

2025

ASSESSING CORE HUMANITARIAN STANDARD (CHS) IMPLEMENTATION IN FRDP





CHS 09 commitments

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can exercise rights and participate in decisions

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Access timely and effective support

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Are better prepared and more resilient

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Access support that does not harm people or environment

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Can Safely report concerns and complaints

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Access Coordinate and complementary support

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Access support adapted based on Feedback

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Interact with respectful, competent and well-managed staff

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Can expect ethical and responsible management of resources



About FRDP



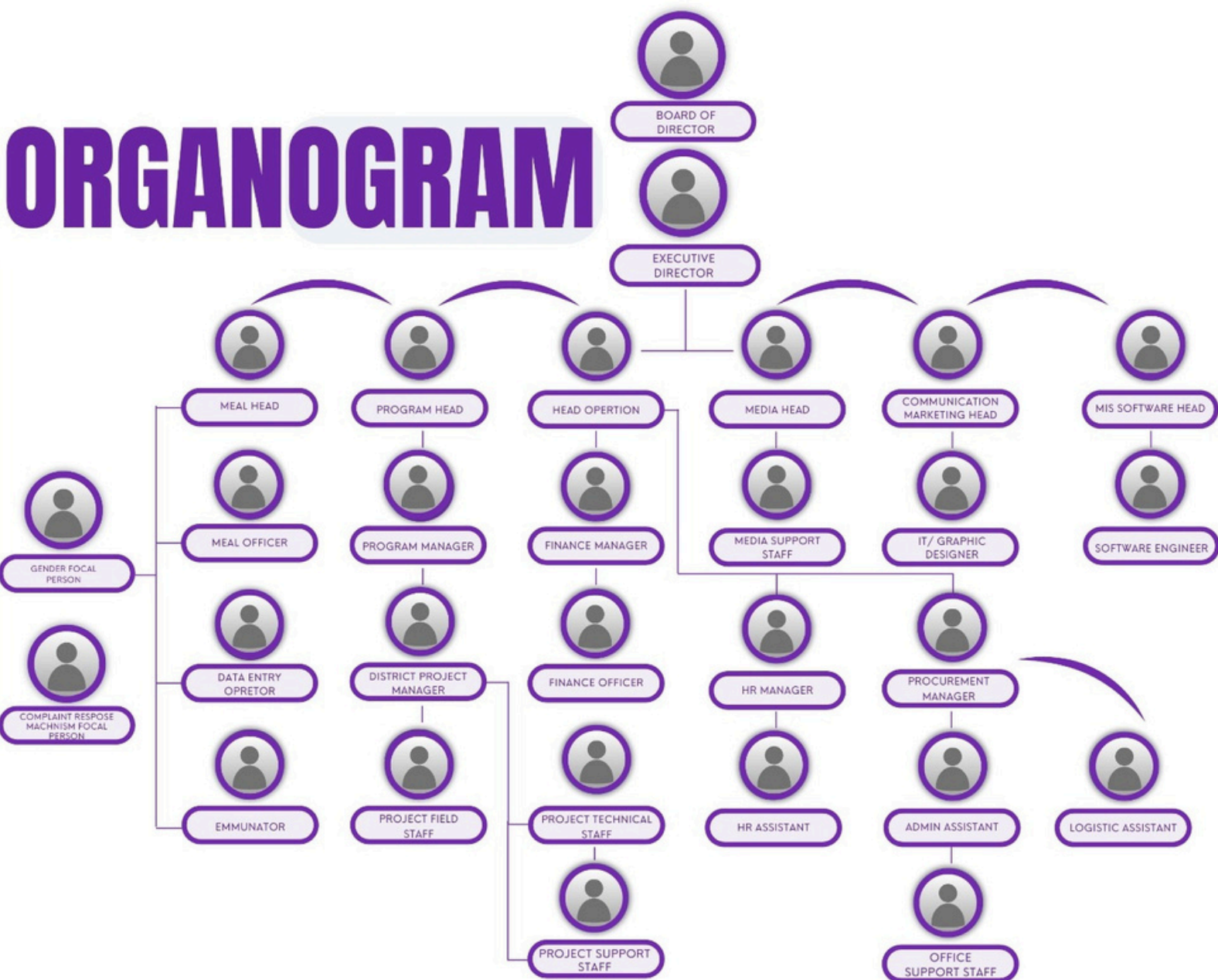
Fast Rural Development Program (FRDP) is a leading nonprofit and non-governmental organization (NGO) in Pakistan, dedicated to transforming underprivileged areas of rural Sindh since 2007. Registered under the Societies Act XXI of 1860 in Sindh, Pakistan, FRDP's mission is to drive sustainable rural development through comprehensive and integrated programs. Our focus areas include water sanitation and hygiene (WASH), food security, livelihood support, and nutrition programs, addressing both immediate and long-term needs. We also specialize in emergency and disaster risk reduction, education and awareness initiatives, youth and women empowerment, community engagement, climate change adaptation, and promoting good governance. By partnering closely with local communities, FRDP aims to empower individuals, improve living conditions, and foster sustainable development. Our holistic approach ensures that communities are resilient and capable of shaping their future, contributing to the overall humanitarian aid efforts in Pakistan.





