In order to reach this goal it is necessary to facilitate improved Information Management network and infrastructure throughout the entire Department, and amongst as broader user group as possible.

Introduction

Information Management (IM) is an important component in any organization. Every plan & decision making are based on some initial information based on existing knowledge or through the collection of primary or secondary data and the all the policy directions and activities are setup on the basis of that information. For example, if we hear the news about an earthquake or a flood, the first thing that would come to our mind will be “where did it happen”, and secondly we would want to know about its extent and then would think about the people affected by that disaster and so on. Or, a certain proportion of the society is marginalized and neglected, who they are, where do they live, what are their needs and in what way, these needs can be addressed. So these all queries can be responded to with the help of information management.

Thus, the role of information and its management in any work or task is of critical importance and is a vital component in a decision making process. In times of emergencies, accurate and timely information can provide best relief and can help restore the communities. This Information Management (IM) Needs Assessment Report prepared by the IM Unit of the DSW & SE Balochistan with the support of the District offices of Social Welfare Department is a step in the right direction.

The assessment was carried out with the **objective** to evaluate the Information Management Needs of the Directorate of Social Welfare and Special Education Balochistan as well as its Divisional and district offices that will help in devising a strategy and providing a framework for sharing authorized, on time and exact information between all the stakeholders, including the Government and the Voluntary agencies. This report provides a detailed analysis of the information gathered through a survey.

The key desired outcome of the IM Needs Assessment is to establish improved Humanitarian Coordination, through augmented IM capacity and systems, at the provincial, divisional and district levels, within the Government and with other humanitarian actors. In order to achieve this goal it is necessary to develop an improved Information Management network and infrastructure within the Department, and amongst as broader a user group as possible.

Methodology

This Information Management Need assessment was planned in August, 2013. At first, an introductory session was held with the directorate that led to further discussions and the execution of the IM Needs Assessment survey. The questionnaire was developed at the iMMAP Islamabad office. Moreover, after holding several meetings with the DG DSW & SE and other relevant officers, the IM Unit decided to hold a divisional level meeting in the Directorate and briefly discussed the questionnaire and provided guidelines to the respondents. Pilot testing was carried out at the Directorate's four major departments (Health, Education, Planning and Development and Information department) of Balochistan including DSW & SE.

Due to certain limitations, distant information collection method was adopted to collect information and questionnaires were dispatched through Courier to each Divisional and district offices of the DSW&SE Balochistan. The total target was 66 questionnaires, with 1 questionnaire per division and 2 questionnaires per each district, which added to 6 divisional and 60 district level Questionnaires. Against the above target, 41 Questionnaires were received; however 4 of them were received after the data entry and analysis and are not included in the report. The information collected through this exercise was analyzed using Statistical Package for Social Sciences and MS Excel.

Sample Selection

The sample selection method was convenience sampling¹. The respondents who participated in this IM Needs Assessment were selected after the recommendation of their Regional/Divisional/District heads. A total of 66 members were included in the study and all the questionnaires were sent to the division/district offices. Out of which, 37 respondents replied back with the filled questionnaires in the due course. Therefore the response rate of this exercise was 56%. The list of respondents who replied to the questionnaire is as under:

¹ <http://sociology.about.com/od/Types-of-Samples/a/Convenience-Sample.htm> accessed on 11/11/2013

Sampling frame

S No	Districts	Name of focal person	Designation	Contact
1	Barkhan	Muhammad Ali	Assistant Clerk	0829668454
2	Barkhan	Paind Khan	SWO	0829668454
3	Chagi	Manzoor Ahmed	Junior Clerk	0825211606
4	Chagi	Mrs Shafia Taus	LSWO	0825211606
5	Dera Bugti	Hameed	Junior Clerk	0835410495
6	Dera Bugti	Jalal Khan	SWO	0835410495
7	Harnai	Abdul Rahim	SWO	03332035674
8	Harnai	Dad Muhammad	Junior Clerk	03332035674
9	Jaffarabad	Abid Hussain	SWO	0838510121
10	Jaffarabad	Mr Sikander khan	Junior Clerk	0838510121
11	Jhall Magsi	Hafeezullah	SWO	0837430101
12	Kalat	Abul Hassan	SWO	0844210484
13	Kalat	Naseebullah	Social Worker	0844210484
14	Kharan	Inyatullah	SWO	03327945116
15	Kharan	Muhammad Haneef	Social worker	03327945116
16	Khuzdar	Abdul Nabi	SWO	0848412513
17	Khuzdar	Muhammad Iqbal	Stenographer	0848412513
18	Mastung	Abdul Manan	SWO	0843895850
19	Mastung	Ghulam Hussain	Junior Clerk	0843895850
20	Naseerabad	Nasir Iqbal	Assistant Director	0838710913
21	Naseerabad	Nihal Khan	Office Assistant	0838710913
22	Naseerabad	Qadir Bakhsh	SWO	0838710898
23	Nushki	Ghulam Ali	Junior Clerk	0825873506
24	Nushki	Mrs Shafia Taus	LSWO	0825873506
25	Panjgoor	Ghulam Haider	Junior Clerk	0855641345
26	Panjgoor	Pervez Ali	SWO	0855641345
27	Pishin	Muhammad Azim	SWO	0826421095
28	Qilla Abdullah	Akhtar Muhammad	SWO	03003856280
29	Qilla Abdullah	Muhammad Zaman	Junior Clerk	03003856280
30	Qilla Saifullah	Juma Khan	Junior Clerk	0823610513
31	Qilla Saifullah	Muhammad Nawaz	SWO	0823610513
32	Sherani	Ihsan ul Haq	SWO	0822412330
33	Sherani	Muhammad Sharif	Junior Clerk	0822412330
34	Washuk	Muhammad Abriam	Assistant Clerk	Nil
35	Washuk	Rahim Dad	SWO	03337921455
36	Zairat	Abdul Samad	Assistant Clerk	0833560232
37	Zairat	Parwan Baseer	SWO	0833560232

