

REFERRAL DIRECTORY OF SERVICES IN DISTRICT SWAT

Name of Organization	Initiative for Development and Empowerment Axis (IDEA)		
Tehsil (s)	Babuzai, Matta, Behrain	District	Swat

For queries or to request additional information, please contact:

AAC Coordinator : Sahira
Contact number : 03458309798
AAC email address : sahira.awaz@idea.org.pk
Address : Shahid Nagar, Near SUI Northern Regional Office
 Fiza Ghat Road SWAT

تشدد سے پاک زندگی۔ ہر پاکستانی کا حق

ہر پاکستانی اپنی جان مال اور آبرو کی حفاظت کا حق رکھتا ہے۔ یہ حق بلا اشتیاز ہر شہری کو حاصل ہے۔ مخصوص قوانین، نیکے، خواجہ سرا اور افراد باہم معذوری۔ کسی بھی گھریلو، جنسی یا صنفی تشدد کی صورت میں قانونی اور سماجی تحفظ حاصل کرنے کا حق ہر انسان کو حاصل ہے۔ اگر آپ یا آپ کے آس پاس کوئی بھی کسی بھی قسم کے تشدد کا شکار ہیں تو اس مسئلے میں تحفظ حاصل کرنے کے لیے ان نمبرز پر رابطہ کریں:-

ہاتھب - ٹول فری ہیلپ لائن : 1043
شہر پختونخوا - پولو ٹول فری ہیلپ لائن : 0800-22227

یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

Aawaz
آواز دو

کم عمری کی شادی
عمر بھر کی بربادی

پڑھنے اور کھیلنے کی عمر میں اپنے بچوں کی شادی عظم بھی ہے اور قانوناً جرم بھی۔ 18 سال سے پہلے انہیں اچھی تربیت، تعلیم اور زندگی میں آگے جانے کے مواقع فراہم کریں۔ ایسی منلی روایت میں شامل نہ ہوں اور اس کے خاتمے کے لیے مندرجہ ذیل نمبر پر اطلاع دیں:-

ہاتھب - ٹول فری ہیلپ لائن : 1043
شہر پختونخوا - پولو ٹول فری ہیلپ لائن : 0800-22227

یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

Aawaz
آواز دو

تعلیم، قابلیت اور روزگار
بلا امتیاز رویہ کے ساتھ

خواجہ سرا افراد تعلیم اور روزگار کا قانونی حق رکھتے ہیں۔ ان حقوق کے حصول میں ان کا ساتھ دیں۔

شناخت مختلف سہی
 پیچیان پاکستان ہے۔

یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

Aawaz
آواز دو

اقلیت کا تحفظ - اکثریت کی ذمہ داری

ہمارے جہلے کا سفید رنگ اقلیتوں کی نمائندگی کرتا ہے۔ آئیں اس سفید رنگ کی پاسداری کریں اور اقلیتوں کو بلا تفریق ان کے حقوق کے حصول میں اپنا کردار نبھائیں۔ ان کو اپنی سماجی اور معاشرتی زندگی کا حصہ بنائیں۔

شناخت مختلف سہی - پیچیان پاکستان ہے۔

یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

Aawaz
آواز دو

PROVINCIAL LEVEL

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
1.	Provincial Ombudsperson (Harassment at Workplace Act 2010), Khyber Pakhtunkhwa	Rakshanda Naz (Ombudsperson) 1st Floor Benevolent Fund Building Saddar Road Peshawar 091-9213093 Ombd.women.kp@gmail.com	<ul style="list-style-type: none"> ▪ Legal Aid and Assistance in Direct Redressal of Sexual Harassment cases ▪ Complaint against Committee; Complaint No: 091-9213093 ▪ Online Complaint Forum
2.	Right to Information Commission	Noor said (Admin Officer) 7th floor Tasneem plaza ,6, Saddar road Peshawar cant Khyber Pakhtunkhwa, Pakistan 091 9212644 Noorsaid.kprti@kp.gov.pk	<ul style="list-style-type: none"> ▪ Information about job quotas for minorities, PWDs, and transgender persons ▪ Facilitation center Toll Free No. 0800-57784 ▪ Online complaint registry against inefficient government departments
3.	Zainab Alert App		<ul style="list-style-type: none"> ▪ Helpline 1102 ▪ Reporting Missing Children
4.	Prime Minister Complaint Cell		<ul style="list-style-type: none"> ▪ Wasilla E Taaleem provides financial assistance to support the primary education of 4 – 12 year old children
5.	BOLO Helpline 0800-22227	Toll free # 0800-22227 established at Provincial level	<ul style="list-style-type: none"> ▪ Support to victims of Gender Based Violence (GBV) and PWDs ▪ Centralized database of victims of GBV and PWDs across KP ▪ Immediate psychological support, referral services ▪ Awareness on basic rights and legal aid in consultation with lawyers panel 24/7 via toll-free number
6.	National Commission for Human Rights (NCHR)	Sardar Ali khan (Coordinator) First Floor, Benevolent fund Building, Saddar Road, Peshawar 0300-9592082 rizwan.nchr@gmail.com	<ul style="list-style-type: none"> ▪ Complaint Registration against Human Rights Violation
7.	National Response Center for Cyber Crime (NR3C) / Federal	DD/Cyber Crime Wing FIA Office, Opposite RMI Hospital Hayatabad,	<ul style="list-style-type: none"> ▪ Restricting online extremist content ▪ Prosecuting hate speech