FRDP
SERVING GRASSROOT COMMUNITIES

ORGANOGRAM



commitment 01:

Can exercise rights and participate in decision

CHS DESCRIPTION:

Humanitarian response is appropriate and relevant to the needs of the affected communities.

INDICATORS:

Needs assessments are regularly conducted and updated.

Assistance reflects the priorities of affected populations.



Indicator: 1.1

FRDP Current Practices:

FRDP assesses and addresses the needs of communities

FRDP employs a structured and systematic approach to assess and address the needs of communities. The process is designed to ensure accountability, inclusivity, and responsiveness, both during and after project implementation.

Practice 1.1

People First Impact Method (PFIM)

FRDP uses the PFIM approach to actively engage with communities and gather unbiased insights into their needs. This methodology enables us to facilitate open dialogue, empowering communities to voice their concerns and participate in identifying solutions. PFIM is particularly valuable when a goal-free assessment is required, allowing us to obtain genuine, community-driven feedback.



Goal Free Exercise



P-FIM (People First Impact Method)

Practice 1.2

Accountability Framework and Orientation

A robust accountability framework is in place to guide all internal and external staff. Orientation sessions are conducted regularly for MEAL (Monitoring, Evaluation, Accountability, and Learning) staff, program teams, and other relevant stakeholders. This ensures a shared understanding of roles and responsibilities in assessing and addressing community needs effectively.

Accountability Framework uploaded in Drive link is in below



MEAL Manager Validation process

Practice 1.3

Regular Monitoring by Trained Staff

FRDP ensures that its trained MEAL and program staff regularly monitor communities. This continuous engagement helps us stay updated on evolving needs and challenges, enabling timely and relevant interventions.

Practice 1.4

Rapid Needs Assessments

To quickly understand the immediate needs of communities, we conduct Rapid Needs Assessments (RNA) using tools like the Multi-Sectoral Rapid Needs Assessment (MSRNA). These assessments provide actionable data that informs our response strategies.



MSRNA (Multi Sectorial Rapid Need Assessment)

Practice 1.5

Functioning Feedback and Complaint Response Mechanism (FCRM)

FRDP maintains an active and accessible FCRM system, enabling community members to reach out with requests for assistance or to provide feedback. This mechanism ensures transparency and strengthens trust between FRDP and the communities we serve.



Planning for Future Assistance

Beyond the current project lifecycle, FRDP uses insights gathered through FCRM and other channels to plan for future assistance. This forward-looking approach ensures the sustainability of interventions and addresses the long-term needs of communities.

By integrating these methodologies and systems, FRDP not only identifies the needs of communities but also ensures that they are addressed in a transparent, timely, and effective manner. This commitment to accountability and responsiveness reinforces FRDP's mission to support and empower communities.

Indicator 2

strengths and weaknesses in providing relevant assistance.

Our organization operates with a well-defined five-year strategic plan, focusing on clearly identified core areas. This plan enables us to respond effectively to calls for proposals by ensuring alignment with thematic areas that resonate with our objectives. This targeted approach significantly enhances our reach and impact, both through traditional media channels and our Feedback and Complaint Response Mechanism (FCRM) systems.

Practice 2.1

Maximized Reach through Thematic Alignment:

When calls for proposals align with FRDP's thematic areas, the organization achieves maximum reach. This alignment ensures that resources and efforts are directed toward projects that resonate with FRDP's goals and community needs.

Active Use of Media and FCRM for Outreach.

