Internally Displaced Persons (IDPs): A Humanitarian Crisis in Pakistan
(Crisis layout, Impact, Coordination Mechanism & Recommendations)

A. Who are IDPs?

Internally displaced persons are persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border. They are refugees in their own country.

Unlike the case of refugees, there is no international treaty which applies specifically to IDPs. Recognizing the gap, the UN Secretary-General, Boutros-Ghali appointed Francis Deng in 1992 as his representative for internally displaced persons. Besides acting as an advocate for IDPs, Deng set out in 1994, at the request of the UN General Assembly to examine and bring together existing international laws which relating to the protection of IDPs. The result of this work was the document, Guiding Principles on Internal Displacement.

The Guiding Principles lay out the responsibilities of states before displacement – that is, to prevent displacement – during and after displacement. They have been endorsed by the UN General Assembly, the African Commission on Human and People's Rights (ACHPR) and by the signatories to the 2006 Pact on Security, Stability and Development in the Great Lakes Region, which include Sudan, DRC and Uganda. The Guiding Principles, however, are non-binding.

Mandate of International Agencies on IDPs

UNHCR: The UNHCR was mandated by General Assembly Resolution 428 (V) of 14 December 1950 to "lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems....guided by the 1951 United Nations Convention Relating to the Status of Refugees and its 1967 Protocol." The UNHCR has traditionally argued that it does not have a "general competence for IDPs" even though at least since 1972 it had relief and rehabilitation programs for those displaced within a country.

ICRC: The ICRC has a mandate of ensuring the application of International Humanitarian Law as it affects civilians in the midst of armed conflict. The ICRC's overall objective is to alleviate the suffering of people who are caught up in armed conflict and other situations of violence. To that end, the organization strives to provide effective and efficient
assistance and protection for such persons, be they displaced or not, while taking into consideration the action of other humanitarian organizations. On the basis of its long experience in different parts of the world, the ICRC has defined an operational approach towards the civilian population as a whole that is designed to meet the most urgent humanitarian needs of both displaced persons and local and host communities.

**USAID/OFDA:** Since 2005, USAID/OFDA has modified policies and programming guidelines to more explicitly address protection of vulnerable populations. This evolution has included the development of a USAID-wide policy for IDPs, the first to be adopted by any donor country. USAID/OFDA has clarified the message on protection to partners and now offers a new guidance section on protection as part of the Additional Program Description Requirements (APDRs) in the newly revised proposal guidelines.

**UN Collaborative Approach:** The current system which is often referred to as the collaborative approach, shares the responsibility for protecting and assisting IDPs among the UN agencies, i.e. UNHCR, UNICEF, WFP, UNDP, Office of the High Commissioner for Human Rights, the inter-governmental organization IOM, the ICRC and International NGOs. Coordination is the responsibility of the UN Emergency Relief Coordinator and the Humanitarian Coordinator in the country concerned. They are assisted by the Inter-Agency Displacement Division which was created in 2004 and is housed in the UN Office for the Coordination of Humanitarian Affairs (OCHA).

The original **collaborative approach has come under increasing criticism** as series of evaluation has found it insufficient to address the issue of IDP due to lack of coordination among the agencies.

B. **PAKISTAN & IDP**
a. Short history of IDPs

**Kashmir Conflict & IDPs:** Conflict in Kashmir has been characterized by widespread human rights abuses by all sides and has displaced hundreds of thousands of people. An unknown number of Kashmiris have fled from India into Pakistan or areas of Kashmir controlled by Pakistan since 1947. During the Kargil conflict in Kashmir between India and Pakistan in 1999, hundreds of families were forced to leave their homes along the Line of Control (LoC) to escape cross-border shelling.

**2005 Earthquake in Pakistan:** After the earthquake in Pakistan on October 8, 2005, large numbers of people from highland areas and from destroyed lowland towns took refuge in IDP camps. The earthquake killed 75,000 people and made 3.5 million homeless. Although many earthquake-affected families have returned to their area of origin, helped by a government scheme to offer homeowners in building assistance. Most of those from the highland areas returned to their original villages in 2006, but a few remained. Normally those who remained had particular reasons from remaining in camps (perhaps they had lost their land in a landslide, or did not own any land).

**Balochistan:** Conflict in Balochistan has resulted in number of IDPs. Although many people keep on returning their homes with the normalization of situation but still number of Baloch IDPs remains high. A regional human rights organisation believed that 200,000 people were still displaced (AHRC, 21 December 2006) while the head of the NGO Baloch Rights Council insisted that the IDP figures were much higher than reported, with 200,000 people displaced from Kohlu district alone (ICG, 22 October 2007, p. 6). Other estimates put the number of Baloch IDPs at between 50,000 and 60,000 (Economist, 17 April 2008).