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
	Investigation Agency – FIA	Phase V Peshawar +92 91 9217109 dir.pesh@fia.gov.pk	<ul style="list-style-type: none"> ▪ Curbing harassment of women on the internet ▪ Investigating child pornography related crimes ▪ Online cyber-crime complaint cell

DISTRICT LEVEL

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
8.	Deputy Commissioner Office	Junaid Khan (DC) Saidu Sharif 0946-9240008 infodcswat@gmail.com	<ul style="list-style-type: none"> ▪ Chief administrative, revenue officer and representative of government Department ▪ Managing overall response of Covid-19, ensuring implementation of Covid-19 SOPs ▪ Domicile Certification ▪ Awareness raising on Covid-19 ▪ Issuance of domicile, resolving property conflicts ▪ Price control, Monitoring of development schemes Organizing Khuli Kicharees
9.	Social Welfare, Special Education and Women Empowerment	Nusrat Iqbal (DO) Near Allah O Akbar Masjid Allah O Akbar Colony 0945-9250166 3481731959	<ul style="list-style-type: none"> ▪ Transgender and old age person registration ▪ Special Education (Education and Rehabilitation of special children) ▪ Establishment of vocational training centers for women empowerment ▪ Financial and Rehabilitative aid for PWDs ▪ Issuance of Disability Certificate ▪ Registration of NGOs CSOs ▪ Shelter Homes management ▪ Management of Special Schools for Special Children ▪ Provision of wheelchairs to PWDs ▪ Provision of hearing aids ▪ Transgender Registration for Sehat Insaaf Cards and Rehabilitation ▪ Providing shelter to women who leave their houses due to violence from their family members and face threats to their life

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> ▪ Facilitation in filing legal cases ▪ Providing skills to empower women to earn independent
10.	Child Protection Unit	<p>Nusrat Iqbal (DO) Near Allah O Akbar Masjid Allah O Akbar Colony 0945-9250166</p> <p>Muhammad Irfan Special Education Teacher and focal person 03449889606</p>	<ul style="list-style-type: none"> ▪ Provide protection to victims of child abuse ▪ Help protect children from all kind of violence through police intervention ▪ Helpline 1121 ▪ Child at Risk Reporting Individually/Referral ▪ Providing psycho-social counseling ▪ Online Complaint Registration ▪ Provide Protection to Children at risk ▪ Provision of Shelter Facilities, Health Related Services, Referrals, Psychological Counseling. ▪ Helpline 1121 Provides prompt Assistance and Support to children Subjected to violence, Exploitation, Abuse and Neglect. ▪ Dissemination of Information and Guidance in respect of Child Rights
11.	Dar-ul Aman	<p>Nusrat Iqbal (DO) Near Allah O Akbar Masjid Allah O Akbar Colony 0945-9250166</p>	<ul style="list-style-type: none"> ▪ Protect and provide shelter to women ▪ Legal aid referrals ▪ Medico-legal aid referrals ▪ Providing food and medical treatment ▪ Psycho-social Service Referrals ▪ Awareness raising ▪ Providing skill development sessions to women ▪ Any other help to female survivors of violence
12.	Labor Department	<p>Muhammad Rafiq Secretariat Building DC Office, Swat 0347-9684083</p>	<ul style="list-style-type: none"> ▪ Implementation of labor laws in industry ▪ Implementation and assurance of SOP's ▪ Advisory to Factories ▪ Protection of Children from child labor ▪ Hearing of labor cases through regular and separate session judge ▪ Processing complaints related to bonded child labor, minimum wages, poor work environment