Pilot testing of the Questionnaire

As the questionnaire was developed by the iMMAP Islamabad office, the pilot testing of the questionnaires was inevitable for highlighting discrepancies or corrections and for that very purpose, the IM Unit tested ten (10) questionnaires in five major departments i.e. DSW & SE, Health, Planning and Development, Education and Information Department in Balochistan.

Potential Actors' Identification

Before starting the survey, formal meetings were conducted with the Directorate Social Welfare and Special Education Balochistan's officials to identify all the concerned actors. District offices were given the most

attention in the survey as they were identified as the prime actors. The following list of offices was prepared with the support of DSW&SE Balochistan and the concerned officials were identified appropriately. The details of Potential Actors are mentioned in below Table:

List of Potential Actors in IM Assessment

Division	District	Divisional Staff	District Staff	Total	Responses
Quetta	Quetta	1	2	3	×
	Pishin	0	2	2	✓
	Qilla Abdullah	0	2	2	✓
	Chaghi	0	2	2	✓
	Nushki	0	2	2	✓
Zohb	Zhob	0	2	2	×
	Musakhail	0	2	2	×
	Qillah Saifullah	0	2	2	✓
	Loralai	1	2	3	×
	Barkhan	0	2	2	✓
Kalat	Sherani	0	2	2	✓
	Kalat	0	2	2	✓
	Mastung	0	2	2	✓
	Khuzdar	1	2	3	✓
	Kharan	0	2	2	✓
	Washuk	0	2	2	✓
Sibbi	Awaran	0	2	2	×
	Lasbela	0	2	2	×
	Sibi	1	2	3	×
	Ziarat	0	2	2	✓
	Dera Bugti	0	2	2	✓
Nasirabad	Kohlu	0	2	2	×
	Harnai	0	2	2	✓
	Nasirabad	1	2	3	✓
	Jaffarabad	0	2	2	✓
Makran	Jhall Magsi	0	2	2	✓
	Kachhi	0	2	2	×
	Kech	1	2	3	×
Total	Panjgur	0	2	2	✓
	Gwadar	0	2	2	×
Total		6	60	66	19

Orientation Sessions/Meetings

After the initial discussions with the DG DSW&SE, the Assistant Directors and with all the Offices, an orientation session on IM Needs Assessment and NGOs online Registration & Reporting was held on September 20th, 2013, at the Conference Room of the DSW&SE Balochistan. The participants were from the Directorate and the Divisional offices of Social Welfare Department. The participants were given a detailed overview on the role of iMMAP in terms of Information Management and about the role of IM Unit in preparing and disseminating information. The topics covered were:

- a. What is IM, What is IM Need Assessment?
- b. Orientation on on-going IM initiatives and activities at DSW&SE.
- c. Importance of NGOs online Registration & Reporting web portal.

Questionnaire Circulation at the Field Level

Just after the IM Needs Assessment orientation session, it was decided that the assessment questionnaire should be circulated to all the field offices including the Divisional and the District Social Welfare Offices. The Questionnaires were distributed through facsimile, email and through hard mail service via TCS. The details along with Contact No and Office addresses of each office were collected from the DSW&SE office and a follow-up plan was developed to get back the filled questionnaires on time. Each office was guided thoroughly and some sample filled questionnaires were also shared with those who requested. The details of dissemination and collection of questionnaires is mentioned in table 1.

On the Site Interviews

Some on-site interviews were also conducted at the DSW&SE. The said activity played a pivotal role in understanding the information gathered and the interviews were used to further clarify any pending issues found during the review of the completed questionnaires. Focus of the discussion / interview was on the information used throughout the Social Assistance and identification of potential IM applications for each group.

Collecting Information

Due to the limited resources and lack of IM capacity in the province, specifically in the line departments, most of the questionnaires were not filled appropriately. So it was very difficult to optimally obtain information about all the questions. The required information was collected via calling all those respondents who didn't fill the questionnaires completely/properly. It further delayed the process of analysis of the information.

