



Sindh Social Protection Authority (SSPA)
Social Protection Department, Government of Sindh

Strengthening Social Protection Delivery System in Sindh (SSPDSS)

GENDER ACTION PLAN (GAP)

Dec - 2024

GENDER ACTION PLAN: Sindh Social Protection Authority, Government of Sindh.

Rationale / Objectives	Activity/ies	Timeline	Responsibility	Budget	Monitoring
Component 1: Strengthen Sindh Social Protection Service Delivery Platform					
Establishment of Unified Beneficiary Registry (UBR) and Integrated Management Information System that uses energy efficient technologies	MIS disaggregated by sex/disability/children/elderly and marginalized groups.	Starting from 30 th July 2024.	<ul style="list-style-type: none"> MIS Specialist Environmental and Social Safeguard Specialist Senior Specialist Gender and Social Inclusion 	Budget Rs. 5.91 billion: IDA Rs 4.92 billion, GoS counterpart funding Rs 0.99 billion) as per PC1.	<u>Reporting:</u> Every six months, starting from the second year of project effectiveness. <u>Data Collection:</u> Quarterly
MCSP payments made to women in a timely manner in accordance with the guidelines.	<p>Conduct awareness sessions in catchment villages to ensure awareness regarding the program and the location of the facilities.</p> <p>Conduct a survey to determine barriers to women's access, and corrective measures needed as a result meet targets.</p> <p>The PSP will ensure provision of at least one payment agent within 300 meters of each PPHI Basic Health Units (BHUs), assigned for SSPA MCSP initiative in 15 select districts.</p>	Operations Review firm will submit first quarterly report during November 2024 and onwards	<ul style="list-style-type: none"> M&E Unit/OR firm Senior Specialist Gender and Social Inclusion 	(Budget Rs. 42.39 billion: IDA Rs. 37.08 billion, GoS counterpart funding Rs. 5.31 billion) as per PC1	<u>Reporting:</u> Every six months, starting from the second year of project effectiveness. <u>Data Collection:</u> Quarterly
Development of the GRM system to handle complaints	<p>Adequate training and capacity building of helpline call agents by SSPA training officers to ensure smooth and adequate resolution of complaints.</p> <p>Hiring of GRM interface agents in the call center with preference given to female candidates who are well versed in local languages.</p> <p>Establishment of a GRM committee to investigate and handle complaints that cannot be resolved on a district level due to its seriousness or nature.</p> <p>Awareness sessions on GRM will be conducted for SSPA employees and health facility staff and nearby catchment villages and IEC materials outlining GRM redressal mechanisms will be distributed in local Sindh.</p> <p>GRM committee notification (Annex I)</p>	OR firm will submit first quarterly report during November 2024 and onwards	<ul style="list-style-type: none"> Training Officers GRM Officer/specialist M&E Unit/OR firm Senior Specialist Gender and Social Inclusion MIS Specialist 	1 million PKR to be allocated as per PC1.	<u>Reporting:</u> Every six months, starting from the second year of project effectiveness. <u>Data Collection:</u> Quarterly