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
13.	Pakistan Bait-ul-Mal	Kaleem Ullah Assitant Director Backside Swat Sarina Hotel Near Naqvi Recruitment Centre College Colony Saidu Sharif, Swat 0946-63240306 kalimlakand@yahoo.com	<ul style="list-style-type: none"> ▪ Compensations to labors ▪ Financial assistance to destitute, widows, orphans, invalids, infirm and other needy persons with emphasis on rehabilitation ▪ Educational assistance to needy orphan and stipends for the outstanding, non-affording students for higher professional education ▪ Residential accommodation and necessary facilities for the deserving ▪ Free medical treatment for indigent sick people, set up free hospitals and rehabilitation centers for the poor Financial aid to charitable institutions including educational & vocational setups. Financial support up to Rs. 100,000/- ▪ Sponsor and promote self-employment schemes ▪ Provision of wheelchairs ▪ Shelter Homes services
14.	Education Department	Muhammad Riaz Gul Kada Saidu Shareef Swat, Khyber Pakhtunkhwa 0946-9240228	<ul style="list-style-type: none"> ▪ Address Teacher issues ▪ Liaison with NGO's ▪ Member of District Voter Education Committee ▪ Address Corporal Punishment issue in Schools ▪ Allocation of funds for District Bar
15.	District Female Education Officer	Shamim Akhtar Gul Kada Saidu Shareef 0946-9240228	<ul style="list-style-type: none"> ▪ Early Childhood Education ▪ Improving Curriculum and Learning outcomes ▪ Improving resource allocation ▪ Adult literacy and Non formal education and ▪ Education in Emergencies, Gender Equity, Social Cohesion and Public Private Partnership in Education
16.	Police	Saidu Sharif Rd, Gulkada Mingora, Swat, Khyber Pakhtunkhwa dposwat@gmail.com 0946 9240393	<ul style="list-style-type: none"> ▪ Security and protection to citizens ▪ Home quarantine security ▪ Implementation of all SOP's in public and private areas ▪ Engage communities through Police Liaison Committees ▪ Support to dispute resolution council ▪ Services of PAL office.

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> ▪ Women and Children Disk (GBV) Cases ▪ Police Driving School for women ▪ ID lost complaints or Documents Female Desks are available
17.	District Police Officer (DPO)	Dilawar Khan Bangesh Saidu Sharif Rd, Gulkada Mingora, Swat, Khyber Pakhtunkhwa dposwat@gmail.com 0946-9240393	<ul style="list-style-type: none"> ▪ Intake of complaint regarding non-registration of FIR or complaint of non-cooperation by police in matters of GBV victims
18.	Women counter/Complaint Cell	Police Assistance lines (PAS), Rahim Abad Mingora Swat. 0946-700038	<ul style="list-style-type: none"> ▪ Registration of complaints related to violence against women ▪ Ensuring provision of protection to victims of violence ▪ Helping victims to register FIR, and file case in court ▪ Police Access Service SMS complaints to 8855 or call at 0800 00400
19.	Dispute Resolution Council	Sadiq Ahmad Member DRC	<ul style="list-style-type: none"> ▪ Fact Finding Enquiries ▪ Dispute Resolution ▪ Observing/ jury member in dispute investigation ▪ Mediation ▪ Conflict Preemption
20.	Benazir Income Support Program	Aftab Ali Assistant Director 03454064884	<ul style="list-style-type: none"> ▪ Waseela E Taleem Provides Financial Assistance to Support the Primary Education of 4-12-year children
21.	District Election Commission office	Ijaz Khan Saba Building, Mohallah Shaheed Abad, Near Daewoo Bus Stand, Mingora 0946-9240081 decswat@gmail.com	<ul style="list-style-type: none"> ▪ Voter registration ▪ Conduct General Elections Process ▪ Conduct Local Govt elections ▪ Awareness session on importance of vote
22.	NADRA	Iftikhar Focal Person 03459514001	<ul style="list-style-type: none"> ▪ Web Portal for Ehsaas Emergency Cash ▪ Issuing CNIC to women ▪ Mobile Van services for CNIC issuance
23.	Child Protection Court /Juvenile	Miss Sadia Andaleeb - Additional	<ul style="list-style-type: none"> ▪ Additional Session Judge has additional charge to hear the child cases