Assessment Duration

The assessment was carried out from August, 2013 to October, 2013 and the whole course of activity including questionnaire dissemination, follow-up plans, collection, potential forms selection, and analysis took more than 3 months. After receiving the questionnaires, data entry was executed on SPSS and the data was further cleaned using MS Excel. Analyses were conducted using both the software.

Note: during data entry process, 99 was used for the missing information

Assessment Outcomes

The Assessment Outcomes are based on evaluating and analyzing the questionnaires filled by the respondents from the Directorate Social Welfare and Special Education, Divisional and district offices of the Social Welfare Departments.

Number of days taken in responding to the questionnaire

As discussed in the methodology, the IM Unit of the Directorate of Social Welfare and Special Education sent IM Needs Assessment questionnaires through courier and registered post. Moreover, 66 questionnaires were sent to all the 30 district offices of the directorate of which 37 questionnaires with responses were received back from 19 districts. Maximum number of days taken were 14 and minimum was 1 day. The average number of days taken were 4. This highlights the fact that due to lack of IM practices, at the district offices, the work efficiency gets affected. The time delay could have been shortened if there was a practice of using emails in the offices.

Days	Frequency	Percent
1	19	51.4
2	6	16.2
5	3	8.1
6	1	2.7
12	2	5.4
13	2	5.4
14	2	5.4
99	2	5.4
Total	37	100

Designation of the people involved in the IM Needs Assessment

The highest number of people involved in IM needs assessment was Social Welfare Officers which were 19, followed by junior clerks which were 9.

Designation	Frequency	Percent
Assistant Clerk	3	8
Assistant Director	1	3
Clerk	1	3
Junior Clerk	9	24
Office Assistant	1	3
Social Worker	2	5
Stenographer	1	3
SWO	19	51
Total	37	100

Number of years of working of the respondents

The maximum number of staff involved in this IM needs assessment exercise has experience of 1-5 years. Overall 16 people have 1-5 years of experience followed by more than 10 years of experience which were 15. Out of 19 social welfare officers, 7 have more than 10 years of experience and among 9 junior clerks, 4 have also 10 years of experience. The purpose of having this information is to understand the fact that for how long the key staff has been working in their offices and with the help of the later questions, to assess whether they have updated their IT knowledge and communication skills.

Designation	1-5 Years	5-10 Years	More than 10 years	Total
Assistant Clerk		1	2	3
Assistant Director	1			1
Clerk		1		1
Junior Clerk	5		4	9
Office Assistant			1	1
Social Worker		2		2
Stenographer			1	1
SWO	10	2	7	19
Total	16	6	15	37

Number of years of working of the supervisor of the respondent

The highest number of supervisors has less than 5 years of experience of which 4 were assistant directors and 11 were social welfare officers. Only 7 supervisors have more than 10 years of experience of which, 2 are lady social welfare officers. 13 respondents didn't provide any answer to this question; therefore the valid percentage of the answers is 65.

Designation	Missing	1-5 Years	5-10 Years	More than 10 years	Total
No Answer	1				1
Assistant Director	3	4		2	9
Deputy Director	3				3
Joint Director	2	1		1	4
LSWO				2	2
SWO	4	11	1	2	18
Total	13	16	1	7	37

Major functions being performed in the office of the respondent

Upon inquiring about the major functions of the office in which the respective respondents perform his/her duties, four types of major functions were described, which are as follows

- Child Protection and Special Education (16 respondents mentioned)
- Skill Development/ T & RC (27 respondents mentioned)
- Monitoring of Agencies (5 respondents mentioned)
- Survey and registration of disables/neglected people & Disaster Management (20 respondents mentioned)

It should be remembered here that these functions are overlapping and similar responses are matched and categorized into options stated above. Respondents from 6 districts perform any of the four functions mentioned above, 8 districts' respondents perform any 2 of the above functions, and 5 districts' respondents perform any three of the functions mentioned above. All these major functions require information gathering and its dissemination to multiple stakeholders by the directorates for its own functioning and further decision making and planning.

How do you operate in crisis/disaster situation?

Multiple responses received against this question which, in broader sense, contains three types of responses. Out of the 37 respondents, 3 mentioned community mobilization and their involvement to respond in crisis situation, 19 respondents mentioned coordination with the administration and support to the other government and line agencies that work in crisis response. 15 respondents mentioned direct early response and relief activities as their core function in crisis situation.

Response	Frequency
Community Mobilization	3
Coordination and Support to the Government and Line Agencies	19
Early response, relief, rehabilitation	15
Total	37

How is the information being managed in the office?

All the 37 respondents mentioned that they use reports to manage information that their office gather or produce. Only 4 respondents reported that they also use maps and 3 of them reported district profiles as their information management tool. In terms of districts, 16 districts use only reports, 2 districts namely Naseerabad, and Jaffarabad use reports, maps and district profiles, and only one district namely Jhal Magsi, use reports and district profiles for their information management purposes.

Do you use IM Tools?