FRDP employs a dual approach for outreach through its active Feedback and Complaint Response Mechanism (FCRM) and robust presence on various media platforms. This ensures that community members and donors can easily connect and engage with the organization.



Visibility and Transparency via Digital Platforms.

All activities are prominently visible on FRDP's social media platforms, enhancing transparency and building trust with stakeholders. Regular updates ensure that communities, donors, and partners remain informed about ongoing projects and achievements.



Practice 2.2

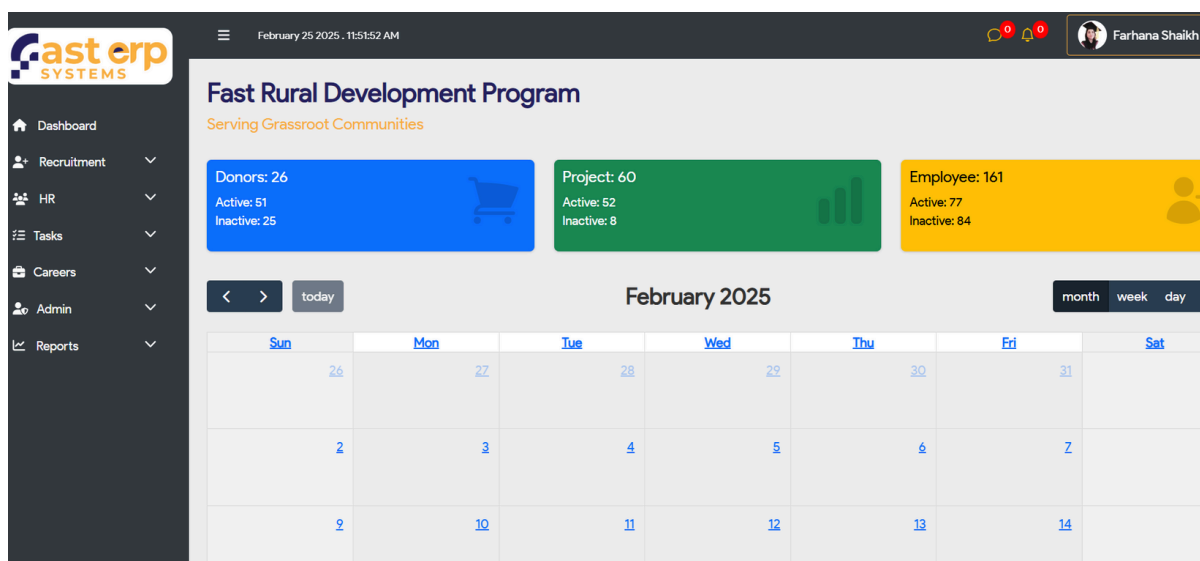
Emphasis on Digitalization

One of FRDP's major strengths is its shift toward complete digitalization, significantly reducing paperwork and improving operational efficiency. This approach not only streamlines processes but also enhances data management and accessibility.

Practice 2.3

Proactive Donor Engagement:

FRDP actively engages with donors using both media platforms and its FCRM system. This dynamic outreach strategy ensures continuous collaboration and funding opportunities for impactful projects.



Area of Improvement.

Staff Capacity Building Frequency

While capacity-building efforts are a strength, there is room for improvement in increasing the frequency and diversity of training programs. Introducing specialized training in emerging areas like data analytics, innovation, and community engagement can further enhance staff effectiveness.

FRDP's strengths—such as strategic planning, digitalization, proactive outreach, and staff development—position it as a leader in delivering relevant and timely assistance. However, continued investment in capacity building, resource efficiency, and digital literacy will further strengthen its ability to serve communities effectively. By addressing these areas, FRDP can achieve even greater impact and sustainability in its initiatives.

commitment 02:

Access timely and effective support

CHS DESCRIPTION:

Humanitarian response is effective and delivered in a timely manner

INDICATORS:

Resources are allocated efficiently.

Responses are adapted based on feedback and changing circumstances.



Access timely and effective support

FRDP Current Practices:

organization's ability to deliver timely responses

The organization's ability to deliver a timely response largely depends on the situation and the preparedness measures in place. We operate with a well-defined contingency plan that allows us to adapt quickly based on the nature of the disaster. Once the specific type and scope of the disaster are identified, we activate our assistance plan, which is tailored to address the unique requirements of the situation.