Component 2: Mother and Child Support Program (MCSP)					
<p>Increase in institutional delivery. Our objective is to have a 10 % increase in institutional delivery after the 5 years project duration.</p>	<p>Conduct a gap analysis in target areas “on the ground” assessment of gender segregated vulnerabilities (e.g., based on disability, age, religion, ethnicity, minority, sex etc.) that impact beneficiaries to access cash grants and other services.</p> <p>A formative assessment will be conducted by using Knowledge Attitudes and Practices (KAP) surveys on health-seeking behaviour of women and men specifically with regards to maternal and neo natal health of the male and female child till they are 2 years of age.</p>	<p>One time Activity by the Operations Review firm conducted in December 2024.</p> <p>An impact evaluation survey will be conducted to determine if there has been a 10 percent increase from baseline to the end of the project.</p>	<ul style="list-style-type: none"> • Senior Specialist Policy and Research. • M&E Unit/ OR firm • Senior Specialist Gender and Social Inclusion 	<p>Rs. 160 million are allocated for Impact Evaluations under C-1.</p>	<p><u>Reporting:</u> Every evaluation cycles.</p> <p><u>Data Collection:</u></p> <ul style="list-style-type: none"> • Baseline survey • Midline survey • End line survey conducted by the impact evaluation firm.
<p>Increase in pregnant women who are registered in the program (percentage) and MCSP beneficiaries complying with at least 50 percent of scheduled visits.</p>	<p>Conduct collaborative community mobilization activities to increase awareness among vulnerable women about the MCSP, as well as the benefits and procedures for enrolling in the program.</p> <p>A direct communication with mothers through a tailored SBCC will be offered. It will cover topics such as good hygiene and sanitation practices; breastfeeding for at least six months; good nutrition and parenting practices; including the need for responsive caregiving and early stimulation to promote brain development; and climate change, genetic impact of cousin and child marriages.</p> <p>Theater Performances: Use theater as a medium to depict scenarios related to MCSP and gender dynamics within families and communities. Facilitate discussions after performances to explore different perspectives and promote awareness of MCSP program benefits, rules and entitlements.</p> <p>Reminder SMS and Robo calls shall be made by the call center before due scheduled visit.</p> <p>Outbound calls by helpline agents and Robo call as a result of missing a scheduled visit.</p>	<p>Social Mobilization Campaign starting from 22nd July in 15 intervention districts. 600 community sessions have been planned and scheduled.</p>	<ul style="list-style-type: none"> • M&E Specialist • MIS specialist • Senior SBCC Specialist • Communications Specialist • Senior Specialist Gender and Social Inclusion 	<p>Overall Communication/SBCC budget line is Rs. 779 Million. Communication Firm is already hired with contract of Rs. 154 M</p>	<p><u>Reporting:</u> Every six months and impact evaluation cycle</p> <p><u>Data Collection:</u> Quarterly</p>

<p>Qualified and participating health facility MCSP staff with adequate working knowledge of MCSP.</p>	<p>Training Manual is in the development stage.</p> <p>Training sessions are conducted for service provider's qualified and dedicated health facility staff.</p> <p>This training will be imparted in the field through District Coordinators/ Heads as Master Trainers. We intend to conduct Training of Trainers for 15 District lead persons. To make this training more interactive we may invite 2 people from each district to make a group of 30.</p> <p>Theme to be covered in the training:</p> <ul style="list-style-type: none"> • Gender Roles • Challenges / Repercussions of Home Delivery • Significance of 100 Days of Human Life • Gender Based Violence • Importance of Birth Registration • Social/cultural and other barriers to uptake of CCT services. <p>Expected Learning Outcomes from the training: By the end of the training, participants will be equipped to:</p> <ul style="list-style-type: none"> • incorporate gender considerations into community mobilization and outreach initiatives within the Mamta program. • adopt gender-sensitive planning approaches, especially tailored for PPHI and MCSP beneficiaries. • ensure that beneficiaries are satisfied with the program's staff. • increase social and psychosocial support for mothers through knowledge management and communication activities. <p>Conduct a Survey on the Knowledge Attitudes and Practices (KAP) of community health workers, especially Lady Health Workers.</p> <p>Development and inclusion of a gender-sensitivity orientation module in the training curriculum for</p>	<p><u>Tentative Timelines:</u></p> <p>Need Assessment By end of May 2024</p> <p>Module Development in June 2024 Training conducted in July 2024</p>	<ul style="list-style-type: none"> • Program Manager, Training, Coordinator, Training Officer • M&E Specialist • General Manager Operations • Senior Specialist Gender and Social Inclusion. 	<p>Under C-2 " Capacity Building of staff (Trainings etc.)" total budget allocation is Rs. 46.32 Million. This amount covers all trainings/capacity building sessions under C-2.</p>	<p><u>Reporting:</u> Every year</p> <p>Included in every assessment report by the Operations Review firm.</p> <p><u>Data Collection:</u> At the time of every training event.</p>
--	---	---	--	--	---