Only 6 respondents responded to this question as “yes” that they use information management tools. Though they answered yes, when they were further asked what tools they use, the answer was Fax machines, Telephone, courier, computer, mobile and internet and government machinery.

What Information and communication technology application and standard do you foresee that can improve your efficiency at work?

Out of the 37 respondents, 19 foresee products/application like, MIS, database, GIS technology and or web-portals as possible tools. 14 answered computer and fax, 2 said mobile phones and 4 mentioned reports. Overall, 29 respondents said any one of the items listed above, 5 mentioned any 2 of them and 4 didn't mention any information and communication application technology and standards that they could see out of the project. In terms of district, staff of 12 out of the 19 districts mentioned MIS/GIS/Web-portal, 9 districts' staff mentioned computer and fax, 1 district's staff mentioned mobile phone and 3 districts' staff mentioned reports. On the other hand, 12 districts' staff mentioned only one type of MIS/GIS/Web-portal, 4 districts staff mentioned MIS/GIS/Web-portal and Reports, 1 district staff mentioned MIS/GIS/Web-portal and mobile phone, and 1 district staff mentioned, MIS/GIS/Web-portal, computer and fax, and reports.

Who are the beneficiaries of your information/data?

The responses to this question are divided in 4 major categories as follows:

- General Public/Society
- Development/Humanitarian Sector
- Government
- Multiple of all

14 respondents mentioned general public/society as the beneficiary of their data/information, and 23 mentioned multiple of all which includes all the beneficiaries like society, humanitarian sector and government. In terms of district, 6 districts' staff mentioned society, and 13 districts' staff mentioned multiple beneficiaries.

Do you have internet access?

20 respondents said yes they have internet access and out of the remaining 17 respondents, 13 didn't provide any answer to this question; whereas 4 said no we don't have internet access. While asking about the type of internet access, out of the 20 respondents who said yes, 18 mentioned DSL or PTCL as their internet type. This might also include Wifi and LAN connections both.

Have you received SRF and OASIS training?

The background of asking this question is that, iMMAP has previously worked with PDMA Balochistan and delivered trainings for its highly sophisticated information management tools which are also used as project monitoring tools. During the trainings, iMMAP had trained 480 professionals from public and humanitarian sector. While responding to this question, all the 37 respondents mentioned that they haven't received any training regarding SRF and/or OASIS and they were of the view that they should be provided these trainings.

What type of data do you use?

Out of the total 37 respondents, only 3 respondents replied that they use Geo data i.e. they use map based information for compilation and dissemination; whereas 34 respondents use Non-Geo data/information. All the 3 respondents are from Naseerabad district.

In what form do you collect and use data?

The responses to these questions broadly fall in 4 categories, based on the notion they have and their frequency of occurrence. These categories are:

- Reports
- Maps
- District Profiles
- Emails

While responding to this question, 25 respondents mentioned reports as their main data acquisition tool, 5 respondents use maps, 2 respondents use district profiles and 3 respondents use emails as data acquisition tools. Among these respondents, 27 use one tool only of which 25 use reports as described above. 5 respondents use any of the 2 tools mentioned above, and 6 respondents didn't answer this question. In terms of districts, staff of 13 districts use reports, staff of 2 districts (Naseerabad and Jhal Magsi) uses maps and staff of one district (Jhal Magsi) uses district profile. In total, 15 districts use one tool only (13 reports, 1 maps and 1 district profile), One district (Jhal Magsi) uses Maps and District Profiles, and 3 districts' staff didn't mention that how they collect and use data.

In what format do you collect and share data?

The responses gathered against this question were mainly categorized in 4 categories for the analysis convenience. These categories are given below:

- Reports/Hard Copy
- Maps
- Tables and Memos
- Digital/Emails/Soft

For individual categories, out of the 37 respondents, 35 mentioned reports in hard copy, 9 respondents mentioned maps, 13 mentioned tables and memos and 8 respondents mentioned digital/emails/soft format to store data. In case of multiple formats, 19 respondents use only one method to store data which is hard copy. 8 candidates use any 2 of the above mentioned methods/categories and 10 respondents use any of the 3 methods. In terms of districts, staff of 18 out of 19 districts mentioned reports, 13 districts mentioned Tables and memos, 9 districts mentioned maps and 8 districts mentioned digital format. For multiple methods, 9 districts mentioned one method, 3 districts mentioned any 2 methods, 6 districts use any 3 of the four methods and only one district (Naseerabad) staff use all the 4 methods to collect and share data.

In what format do you store data?

Out of the 37 respondents, 4 respondents, one each from Dera Bugti, Jhal Magsi, Kharan and Naseerabad mentioned that they use both hard and soft (digital formats) to store data. Among the rest of the 3 candidates, 2 mentioned that they manually store data; this could be hard copy format. And all the other 31 candidates mentioned that they use hard copy to store data.

What is the current activity of your office?