Our process is highly structured and follows a clear timeline. After completing the validation process, our team is able to respond to the community within a fixed timeframe, typically within 24 hours. This ensures that affected individuals receive the necessary support promptly, minimizing further challenges.

This proactive approach, supported by detailed planning and a dedicated team, is central to our commitment to serving communities effectively during emergencies.



Are better prepared and more resilient

CHS DESCRIPTION:

Humanitarian action strengthens local capacities and avoids negative effects.

INDICATORS:

Communities are engaged in project design and implementation.

Local capacities are respected and supported



MAKE A PLAN



BUILD A KIT



BE INFORMED

FRDP Current Practices:

FRDP's engagement with local communities and capacity-building initiatives.

FRDP places significant emphasis on meaningful engagement with local communities and capacity-building initiatives to ensure sustainable development and effective project implementation.



To strengthen community involvement, we establish various community support groups focused on different activities.

These groups are provided with capacity-building training sessions to enhance their skills and empower them to take active roles in development projects.



Are better prepared and more resilient

3.1

At the operational level, for every project we implement in a specific area, we draft detailed Terms of Reference (TORs). These TORs clearly define the roles and responsibilities of both the organization and the community, ensuring mutual accountability and smoother project execution.



3.2

Regular monthly meetings are held at the community level, providing a platform for members to discuss their challenges, share concerns, and suggest solutions. These meetings are crucial for maintaining open communication and ensuring that the organization remains aligned with the community's needs. FRDP plays a vital role in facilitating these discussions and coordinating actionable solutions.

3.3

Additionally, FRDP organizes provincial-level conferences where community representatives have the opportunity to directly engage with the organization's upper management. These face-to-face interactions create an avenue for communities to voice their issues, discuss challenges, and collaboratively explore solutions with decision-makers.

Through these initiatives, FRDP not only empowers local communities but also fosters a culture of collaboration, accountability, and transparency, which is essential for the success and sustainability of development projects.



Access support that dose not harm people or environment

CHS DESCRIPTION:

Humanitarian actors are accountable to affected populations

INDICATORS:

Transparent processes and accessible information are provided to stakeholders.

Feedback mechanisms are in place and utilized effectively



Access support that dose not harm people or environment

FRDP Current Practices:

Level of transparency and accountability practices.

FRDP maintains a high standard of transparency and accountability through well-structured practices and mechanisms. One of the key tools we use is the Feedback and Complaint Response Mechanism (FCRM), which operates through multiple active channels. This system enables us to provide assistance effectively at the district level while ensuring that community voices are heard and addressed promptly.

4.1

Different Channels of FCRM



By Written



By Email



By Phone



**By Community
Gathering**



By Face to Face



By Complaint Box

Access support that dose not harm people or environment

4.2

We work closely with NGOs, INGOs, government organizations, and other stakeholders to clearly communicate our targeting criteria and project objectives within the community. Transparency is further strengthened by sharing information with international and external contractors, as well as stakeholders involved in the projects.

Monthly reports play a critical role in maintaining accountability. These reports are shared with relevant stakeholders and include detailed updates on project progress, activities, and financial allocations. At the community level, the final lists of beneficiaries are shared with designated groups to ensure validation and alignment with project objectives. This collaborative process ensures that all actions are verified and reflect the needs of the community.

Additionally, FRDP emphasizes open communication by showcasing all activities on social media platforms. This not only informs the public but also builds trust by demonstrating real-time updates and tangible progress. At the end of each project, evaluation and audit reports are meticulously prepared and shared with donors, ensuring that all expenditures and outcomes align with the agreed objectives.

Through these practices, FRDP upholds its commitment to transparency and accountability, fostering trust and credibility with donors, stakeholders, and the communities we serve. This comprehensive approach ensures that resources are utilized efficiently and that the impact of our initiatives is both measurable and sustainable.