Displacement has occurred in Balochistan not only as a result of conflict but also due to floods in June and July 2007 and the earthquake in October 2008. The floods affected 2.5 million people and displaced 300,000. According to IFRC, preliminary assessments indicate that the earthquake displaced an estimated 17,500 families in Ziarat and Pashin.

**Military Operation in FATA and Swat:**
Military operation against Taliban in FATA and Swat has resulted in a massive internal displacement. The affected districts are Swat Buner, Dir along with Malakand, Mehmand and Bajur Agency. The number of IDPs is growing with every passing day and would be a social and infrastructural strain the adjacent districts. A percentage would also like to slip away to major urban center like Lahore, Peshawar and Karachi for better economic prospects and family/ clan support system that can accommodate them.
<table>
<thead>
<tr>
<th>ADMINISTRATIVE UNIT</th>
<th>1998 – POPULATION</th>
<th>SEX RATIO</th>
<th>AVERAGE H. HOLD SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BOTH SEXES</td>
<td>MALE</td>
<td>FEMALE</td>
</tr>
<tr>
<td>PAKISTAN</td>
<td>132352279</td>
<td>68873686</td>
<td>63478593</td>
</tr>
<tr>
<td>Rural</td>
<td>89315875</td>
<td>46121760</td>
<td>43194115</td>
</tr>
<tr>
<td>Urban</td>
<td>43036404</td>
<td>22751926</td>
<td>20284478</td>
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<td>N.W.F.P.</td>
<td>17743645</td>
<td>9088936</td>
<td>8654709</td>
</tr>
<tr>
<td>Rural</td>
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<td>7499512</td>
<td>7250049</td>
</tr>
<tr>
<td>Urban</td>
<td>2994084</td>
<td>1589424</td>
<td>1404660</td>
</tr>
<tr>
<td>FATA</td>
<td>3176331</td>
<td>1652047</td>
<td>1524284</td>
</tr>
<tr>
<td>Rural</td>
<td>3090858</td>
<td>1605565</td>
<td>1485293</td>
</tr>
<tr>
<td>Urban</td>
<td>85473</td>
<td>46482</td>
<td>38991</td>
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b. Statistics of the Districts

<table>
<thead>
<tr>
<th>Districts</th>
<th>Population</th>
<th>Local Government</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Area Sq. Km</td>
<td>Male</td>
</tr>
<tr>
<td>Swat</td>
<td>5337</td>
<td>648008</td>
</tr>
<tr>
<td>Buner</td>
<td>1865</td>
<td>253035</td>
</tr>
<tr>
<td>Lower Dir</td>
<td>1582</td>
<td>355728</td>
</tr>
<tr>
<td>Upper Dir</td>
<td>3699</td>
<td>291582</td>
</tr>
<tr>
<td>Malakand</td>
<td>952</td>
<td>233556</td>
</tr>
</tbody>
</table>

Statistics of the adjacent districts

<table>
<thead>
<tr>
<th>Districts</th>
<th>Population</th>
<th>Local Government</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Area Sq. Km</td>
<td>Male</td>
</tr>
<tr>
<td>Mardan</td>
<td>1632</td>
<td>753442</td>
</tr>
<tr>
<td>Charsada</td>
<td>996</td>
<td>530724</td>
</tr>
<tr>
<td>Nowshera</td>
<td>1748</td>
<td>455598</td>
</tr>
<tr>
<td>Chitral</td>
<td>14850</td>
<td>162082</td>
</tr>
</tbody>
</table>

Source: 1998 census report

c. Governmental IDPs Statistics:

Previous details of IDPs. There were a total of 553, 929 IDPs (91017 in 11 x camps and 462912 off camp in 11 x districts) before 1 May 09 in NWFP, who are being looked after in terms of provision of food, health care, shelter (in camp IDPs only) and education. Fresh Influx of IDPs. Security situation in the recent past in Buner, Swat and Lower Dir has resulted in fresh exodus of IDPs. Current state is as under:-

<table>
<thead>
<tr>
<th>Name of Camp</th>
<th>Families</th>
<th>Individuals</th>
<th>Distt</th>
<th>Families</th>
<th>Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commerce College Wali Kandaw,</td>
<td>296</td>
<td>2065</td>
<td>Charsada</td>
<td>1444</td>
<td>8664</td>
</tr>
<tr>
<td>Lower Dir</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree College Temergara Dir</td>
<td>189</td>
<td>1354</td>
<td>Mardan</td>
<td>16957</td>
<td>101742</td>
</tr>
<tr>
<td>Govt Higher Secondary School</td>
<td>140</td>
<td>996</td>
<td>Swabi</td>
<td>11419</td>
<td>68514</td>
</tr>
<tr>
<td>Samarbagh Dir</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shekih Shahzad (Mardan)</td>
<td>719</td>
<td>4376</td>
<td>Kohat (Orakzai)</td>
<td>876</td>
<td>5256</td>
</tr>
<tr>
<td>Yar Hussain (Swabi)</td>
<td>868</td>
<td>5325</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dargai (Malakand)</td>
<td>376</td>
<td>2501</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Palai (Malakand)</td>
<td>771</td>
<td>8722</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rang Mala Pirran (Batkhela)</td>
<td>1901</td>
<td>11281</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>5336</td>
<td>37064</td>
<td></td>
<td>30696</td>
<td>184176</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
<td></td>
<td>Families – 36032</td>
<td>Individuals – 221240</td>
</tr>
</tbody>
</table>