Overall, the Respondents mentioned 7 major activities that were being performed in their offices, at the time of filling the questionnaire, as follows:

• T&RC and Skill Training	T&RC and Skill Training	16
• Jail Services	Jail Services	3
• Child Protection	Child Protection	7
• Special Education	Special Education	5
• Capacity Building	Capacity Building	3
• Flood Survey and Population Data	Flood survey/Population	1
• Registration of Disables	Disable Registration	2

Out of the 37 respondents, 16 respondents mentioned T&RC and Skill training and 3 mentioned jail services. The details are given in the table. For multiple activities, 23 respondents showed single activity. 4 respondents showed any of the two activities, 3 respondents showed any three activities; whereas respondents from Chaghi, Noshki and Pishin didn't mention any activity. Respondents from Khuzdar mentioned a report namely Khuzdar in 2020 which is being worked on.

What are the current data compilation/conversion projects?

No Answer	11
Child protection	8
Disable registration	4
MIS, Web portals	4

Out of the 37 respondents, 11 respondents didn't provide any information about this question, 8 respondents mentioned child protection of which 2 also mentioned women services. 4 respondents mentioned registration of disableds, 4 mentioned, MIS/Databases compilation, 7 mentioned skill training and only 2 respondents mentioned registration of voluntary social organizations. Only one respondent mentioned no project.

No Project	1
Skill training	7
Voluntary Social Welfare Agencies	2

What are your additional requirements?

After analyzing the information, three types of additional requirements were sorted out, which are:

- Data (socio-economic) collection and analysis/assessment
- Information Management Tools/MIS/Database
- Maps and or Mapping

9 respondents mentioned the 1st requirement i.e. data collection, analysis and assessments, 30 respondents mentioned Information Management Tools/MIS/Database and 5 respondents mentioned that they need maps and/or mapping. Overall 26 respondents mentioned any one of the requirements stated above, 3 respondents mentioned any 2 requirements and 5 respondents mentioned any 3 requirements. Chaghi and Noushki staff didn't answer the question; whereas Khuzdar staff didn't mention any requirement at the moment but mentioned that they will share their requirement as and when realized.

What is the expected date to fulfill your requirement that was mentioned in the previous question and in what form?

Out of the 37 respondents, 4 respondents mentioned 2013 and 26 respondents mentioned 2014 as their expected date to fulfill their requirement. 7 respondents didn't answer the question and none of the respondents mentioned any format in which they want their requirement to be fulfilled. But from responses to the previous question, it could be stated that, all the respondents need data collection and analysis tools which also support their mapping requirements. This translates into requirement of highly sophisticated developed tools/MIS/databases.

Do you have any data sharing policy and what data is confidential?

A total of 32 respondents mentioned that a data sharing policy exists in their offices. 14 respondents mentioned that all official data is confidential, 15 mentioned financial data and 7 respondents mentioned geo, non-geo, reports, surveys and assessments as confidential data.

Are you using any public data sources?

16 respondents mentioned that they are using public data sources, 15 said no, and 6 respondents didn't know about public data sources.

Which type of training/ support do you require?

Two respondents reported that they require ICT related training/support, 5 mentioned Information Management, 1 respondent mentioned GIS and 29 respondents mentioned multiple of all these types of support/trainings. Furthermore, 20 respondents mentioned that they require data acquisition support on IM/Database and GIS, 9 respondents mentioned ICT, IT and SRF related data acquisition support, 5 of them mentioned support in acquiring data related to emergency and crisis situation.

What type of outputs do you see coming out of the IM project if it is initiated?

Out of the 37 respondents, 6 respondents indicated that they see better information sharing practices and informed decision making if such a project is initiated. 11 respondents mentioned that they see better disaster management and crisis response as an output to the project. 5 respondents mentioned online data sharing, 2 mentioned smoothness and streamlining of procedures and tasks, 3 respondents mentioned timeliness and accuracy and 11 respondents didn't answer the question. Majority of the respondents answered multiple outputs and they were counted for each output that they mentioned.

Do you have any special constraints, risk areas, or general comments to highlight in relation to this IM Need Assessment questionnaire or pilot project proposal?

8 respondents mentioned data management, assessment and arrangement as a major constraint, 5 respondents said that such Information management related project should be started as soon as possible. Corresponding table shows different comments/remarks and the number of respondents.

Data management, arrangement and online sharing	8
Jhall Magsi is flood prone area	1
There Must be a project on ICT.	1
No	2
Project should be started as soon as possible	5
We need IM, ICT and GIS trainings.	3
Yes	1
Instruction page in the questionnaires	1

Observations

Directorate employs 360 staff with varied qualifications and experiences. The growing needs of the information management in day to day tasks of directorate triggered the need to assess the capacity of its staff in using information management tools and services. The current situation reveals that the capacity of directorate is too low in terms of IM due to lack of resources, infrastructure and skills. During initial discussion it was found that just a handful of staff is aware of some of IM tools and practices and rest of the staff have conventional approach in managing information.

