

# WOMEN KHULI KACHERI & FACILITATION DESK TO INCREASE THE ENGAGEMENT OF WOMEN TO IMPROVE PUBLIC SERVICE DELIVERY

## CONTEXT

The Support to Local Governance (LoGo II) programme being implemented by the GIZ in collaboration with the Government of Pakistan, citizen engagement is considered to be a key feature to improving public service delivery which is one of the core components on the project. For this purpose, in the region of Punjab & Khyber Pakhtunkhwa the Khuli Kacheri[1] (Open Court) platform is being implemented as an *offline* redressal mechanism to forward complaints on municipal service delivery. With regards to the former, a desk review conducted to ascertain whether women (all segments) issues are included and promoted within the framework of the Khuli Kacheris revealed three main issues:

1. The underrepresentation of women and their issues in the Khuli Kacheri system.
2. The lack of an efficient feedback mechanism.
3. The need for complaint management system and increased visibility of women's municipal services related issues.

[1] Khuli Kacheri is an open platform provided to the general public to come forward and express their grievances on public services provided by a department or an agency of the government. The concerned officers are then required to attend such events, note down and directly respond to the complaints/suggestions.

## WHAT WAS OUR APPROACH?

### WOMEN KHULI KACHERI

The first approach was to take existing mechanism of Khuli Kacheris and utilise it to develop a model framework for **Women Khuli Kacheri** in order to tackle the limited participation of women through positive discrimination and enable the establishment of a redressal platform that is women-centric.

The logic behind the establishment of the WKK was to encourage the participation of women, to analyse the *number* and *type* of complaints put forward by women with regards to municipal services, and to ultimately enhance the resolution & feedback mechanisms. Additionally, another objective of the approach was to help to identify most the problematic municipal services and to find the way to engage the different service providers such as Right to Services (RTS) and Right to Information (RTI) commissions. As a result of this, the Women Khuli Kacheris are now being implemented in 8 of the pilot districts across the provinces of KP & Punjab.

### WOMEN FACILITATION DESK

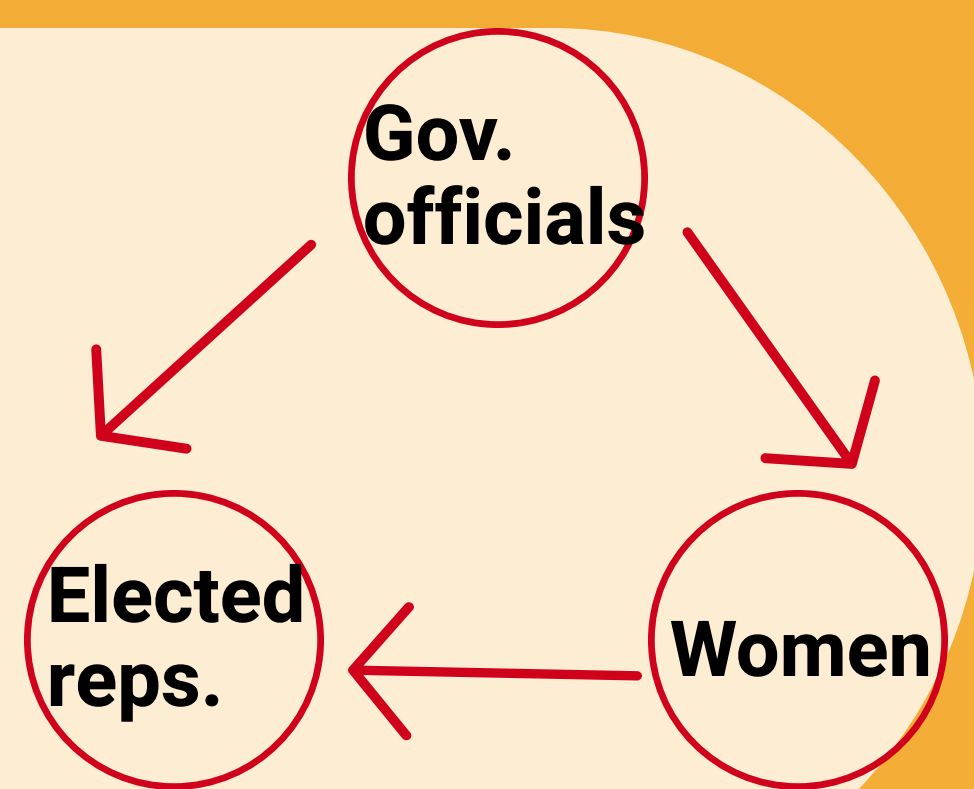
The second approach taken was to establish a **Women Facilitation Desk** in one of the pilot districts of KP with a view of replicating the model in the other districts of KP & Punjab. Consequently, the WFD was operationalised at the office of the Additional Deputy Commissioner (ADC) in Nowshera with the help of the local administration and the elected representatives.