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
	Court	District & Sessions Judge/Child Protection Court Swat 0946 713891	<ul style="list-style-type: none"> ▪ This separate court is yet not being established and functional
24.	Family Court	Miss. Asma Zahir Judge Family Court - I-Swat Miss Qurrat-UI-Ain Rashid - Judge Family Court - II-Swat	<ul style="list-style-type: none"> ▪ Separate full functional GBV court headed by Female Judge ▪ Hearing of all cases of GBV ▪ Dispute Resolution between (Husband and Wife) ▪ Punishment and Imposing of penalties on GBV cases ▪ Hearing of Divorce and Children cases
25.	Rescue 1122	M Ibrar Superintendent 3429666204	<ul style="list-style-type: none"> ▪ Ambulance services ▪ Spray in quarantine centers and other risky areas ▪ Awareness raising on Covid-19 ▪ Shifting of Covid-19 positive patients to DHQ and other selected quarantines ▪ Corona Rescue Helpline 1190
26.	Assistant Director local Government	Noor Alam Khan Assistant Director LG&RDD Near Kamran Khan Lara Gullkada saidu sharif swat pcswatcrvs.lgdgp@gmail.com 03454435179	<ul style="list-style-type: none"> ▪ Door to door awareness through village secretaries ▪ IEC material development and dissemination ▪ Doing assessment for EHSAS Program ▪ Maintain birth record at VC / NC level, ▪ Wedding record etc. ▪ Village Council Development plan and ensure easy access of basic social services
27.	Health Department	DR. Muhammad Saleem Khan (DHO) Gulkada Mingora, Swat, Khyber Pakhtunkhwa 0946-9240115	<ul style="list-style-type: none"> ▪ Screening / Case response ▪ Clinical Surveillance / Community Surveillance ▪ Covid-19 contact tracing ▪ Quarantine staff medical services ▪ Ambulance service ▪ Rapid response team for collection of sample DHO office ▪ Health Helpline: 1166 ▪ WhatsApp Tele Health Helpline: 0300 111 1166 ▪ Update-to-date Covid-19 Statistics

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> ▪ Covid-19 Emergency Call Center Services ▪ Management of COvid-19 Isolation Wards and Testing Laboratories ▪ Insaf Sehat Card
28.	Right to Public Service Commission	Mr. Imran Khan District Monitoring Officer (DMO) 0343-8988589 swat.rts@kp.gov.pk	<ul style="list-style-type: none"> ▪ Maintain and update Central PM-Citizen Portal ▪ Refer issues to concern departments and follow up ▪ Women facilitation at DC office ▪ Registering women related issue, GBV etc. ▪ Public Facilitation Center Jointly Established by SUNGI and District Administration ▪ Addressing complaints related to government services ▪ Overseeing enforcement of KP Rights to Service Act, 2014 ▪ Rabata APP ▪ Hotline: 1800 to register complaint against specified services by RTS

TEHSIL – BEHRAIN

AAC Resource Person-1 : **Shabana Ishaq**
AAC Resource Person-2 : **Shabina Shoukat**
AAC Resource Person-3 : **Zia Ullah**
AAC email address : aacbehain@gmail.com
Address : **Village Madyan, Hospital Colony near Hewad CNG**

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
1.	Office of the Assistant Commissioner	Hidayat Ullah (AC) Bazar bara Thesil Behrain 03319194127	<ul style="list-style-type: none"> ▪ COVID SOP enforcement ▪ Take action against the individual, business and institution violating SOPs. ▪ Fine the Shops, malls and other businesses not following SOPs. ▪ Provision of food items to COVID-19 effected families
2.	TMA Tehsil	Qaisar (TMO) Near NADRA Office, Madyan, Swat, Khyber Pakhtunkhwa 03339003774 0946-612073	<ul style="list-style-type: none"> ▪ Spray in Mosques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported ▪ Public Awareness on cleanness, and COVID -19 precautions ▪ Installation of Dust Bins and responsible of cleanness at tehsil level.

TEHSIL – BABUZAI

AAC Resource Person-1 : **Noman Iqbal**
AAC Resource Person-2 : **Humaira**
AAC Resource Person-3 : **Nageen**
AAC email address : aacbabuzai@gmail.com
Address : **Mohallah Abdur Rehman. Village Rahim Abad**

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
1.	Office of the Assistant Commissioner	Shahzaib Abbas AC Babuzai Gulkada saidu sharif swat 0946-9240341 Zia Ullah Assistant to AC (Focal Person) 3412499264	<ul style="list-style-type: none"> ▪ SOP enforcement ▪ Take action against the individual, business and institution violating SOPs. ▪ Fine the Shops, malls and other businesses not following SOPs. ▪ Provision of food items to COVID-19 effected families
2.	TMA Tehsil	Arshad Zubair (TMO) Mingora Swat 09469240150	<ul style="list-style-type: none"> ▪ Spray in Mosques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported ▪ Public Awareness on cleanness, and COVID -19 precautions ▪ Installation of Dust Bins and responsible of cleanness at tehsil level.