It was a tedious task to formalize the final response to IM survey from the field offices. This was due to lack of IM practices coupled with nonexistence of Internet, Fax and even courier facility in some districts.

During the 2 weeks' time of information gathering, response to the survey questionnaire was slow and required a number of follow-ups from time to time. , Also, despite the fact that email and internet was available in many of the directorate's offices, respondents were reluctant to respond via email

- 40% of the respondents are working in their respective offices for more than 10 years and the preferred mean of information gathering and sharing is reporting in hardcopy format,
- Questionnaires were sent via registered post that took a couple of weeks for respondents to send back filled questionnaires,
- Though an orientation session was delivered on how to fill the questionnaire, respondents felt difficult to respond,
- There is lack of proper coordination and reporting mechanism in this department with remote districts. Information Management is definitely an important component in any organization
- The role of IM cannot be ignored from any organizational business processes or decision making,
- An important part of this exercise was the development of online registration portal for the directorate, which requires legal matters to be addressed. The absence of a legal advisor in the directorate delayed the process unnecessarily

Final Recommendations

1. Continuous strong commitment is required by the directorate's management to ensure reporting from NGOs and volunteer organizations,
2. Ensuring the involvement of other provincial and district level government departments such as PDMA and Relief providing organizations,
3. There is a dire need of IM capacity building at division and district level. It is very important to address the current gaps in dealing with Information, Communication and Knowledge Management practices in DSW & SE and other stakeholders
4. Provision of equipment i.e. hardware/software such as computers (desktops), fax machines, printers and internet modems/DSL/Wifi along with word processing and analysis software including MS Office suite, ArcGIS and SPSS/STATA at directorate level,
5. Deployment of sophisticated IM tools and services such as Balochistan NGOs Registration and Reporting Portal (www.bnnp.pk) and District Profiles

6. To understand the on-ground situation better and develop a proper understanding of humanitarian work in Balochistan; it's important to develop digital atlases of all Balochistan districts following the format of iMMAP's recently launched atlas of earthquake effected districts,
7. A TOT s should be conducted for master trainers at directorate's level on the use of Balochistan NGOs Registration and Reporting Portal (www.bnrp.pk). These master trainers further train directorate's all key staff at district will level along with the professionals of volunteer organizations currently working and registered with the directorate,
8. Capacity building of the staff regarding data acquisition such as acquiring data from primary and secondary sources and its analysis using appropriate software,
9. IM Unit of the directorate should be expanded initially at least at divisional level to support and for a smooth flow of information. This further can be expanded to district level keeping in view some quality indicators which ensure the ownership by all stakeholders
10. As soon as the Balochistan NGOs Registration and Reporting Portal (www.bnrp.pk) becomes available to the directorate for use, all the available data need to be uploaded on this portal. For this a robust data migration exercise is required,
11. After data migration, directorate should involve all the NGOs or volunteer organization for
 - Data check or QA/QC
 - Continuous reporting of their current activities
12. Recruitment of a legal advisor to address the IM related legal requirements while implementing the standardized tools and services of IM,
13. Directorate should actively pursue this current effort of building capacity of its staff and should take lead in responding to crisis and emergency situations where necessary,
14. Directorate's staff should be trained in Disaster Risk Reduction (DRR) practices as it is an inevitable part of both humanitarian and development activities.

Keeping in view the outcomes of this exercise, IM Unit of the directorate high recommends a quick review and approval of this document to ensure prompt negotiation with donor organization for support and timely implementation of the recommendations.



No. DGSW 1-3/HQ/ (Gen) 2013/ 50
DIRECTORATE GENERAL OF SOCIAL WELFARE
& SPECIAL EDUCATION BALOCHISTAN QUETTA

Dated the Quetta 2nd January , 2014

To,

The Country Director
iMMAP, Pakistan.

Subject: Extension of Information Management Unit Social Welfare Department Balochistan

The undersigned is pleased to move forward your good office on the subject captioned above; Information Management and Mine Action Program (iMMAP) team made strenuous efforts in developing web portal (www.bnrp.pk) and document pertaining to Information Management Needs Assessment for this Directorate General of Social Welfare and Special Education (DSW&SE) Balochistan. However, the expected results of the aforesaid service are reciprocally affiliated with the practicable implementation of the web portal.

2. The iMMAP plays vital role with regard viable services in implementation phase of the web portal which requires equipment pertaining to information management.

3. Hence, equipment along with paraphernalia may please be provided to bring this task in workable form besides extend your services in capacity building of the field offices' staff of this department in this imperative field.

Looking forward for your cooperation in the matter please.