The purpose of the intervention was to provide a viable access point for women in the district to claim their right to services and to register their complaints through a proper application process. The WFD also aims to build the capacity of local governments to enhance their complaint management systems and feedback mechanisms. In this respect the Women Khuli Kacheri & Women Facilitation Desk represent a full circle in the improvement of public service delivery. The desk consists of female IT expert and finance officer along with a rotating three-member team of elected representatives.





The above mention two approaches also facilitate the **triangulation approach** by providing a dialogue platform between government officials, elected representatives & women for the improvement of public services.



## WHAT RESULTS HAVE BEEN ACHIEVED?

The results of the approach have both qualitative and quantitative features:

### Qualitative results:

1. WKK: The Women Khuli Kacheri helps to ensure that the **women prioritised needs** with regards to municipal services are highlighted and attended to.
2. WKK: **Women empowerment and gender mainstreaming** through the establishment of an exchange model where women can discuss their issues and be supported by the local administration.
3. WFD: Provides a **hassle-free platform** for women to file their complaints.
4. WFD: Provides a **tracking and follow up mechanism** of the complaints being filed by the women citizens to access services.
5. WFD & WKK: Helps the local administration and elected representatives to **develop strategies** for improvement of service delivery, accessibility, service capacity and responsiveness.
6. WFD: Promotes digital literacy through access to online platforms with the help of the IT experts at women facilitation desk.

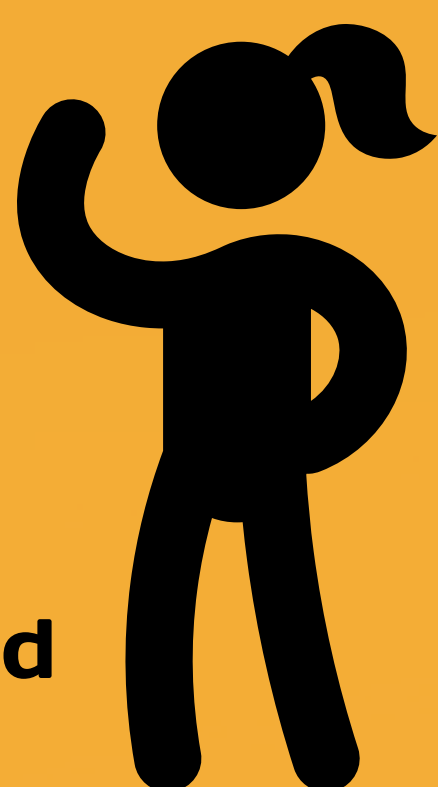


### MEDIUM TERM

**WKK & WFD help to highlight women specific needs.**

**Complaint resolution on the issues raised by women.**

**Allows the local administration to develop more gender sensitive strategies and contribute to SDG 5!**



### Quantitative results:

1. WKK has also contributed to the active participation and engagement of women in the 8 pilot districts across KP & Punjab. Since its inception earlier in the year **702 & 734 women have participated in KP & Punjab** respectively.
2. Since its establishment in August 2021 – **391 complaints** have been lodged by women through the WFD - out of these **70% of those related to municipal services have been resolved**.
3. In the instances where the complaints are not related to the municipal services – the WFD helps the women register their complaint to the federally administered Pakistan Citizen Portal to ensure that no complaint is discarded.
4. Due to the success of the WFD in **KP 3 additional WFD** will be established in the rest of the 3 pilot districts of Haripur, Swat & Kohat, where as in Punjab the civil society organisation Sangat Development Foundation is helping in the establishment of **4 WFD** in the districts of Mandi Bahaudin, Toba Tek Singh, Sheikhpura and Khanewal with the support of the local administration and elected representatives.

**Participation: KP: 327 elected councilors, 57 government officials & 702 citizens.**  
**Punjab: 288 elected councilors, 26 government officials & 734 citizens.**



## WHAT IS THE IMPACT WE FORSEE IN THE....



### SHORT TERM

**Increased participation of women.**

**Increased awareness in women about their rights.**

**Operationalization of effective mechanisms to raise and file complaints.**



### LONG TERM

**Improved capacity of local administration and elected representatives.**



**Development of strong organisational structures to deal with complaint management & resolution.**

**Institutionalization of the WKK & WFD as a sustainable approach for the provision of services.**



## How have our partners acknowledged our work?

1. Government counterparts and elected representatives have acknowledged the need for a more **inclusive approach** in the drive towards the improvement of public service delivery, which has contributed to increased gender equality as a result of the high participation of women in the WKK.