	continuing education of MNCH staff and medical professionals.				
MCSP beneficiaries who know their rights and responsibilities in terms of co-responsibilities, program rules and entitlements.	<p>i. Engagement Forums: Create forums or discussion groups aimed at engaging men and women in conversations about their role in MCSP program. Address topics such as pre- and post-natal healthcare supporting their partners during pregnancy and childbirth, sharing household responsibilities, and promoting co-parenting practices.</p> <p>ii. Peer Support Groups: Establish peer support groups for both women and men to share experiences, challenges, and successes related to MCSP.</p> <p>iii. Establish community spot checks with (women) beneficiaries/ health camps/ information on beneficiaries claiming their rights.</p>	<p>The campaign is to start from April 15, 2024, till December 2027 with regular intervals based on the M&E reports.</p> <p>Starting from June 2024, a total of 1500 Community Awareness Sessions will be conducted to fulfill the project objectives related to registrations, compliance, and payment collections.</p>	<ul style="list-style-type: none"> • SBCC Specialist • Social Mobilization Specialist • M&E Specialist • Communication Specialist • Senior Consultant Gender and Social Inclusion 	<p>Overall Communication/SBCC budget line is Rs. 779 million.</p> <p>Communication Firm is already hired with contract of Rs. 154 M</p>	<p>Reporting: Every year</p> <p>Data Collection: Quarterly</p>
Participants who perceive improvements and are satisfied with services provided by MCSP.	<p>Studies will be conducted by the Operations Review (OR) firm to / assess beneficiary satisfaction.</p> <p>Collaboration with communications wing to record audio/visual case studies/success stories highlighting participants' satisfaction with the program.</p>	<p>OR Firm will submit first KAP study report during January 2025 and after every 6 months.</p>	<ul style="list-style-type: none"> • M and E Specialist • OR firm • Senior Specialist Gender and Social Inclusion 	<p>Rs. 144 million are budgeted for " Process evaluation and spot checks" and " Client satisfaction surveys".</p>	<p>Reporting: Every 6 months</p> <p>Data Collection: Quarterly</p>
*Please note that all budgets mentioned in the GAP are already stated in PC-1 main Activities and Gender is cross cutting and can thus be financed under these activities					

ANNEX 1



**PMIU-STRENGTHENING SOCIAL PROTECTION DELIVERY
SYSTEM IN SINDH (SSPDSS)
SINDH SOCIAL PROTECTION AUTHORITY
SOCIAL PROTECTION DEPARTMENT
GOVERNMENT OF SINDH**

OFFICE ORDER

With the approval of the competent authority i.e. CEO (SSPA)/PD(SSPDSS), Social protection Department, Government of Sindh a Grievance Redressal Mechanism (GRM) committee is hereby constituted with following composition, TORs and monthly GRM progress report indicators:

Composition of Committee:

S. No	Name	Designation
01	GRM Specialist	Chairperson
02	General Manager (Operations)	Member
03	Senior Specialist (Target & Enrollment)	Member
04	Monitoring & Evaluation Specialist	Member
05	MIS Specialist/or his representative	Member
06	Payment Specialist/Payment Officer	Member
07	GRM Officer	Member

TERMS OF REFERENCE (TOR's)

The GRM Committee composed of internal SSPA staff will provide oversight to the GRM processes and progress. The GRM team will be responsible to provide monthly progress updates and reports to the committee and the program team. Trackable indicators of the GRM monthly progress report are as follows:

MONTHLY GRM PROGRESS REPORT INDICATORS:

- Total number of complaints registered. (District wise)
- Type/nature of complaints registered. (District wise)
- Status of complaints: Resolve or unresolved.
- Issues /challenges in complaints
- Recommendations

**Project Director
Strengthening Social Protection
Delivery System in Sindh (SSPDSS)**

NO.ADMN/SSPDSS/SSPA/SPD/ 45 /2024

March 21, 2024

Copy for information and further necessary action to:

- PS to CEO-Sindh Social Protection Authority, Social Protection Department Government of Sindh
- All Concerned/Members
- Master File


ADMIN OFFICER (SSPDSS)

Building # 155/N, opposite Clock Tower restaurant, beside Trifit Gym, Khayaban-e-Muslim, DHA Phase-6,
Karachi.

Acronyms

PDO	Project Development Objective
UBR	Unified Beneficiary Registry
PWD	Persons with Disabilities
MIS	Management Information Systems
MOU	Memorandum of Understanding
NSER	National Socio-Economic Registry
API	Application Programming Interface
MCSP	Mother-Child Support Program
PLW	Pregnant Lactating Women
PSP	Payment Service Provider
TID	Transactional ID
MNE	Monitoring and Evaluation
GRM	Grievance Redressal Mechanism
OR	Operational Review
KAP	Knowledge, Attitudes and Practices
SBCC	Social Behavior Change Communication
HF	Health Facility
IR	Intermediate Results
MNCH	Maternal Neonatal Child Health
IMIS	Integrated Management Information System
PDHS	Pakistan Demographic Health Survey
GoS	Government of Sindh