(DR. KAHOOR KHAN)
DIRECTOR GENERAL

Copy for information to;

1. The PS to Secretary, Government of Balochistan Social Welfare and Special Education Balochistan Quetta
2. The Project Coordinator IM Unit Social Welfare and Special Education Balochistan
3. Master File



MEMORANDUM OF UNDERSTANDING

entered into

between

iMMAP, physically located at 8th Floor Horizon Tower, Plot # 2/6, Block III, Clifton, Karachi, Pakistan, represented by Craig von Hagen, Country Representative;

and

NED University of Engineering and Technology, (herein after referred to as NED University) situated at University Road, Karachi 75270, Pakistan; represented by Prof. Sarosh Lodi, Dean Faculty of Civil Engineering and Architecture.

hereinafter , “the Participants”

WHEREAS, **iMMAP** is a non-governmental organization dedicated to the effective use of Information Management (IM) practices and principles in service to the world’s most vulnerable populations; and

WHEREAS, since the start of 2010, under funding from the United States Agency for International Development (USAID), iMMAP has been providing IM assistance to government and non-governmental organizations in Pakistan to enhance their Disaster Risk Reduction and Disaster Response capacity; and

WHEREAS, timely access to relevant information enables agencies to respond quicker during the phases of relief, response, and early recovery or beyond, in order to avoid duplication of effort and waste of resources; and

WHEREAS, The NED University of Engineering and Technology (known as NED University), is a public research university in Karachi, Sindh. It is one of the oldest institution of higher learning in Pakistan and is noted for its strong emphasis on higher learning in science and technology. Founded in 1922 as a technical project to provide training to civil engineers working in building the Sukkur Barrage, the University came to its modern form after being established by the British government. The University is named for its benefactor, donor, and philanthropist, Nadirshaw E. Dinshaw by the Government. Besides its focus on science and engineering programs, the University also offers wide range of academic programs in philosophy, humanities, and fine arts for undergraduate, post-graduate, and doctoral studies. The University is also a member of Association of Commonwealth Universities of the United Kingdom.

WHEREAS, primarily, NED University's financial endowment and scientific research is directed towards the development of the engineering, management, natural, and medical sciences. Organized into six science faculties as well as various associated research institutions affiliated with the University in Karachi, the University is ranked among one of the top ten institutions in "science and engineering" category by the Higher Education Commission as of the fiscal year of 2013.

WHEREAS, both Participants share the goal of supporting and strengthening the disaster and relief interventions in Pakistan, through internationally accepted best Information Management and coordination practices for informed and improved decision-making and response efforts during emergency situations;

NOW, THEREFORE, in order to provide a framework for a partnership arrangement between the Participants for collaboration and sharing of information necessary for rapid disaster/ relief response, both Partners have entered into this Memorandum of Understanding ("MOU"), as follows:

Article I Objective and Scope

1. The purpose of this MOU is to establish the general terms and conditions under which the Participants intend to collaborate to achieve a more effective and efficient utilization of the resources, which are available to the Participants for maintaining and sustaining the IM tools of Common Operating Picture for Disaster Management [COPDM] project at NED University beyond the project scheduled end date.
2. NED agrees to host the following IM portals developed under COPDM project by iMMAP, with USAID funding, for the disaster responders and relief providers in Pakistan and continue making it available for research and development, and general public benefit.
 - i. OASIS Pakistan [www.oasispakistan.pk]
 - ii. Single Reporting Format [www.srfpakistan.pk]
 - iii. No Objection Certificate [www.nocpakistan.pk]
 - iv. Disaster Risk Reduction IM Portal [www.drrpakistan.pk]
 - v. Metadata Portal [www.geopakistani.pk]
3. iMMAP agrees to provide NED with the following services to successfully make the transfer of the above listed five IM portals to NED ensuring sustainability. Such support shall be subject to USAID approval and funds availability.
 - i. Assess and upgrade existing hardware and software environment at NED University to transfer all five portals to the university.
 - ii. Customize all five IM portals to address NED University IM reporting requirements to support their research initiatives and also simplifying

some of the reporting mechanics for humanitarian/ development sector organizations' voluntarily sharing relief, response, and development related projects and field interventions.

- iii. Ensure that formal MOUs/MOAs are signed between the major contributors and users of the IM portals and NED where required to ensure sustainability and continuous data sharing once the project concludes its support for NED. This includes Sindh Irrigation and Drainage Authority [SIDA], Directorate of Social Welfare and Special Education [DSW-SE] Balochistan, ALHASAN Systems Private Limited, Global Compact Network Pakistan [GCNP], and World Wide Fund for Nature Pakistan.
- iv. Provide detailed documentation of all five IM Portals. This shall include: Developers Manual, End-user Manual, Lessons Learned, Support Log, and Training Material.
- v. Provide both advanced and end-user training to NED selected staff/ students on all five IM Portals maintenance and support. When required and possible, iMMAP's international team of IM/GIS experts would also be made available to NED to further strengthen IM collaboration mechanics between the two organization and their affiliated partners/ collaborators.
- vi. Both the NED University and iMMAP will make joint and collaborative efforts to mobilize the both public and private sector organization to recognize IM as an integral part of their business processes and strengthen it by adopting standard IM tools hosted and supported by NED.
- vii. Both the NED University and iMMAP along with GCNP will also make collaborative and joint efforts to develop public-private partnership projects which can initiate/ strengthen industry, provincial and national level planning and implementation of natural and manmade disaster risk management system as an integral measure of responsible business initiative and investment, upheld by United National Global Compact [UNGC] as an effective tool for sustainability and growth.