Can Safely report concerns and Complaints

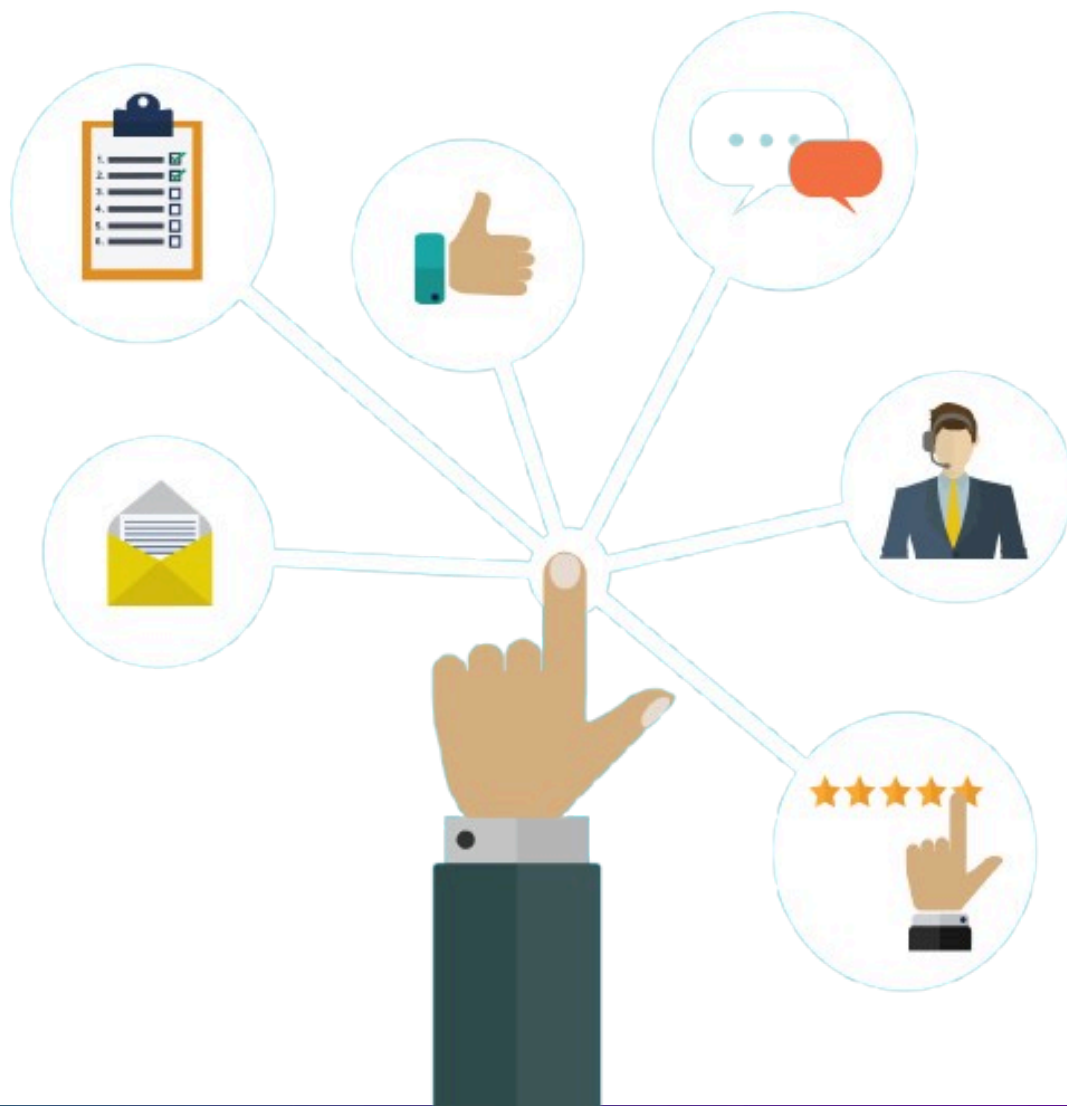
CHS Description:

Complaints are welcomed, addressed, and lead to improvements.

Indicators:

Systems exist for receiving and responding to complaints.

Complaints are analyzed to improve future responses.



Can Safely report concerns and Complaints

FRDP Current Practices:

complaint mechanisms currently in place.

5.1

FRDP has a highly active and well-structured Feedback and Complaint Response Mechanism (FCRM) supported by a robust policy framework. The mechanism operates through multiple accessible channels and is managed by designated focal persons based at the head office. To ensure visibility and accessibility, standees and banners are prominently displayed at various locations, and complaint boxes are installed in every project office and at activity sites.

The FCRM reflects our commitment to transparency and accountability. Monthly reports are generated to capture all feedback, and the data collected through FCRM is categorized project-wise and shared with donors for further review. This ensures that donor expectations and community needs are consistently aligned.