TEHSIL – MATTA

AAC Resource Person-1 : **Mohammad Nisar**
AAC Resource Person-2 : **Shazia**
AAC Resource Person-3 : **Nabeela**
AAC email address : aacmatta@gmail.com
Address : **Murad Khan House near irrigation department office Matta**

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
1.	Office of the Assistant Commissioner – Tehsil	Riaz Ali khan (AC) 946792312	<ul style="list-style-type: none"> ▪ SOP enforcement ▪ Take action against the individual, business and institution violating SOPs. ▪ Fine the Shops, malls and other businesses not following SOPs. ▪ Provision of food items to COVID-19 effected families
2.	TMA Tehsil	Fazal Rabi (TMO) 0946792303	<ul style="list-style-type: none"> ▪ Spray in Masques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported ▪ Public Awareness on cleanness, and COVID -19 precautions

NON-MANDATED STRUCTURES

B	Non-Mandated Structures (recognized by the Government)	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services
1.	District Bar Association	Adv Inayat ullah khan Gulkada, Swat Mingora, Khyber Pakhtunkhwa, Pakistan 03459440090 (0946) 9240242	<ul style="list-style-type: none"> ▪ Address issues of lawyers ▪ Free legal Aid for women victims who cannot afford to pay the cases of GBV, divorce, custody, inheritance
2.	Equal Access Mobile Phone Application		<ul style="list-style-type: none"> ▪ Information about different services available for PWDs at the district, provincial, and national level ▪ Database of information about disabled people organizations in the country
3.	Transgender Spokesperson in District	Niaz Mohammad Khan President Transgender Accusation Swat 03463169302	<ul style="list-style-type: none"> ▪ Transgender Rights and Human Rights Activist ▪ Social Activist ▪ Raise Issue of transgender at District and Regional level ▪ Focal Person to coordinate with departments on transgender issues ▪ Member Aawaz District Forum
4.	Lasoonia	Mr. Anwar Ali (Project Manager) College Officers Colony, Saidu Sharif 0946-9240071-2	<ul style="list-style-type: none"> ▪ Trainings and capacity development on livelihoods, improved local governance, social cohesion and enhanced resilience to environmental hazards
5.	HUJRA	Mr. Kamran khan (project Manager) Near Allah-o-Akbar Masjid, Saidu Sharif 0946-726799	<ul style="list-style-type: none"> ▪ Advocacy on food security and livelihoods matters ▪ Project on WASH (Water Sanitation and Hygiene)
6.	Parwarish	Mr. Mahboob Ali (Admin officer) GT road Qambar 946883831 3156711303 parwarishswat@gmail.com	<ul style="list-style-type: none"> ▪ Provide shelter to homeless/ orphan children ▪ Quality Education to orphan and marginalized children

B	Non-Mandated Structures (recognized by the Government)	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services
7.	NIDA Pakistan	Jan Alam (Project Manager) Kano Township 03465640676 jan_kohistan@hotmail.com	<ul style="list-style-type: none"> ▪ Referrals to services curtailing child labor and violence against children ▪ Providing health care services in the rural and low-income areas ▪ Awareness raising, training and service delivery ▪ Trainings on peace and harmony ▪ Relief and rehabilitation services to the people affected by manmade and natural disasters
8.	KHPAL KOR Foundation	Muhammad Ali Director Farm Ground, Mankanbagh, Mingora, Swat Khyber Pakhtunkhwa, Pakistan +92 946 729211, 9240011 mali_khpalkor@yahoo.com Imran Khan Coordinator 03439630025 imrankhan@gmail.com	Orphan House: providing free education, boarding and lodging facilities to the orphans (male / female) in separate Boys / Girls Campuses Referral of steer children to other service providers
9.	AKHUWAT FOUNDATION	Ehsan 0336-9806178 Mian Madyan Bazar Zahoor Market opposite HBL Bank.	Providing interest free micro loans (Diversity and Inclusion) Transforming borrowers to donors
<i>Referral Directory Developed in June 2020/ Last Updated in March 2021</i>			<i>Version: 09-Mar-2021</i>