Article II General Responsibilities of the Participants

1. The Participants intend to carry out their respective responsibilities in accordance with the provisions of this MOU.
2. The Participants agree to join efforts and to maintain close working relationships in order to achieve the mutually agreed objectives.
3. The Participants agree to keep each other informed of all activities undertaken under this MOU, including any circumstances that may affect the achievement of desired objectives.
4. The Participants intend to refrain from any action that may adversely affect the interests of the other and shall fulfill their commitments under the MOU in accordance with its terms and under the umbrella SOPs of their respective organizations.

Article III

Cost

- 1) This agreement is executable when signed by both NED University and iMMAP representatives and an approval is attained from USAID by iMMAP to extend its support to NED University for the transfer of all IM tools as listed in **Article I**.
- 2) Both parties agree that six months support to properly customize reporting modules, handover the IM tools, related documentation, and build capacity following the scope set in Article I; to receiving party NED University is required.
- 3) It is further understood that such support will go beyond the present schedule project end date of 31 December, 2013 to 30 June, 2014 if an agreement is reached by 31 October, 2013. This will require approval from USAID for any additional funding as identified during the first month of signing this MOU.
- 4) Neither participant is making any financial commitment under this MOU on its own.
- 5) Neither participant will make financial commitments to other entities without prior written agreement between the Partners in relation to objectives set in this MOU.
- 6) Each participant will indemnify the other participant for any expenses or fees, including legal, that the other participant incurs as a result of the negligent acts, errors or omissions of the participant or its personnel hereunder.

Article IV

General Responsibilities of the Partners

1. The Partners agree to carry out their respective responsibilities in accordance with the provisions of this Agreement. The Partners agree to join efforts and to maintain close working relationships in order to achieve the mutually agreed objectives.
2. The Partners shall keep each other informed of all relevant activities and shall hold consultations every second [2] month, or at any time as any Participant considers it appropriate, on the status of this cooperation, including any circumstances that may affect the achievement of desired objectives.
3. The Partners shall refrain from any action that may adversely affect the interests of the other participant and shall fulfill their commitments with fullest regard for the terms and conditions of this Agreement.

Article V

Reporting Requirements, Maintenance of Records and Audit

1. Both Partners shall brief each other on progress on joint activities (trainings, assessments, seminars, workshops, etc.) and their impact every second (2) month or as desired and agreed by both Partners.
2. Also, upon completion of the Project, both Partners shall maintain the records relating to its engagement activities for a period of three years.

**Article VI
Intellectual Property Rights**

Should either participant have a copyright to any of the data, this agreement does not grant or imply transfer of such copyright to the receiving participant.

**Article VII
Miscellaneous**

1. This Agreement shall enter into force upon signature by the collaborating partners and witnesses, being effective from the date of the latest signature, and shall remain valid for a period of six (6) months unless terminated, or until the completion date of activities listed in Article II.
2. Should it become evident that an extension of the duration is required, or that any other change should be made, the Partners shall record such a change in a written Amendment to this Agreement.
3. Either participant may terminate this agreement prior to expiration by giving a thirty-day notice in writing to the other participant of its intention to terminate.

IN WITNESS WHEREOF, the undersigned duly authorized representatives of **iMMAP** and **NED** have signed this MOU in two original copies at the place(s) and on the date(s) below written.

<u>iMMAP</u>	<u>To NED University</u>
<p>For Programmatic Matters: Name: Mehdi Bokhari Title: Acting Country Director/ Chief Technical Advisor Address: Islamabad, Pakistan Tel: +92.300.555.6169/ +92.323.929.1647 Email address: mbokhari@immap.org</p>	<p>For Programmatic Matters Name: Prof. Sarosh Lodi Title: Dean Faculty of Civil Engineering and Architecture Address: NED University Tel: Email address:</p>
<p>For Contractual Matters: Name: Mehdi Bokhari Title: Acting Country Director/ Chief Technical Advisor Address: Islamabad, Pakistan Tel: +92.300.555.6169/ +92.323.929.1647 Email address: mbokhari@immap.org</p>	<p>For Contractual Matters: Name: Title: Address: Tel: Email Address:</p>

iMMAP	NED University
<p data-bbox="305 226 755 231">_____</p> <p data-bbox="358 233 701 331">Mehdi Bokhari Acting Country Director iMMAP Pakistan</p> <p data-bbox="224 371 573 403">Place: Karachi, Pakistan</p> <p data-bbox="224 443 727 474">Date: _____</p>	<p data-bbox="894 226 1360 231">_____</p> <p data-bbox="917 233 1341 367">Prof. Sarosh Lodi Dean Faculty of Civil Engineering and Architecture</p> <p data-bbox="862 407 1208 438">Place: Karachi, Pakistan</p> <p data-bbox="862 478 1344 510">Date: _____</p>