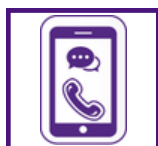
The scope of FCRM extends beyond handling complaints. It serves as a multi-faceted platform that also receives requests for assistance, positive feedback, thank-you calls or messages, job-related inquiries, and information requests. Every communication received through FCRM is addressed promptly and effectively to ensure timely resolutions and build trust within the community.



By Written



By Email



By Phone



By Community
Gathering



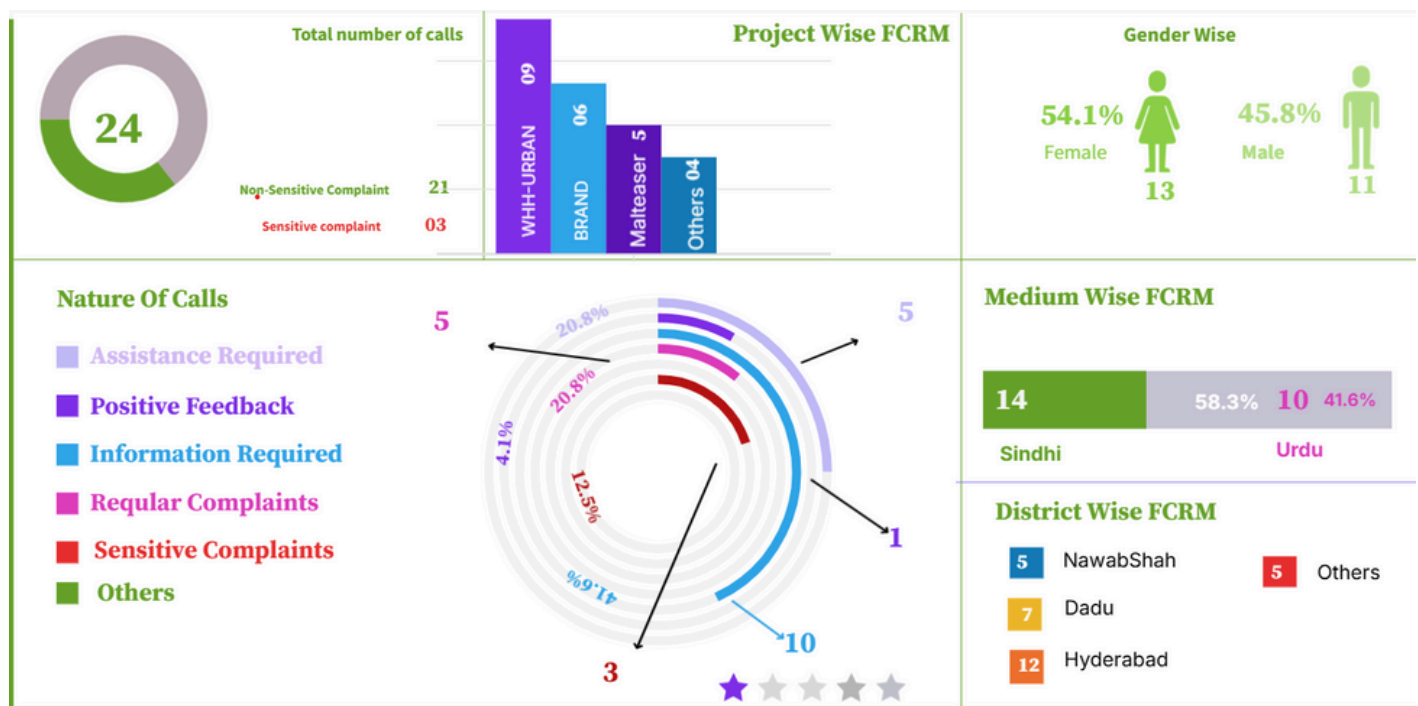
By Face to Face



By Complaint Box

5.2

To track performance, an active monthly dashboard is maintained, providing detailed insights into the number and type of calls or complaints received. These are further categorized to identify trends and address specific issues. Before the start of any project, FCRM orientation sessions are conducted with project staff to ensure they are equipped to inform and engage the community at the field level. This helps build trust and encourages community members to use FCRM as a reliable channel for their voices to be heard.