2. Female elected representatives have also highlighted the importance of a dialogue format that focuses on **women prioritised needs**.

"One of the biggest successes of the Women Khuli Kacheri is that it gives women essential space for dialogue - Ms Naila Naz female elected councilor.



'Having a women-centric event helps to ensure that women issues are highlighted.' - Assistant Commissioner Khanewal

3. The Right to Services and Right to Information commissions have also acknowledged the importance of the Women Khuli Kacheris & the Women Facilitation desk and have therefore contributed by developing **gender sensitive messages and informational posters**. 150 RTI brochures were disseminated through the WFD in Nowshera.

**CLICK HERE to see what our partners have to say about the establishment of the Women Facilitation Desk:** [GIZ - RTI Women Facilitation Desk & Khuli Kachehri Documentary v2 - YouTube](#)

4. The Women Facilitation Desk in Nowshera has been established with the support of Additional District Commissioner Ms. Qurat Ul Ain Wazir in her office, and is being operationalised by the Local Council Association and elected representatives. In this regard it is important to note that this kind of a cooperation between the district administration and elected representatives has never existed before - thus this reflects the wide acceptance of the WKK & WFD approach among partners. Moreover, the **Local Government & Rural Development Department (provincial level)** has also endorsed the establishment of the WFD in the remaining 3 pilot districts.

## Our contributions to enhancing gender equality and reducing gender-based discrimination and disadvantages:

The WKK & WFD approaches have three specific objectives: 1. To increase women participation in public service delivery, 2. To highlight women prioritised needs, and facilitate the filing of complaints by women 3. To ensure effective feedback and complaint resolution.

- This is being achieved through the **institutionalisation** of the WKK & WFD model and the engagement of women.
- **WFD desk run by women for women** – helps to document the complaints and resolve issues faced by women. Additionally, the fact that the IT expert, finance officer and elected represented running the desk are female contributes to breaking gender stereotypes.
- The increased acceptance in government offices and municipal committees regarding the need to address the issues faced by women in the community with regards to municipal services.
- Increased acceptance about the importance of including women into discussions on how to improve service delivery.



## How do we record results in our project's internal M&E system ?

Our M&E system is a holistic model of which gender equality is an integral part. The model has three main components.

**Step one: Planning** - the planned activities are entered into the operational plan and are characterized under Gender Centric or Gender Mainstreaming target, eg. WKK or WFD.

**Step two: Monitoring** - the results are entered into the Activity Monitoring Sheet & Event Data Sheet in a gender segregated manner in terms of the number of participants etc. to monitor and analyse whether the objectives of the planned approach were achieved.

**Step three - Reporting** - the results are reflected in the achievement document, where the details of each activity, the number of participants and the number & types of complaints that the women filed in the WKK and WFD are mentioned. In this manner gender sensitive issues are systematically recorded in the Achievement Document and ultimately in the Annual report. This in turn helps to inform the gender sensitive strategies when planning other activities by creating a loop of a gendered approach.

## Gender equality cannot be achieved by individuals alone- who did we cooperate with?

The approach taken for the implementation of these women centric models was based on the principle of consultations, joint cooperation with and capacity building of key partners. For this purpose we joined forces with elected representatives such as the Municipal committees in KP & Punjab; government departments such as the district administration in both provinces and the Right to Services and Right to Information commissions.

Furthermore, the project is also being implemented with the support of civil society organisations such as the Sangat DF in Punjab and the Local Council Association in KP.

Additionally, to make the models of the WKK & WFD sustainable the project has also focused on the element of capacity building for partners and has also propose model by-laws for the inclusion of women councilors.

Thus **phase 1** was the introduction & operationalisation of these models, **phase 2** has been the inclusion of the WKK & WFD models into GIZ's new Governance project and **phase 3** will be involving other donors in the future to upscale and replicate this model in more districts and regions.

## Main challenges encountered:

1. Cultural constraints for the participation of women in governance process. This was **tackled through a women centric approach in the models developed.**
2. Limited women involvement in the Khuli Kacheris in the beginning . This was **tackled through mobilisation events** with elected representatives.
3. Slow government processes and complaint resolution mechanisms. This **is being tackled by engaging relevant government entities** to promote the efficient redressal of issues.

## Three main successes?

- 1.The high participation of women in the WKK, more than **1400 women across the provinces of KP & Punjab** have been given a voice and the opportunity to openly discuss their issues.
2. Enabling the establishment of a **dialogue platform** at the grassroot level between the **government administration, local representatives and women.**
3. Developing an approach that is women centric, highlights the needs/issues of the women and then supports in its documentation and resolution i.e. **a gender sensitive solution-oriented approach.**

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