Can Safely report concerns and Complaints

5.3

Overall, the FCRM not only enhances transparency and accountability but also acts as a bridge between FRDP, the communities we serve, and our stakeholders, ensuring that every concern or request is addressed in a professional and timely manner. This comprehensive approach strengthens our relationships with donors, stakeholders, and the community, fostering mutual trust and cooperation.



Access coordinated and complementary support

CHS Description:

Cooperation with other organizations and stakeholders is evident

Indicators:

Systems exist for receiving and responding to complaints.

Duplication of efforts is avoided.



Coordination meeting with Muslim Aid held, ongoing shelter projects specially of Mirpurkhas were discussed.

Access coordinated and complementary support

FRDP Current Practices:

FRDP's partnerships and collaboration efforts.

6.1

FRDP places a strong emphasis on partnerships and collaboration to ensure effective and efficient service delivery. Our approach is centered around coordination meetings, where we utilize the 5Ws (Who, What, Where, When, and Why) matrix to systematically analyze activities and eliminate duplication of efforts.

Before initiating any project, FRDP seeks a No Objection Certificate (NOC) from the relevant district office.

This process not only ensures compliance with local regulations but also provides crucial insights into prior assistance extended by other organizations in the area.

In cases where another organization has already provided support, FRDP coordinates closely with them to obtain relevant data.

This collaboration helps identify beneficiaries who have already received assistance. Using this information, FRDP ensures that those beneficiaries are excluded from its assessment process to avoid duplication and focus resources on individuals and communities who have not yet been supported.

This systematic approach enhances the transparency, accountability, and impact of FRDP's initiatives while fostering meaningful partnerships with other organizations. By aligning efforts, we optimize resources and maximize benefits for underserved communities.

Access support adapted based on feedback

CHS DESCRIPTION

Humanitarian actors continuously learn and improve.

INDICATORS:

Lessons learned are documented and applied.

Monitoring and evaluation processes are robust.



Access support adapted based on feedback

FRDP Current Practices:

FRDP captures and applies lessons learned.

7.1

FRDP, capturing and applying lessons learned is an integral part of our project implementation process to enhance effectiveness and ensure continuous improvement. We maintain a comprehensive Monitoring and Lesson-Learning Log, which serves as a centralized repository for tracking data, insights, and experiences from our projects.

The log is regularly updated and shared among relevant teams, enabling an evidence-based approach to project management. Our monitoring approach is threefold, focusing on process monitoring, progress monitoring, and performance monitoring. This structured methodology ensures that every aspect of the project is carefully evaluated and assessed.

Access support adapted based on feedback

FRDP Current Practices:

7.2

Additionally, we develop detailed action plans that include mitigation strategies derived from lessons learned in previous projects. These strategies help us identify and address potential challenges early in the project cycle. By doing so, we ensure that past mistakes are not repeated and that best practices are consistently applied.

For example, any challenges or gaps identified during the implementation of previous projects are documented and analyzed. These insights are then utilized to refine planning and execution in subsequent projects. This proactive approach not only improves the quality of our interventions but also maximizes the impact of our efforts for the communities we serve.

By maintaining a robust monitoring and lesson-learning system, FRDP fosters a culture of continuous learning and improvement, ensuring that every project is more efficient, effective, and impactful than the last.

Let me know if you'd like to adjust or add anything!

Interact with respectful, competent and well-managed staff

CHS DESCRIPTION:

Staff are supported to do their job effectively and are treated fairly.

INDICATORS:

Staff receive adequate training and resources.

Well-being of staff is prioritized.



Interact with respectful, competent and well-managed staff

FRDP Current Practices:

FRDP's approach to staff development and well-being

8.1

At FRDP, we recognize that the growth and well-being of our staff are pivotal to achieving organizational success. Our approach to staff development is comprehensive, focusing on recruiting the right talent, fostering personal and professional growth, and ensuring a supportive work environment.

Transparent Recruitment Process

FRDP ensures a transparent and efficient hiring process by clearly defining the position, required qualifications, skills, and responsibilities in the job description (JD). This approach allows us to attract highly skilled and experienced professionals who align with the organization's values and goals.

Capacity Building for Skill Enhancement

After onboarding, newly hired staff members undergo orientation sessions designed to familiarize them with organizational tools, processes, and standards. This step ensures a smooth transition into their roles and provides a foundation for personal and professional development.



Interact with respectful, competent and well-managed staff



Interact with respectful, competent and well-managed staff

FRDP Current Practices:

To further enhance skills and competencies, FRDP conducts regular capacity-building initiatives. These include:

Internal Training: Delivered by senior staff or subject-matter experts within the organization, focusing on organizational policies, best practices, and project-specific needs.

External Training: Collaborations with external trainers, institutions, or resources to introduce advanced tools, methodologies, and innovative approaches.

8.2

Continuous Learning and Development

FRDP actively promotes a culture of continuous learning by encouraging staff to participate in workshops, seminars, and conferences. These opportunities help employees stay updated with industry trends and strengthen their expertise.

Capacity Building for Skill Enhancement



Interact with respectful, competent and well-managed staff

FRDP Current Practices:

8.3

Staff Well-Being

Beyond professional development, FRDP places a strong emphasis on the well-being of its employees. We aim to create a supportive work environment that values employee health, work-life balance, and mental well-being. This is achieved through:

Open Communication Channels: Encouraging staff to voice concerns and provide feedback.

Supportive Policies: Offering flexible work arrangements where possible.

Team Engagement Activities: Promoting teamwork and reducing stress through regular team-building events.

By investing in staff development and well-being, FRDP ensures a motivated, skilled, and satisfied workforce that drives organizational success and delivers impactful results for the communities we serve.

Interact with respectful, competent and well-managed staff



PROVINCIAL TRAINING ON ANTICIPATORY ACTION

12-14
NOV
2024
KARACHI



Internal & External Training

Can exercise rights and participate in decisions

CHS DESCRIPTION:

Resources are managed responsibly for their intended purpose.

INDICATORS:

Financial accountability measures are in place.

Environmental impact is considered in operations.



Can exercise rights and participate in decisions

FRDP Current Practices:

Resource management and sustainability practices.

9.1

FRDP adopts a structured and strategic approach to resource management and sustainability to ensure efficient utilization of resources and long-term project success. Our practices are guided by robust planning, monitoring, and accountability mechanisms.

9.2

Five-Year Strategic Plan

FRDP operates within the framework of a comprehensive five-year strategic plan that outlines our goals, priorities, and resource allocation strategies. This plan serves as a roadmap for all our initiatives, ensuring that resources are utilized effectively to achieve sustainable outcomes.

9.3

Project Planning and Implementation

Before the implementation of any project, a detailed project plan is developed, which includes the following:

9.4

Monthly Operational Plans: These plans help identify the required resources, track resource utilization, and monitor progress regularly.

Can exercise rights and participate in decisions

FRDP Current Practices:

9.5

Budget Planning and Review: The budget plan is thoroughly reviewed prior to project implementation to ensure accuracy and alignment with project objectives. This step allows FRDP to estimate budget utilization and make necessary adjustments during the project lifecycle.

The budget planning process is conducted under the supervision of the Head of Operations and the Head of Programs, ensuring that financial resources are managed efficiently and transparently.

9.6

Annual Audits

FRDP conducts yearly audits to maintain financial accountability and transparency. These audits assess resource utilization, identify gaps, and provide recommendations for improving efficiency.

Baseline Studies for Long-Term Projects

For long-term projects, FRDP develops a comprehensive baseline study at the start of the project. This study defines the project timeline, expected outcomes, and planned activities. Throughout the project duration, the baseline is used to track:

Activities completed and pending.

Budget status (within or out of budget).

Progress against targets, ensuring alignment with project goals.

Can exercise rights and participate in decisions

FRDP Current Practices:

Budget-Based Analysis (BBA)

FRDP utilizes Budget-Based Analysis (BBA) to monitor financial performance and resource allocation. This approach helps identify areas where resources can be optimized or reallocated to address emerging needs.

Sustainability Practices

To promote sustainability, FRDP emphasizes:

Efficient Resource Allocation: Avoiding overuse or wastage of resources by implementing robust planning and monitoring mechanisms.

Capacity Building: Training staff and community members to manage resources effectively.

Environmental Considerations: Ensuring that projects align with eco-friendly practices to minimize environmental impact.

Community Ownership: Encouraging local communities to take ownership of projects, ensuring long-term sustainability beyond the project duration.

By combining strategic planning, financial accountability, and sustainability-focused practices, FRDP ensures that resources are utilized effectively, projects achieve their intended impact, and communities experience long-lasting benefits.



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