Source: NATIONAL DISASTER MANAGEMENT AUTHORITY NWFP IDPs UPDATE – 11 MAY 09
Cash Grant from Federal Government is PKR Rs.1500 Million and PKR 1000 Million has been received by Provincial Government as per NDMA website but its not known that which provincial government is this.

d. IDP statistics from other news sources:

NWFP Information Minister Iftikhar Hussain has said the number of registered and unregistered internally displaced persons (IDPs) from insurgency-hit areas of the country has reached the 700,000 mark. (Daily Times – May 12, 2009)

Provincial Relief Commissioner: Around 13,000 families consisting of 86,000 internally displaced persons (IDPs) have been registered the relief camps so far and 4,000 families consisting of 23,000 IDPs have been registered in the camps (Daily Times – May 9, 2009)

UN High Commissioner for Refugees (UNHCR) said up to 200,000 people had arrived in safe areas in the past few days. “Another 300,000 are on the move or are about to flee. According to the UNHCR, those fleeing the latest escalation of hostilities are from Lower Dir, Buner and Swat join another 555,000 previously displaced Pakistanis who had fled their homes in the tribal areas and NWFP. The new influx of IDP will place huge pressure on the resources already shared by around 93,000 people sheltering in 11 UNHCR-supported camps and over 450,000 staying in rental accommodation or host families. (The Nation – May 9, 200). About 80% population of Buner district has left their homes due to military operation against Taliban. (The News – May 9, 2009)
NWFP Environment Minister Wajid Ali Khan said that the influx of people from Swat, Buner and Dir districts of Malakand Division to the down districts of NWFP continued and the number of displaced persons stood at 1.2 million. (The News – May 9, 2009)

UNHCR IDP out reach Process:

e. Status of Statement of Support for IDP as per news reports.

Funds have been announced by:

- **Federal Government**
  - Prime Minister: PKR 1500 million to be managed by National Disaster Management Authority (NDMA)

- **Provincial Government**
  - **NWFP:** Chief Minister Fund
  - **Punjab**
- Chief Minister Fund: PKR 1 million
- Governor Fund announced to collect donation

- **International Agencies:**
  - USAID: $ 4.9 m

- **Philanthropic contribution:**
  - Lahore High Court Judges: PKR 540,000
  - FPCCI, KCCI: PKR 1 million
  - I day salary of Parliament, PEPPCO employees

**f. Reported Support/Funds being collected:**

- **Fed Government account: Unknown**
- **Provincial Government Account**
  - NWFP
  - Punjab: Bank of Punjab
    - CD 0008-002635-000-7 CM Fund
    - CD 0060290005 Governor Fund for IDP & support programme
- **Philanthropist**
  - Sahara Trust
  - LCCI
  - Public Sector Universities of the NWFP (funds and hostel space)

**Provision of Support Services announced by:**
- Pakistan Medical Association, Lahore will send medical teams
- Pakistan Red Cross
- Higher Education Commission – scholarship & education
- NADRA registering at IDP & issuance of CNIC
- 2 mobile hospital to Charsada & Swabi by FATA secretariat

**Provisions being collected & dispatched: (edibles, Food, clothes, bedding, etc)**
- Voice of Civil Society Karachi: collecting till Sunday at Hotel Carlton, Karachi
- Faisalabad Business Community: 8 trucks of Edible worth 8 million
- Fauzia & Ghazala Minallah: Collecting
- Tents: 500 for Charsada & 2000 for Swabi by FATA secretariat, Emergency Response Unit
- Range of road side camps & individual collecting kind & cash contribution
C. CHALLENGES & IMPACTS OF IDP

The issue of IDP is new for Pakistan in its magnitude though Pakistan has been hosting Afghan refugee for over 20 years. Since then small conflict areas have been simmering and people of FATA region have been moving post 9/11. Unfortunately, nationally and internationally they were not recognized as IDPs and since they were in relatively small numbers – from hundreds to few thousands- they moved into urban centers like Karachi, Lahore, Peshawar and got themselves accommodated with family/clan/ tribe people support in line with Pakhtoon Culture.

Similar phenomenon is being repeated at the moment where registered IDP have hardly crossed 300,000 figure but estimates are much higher. On site visits by range of journalists, NGO, philanthropic and other confirm that a large number – safely estimated at 50%- is residing with relatives, majority of whom are low income families as per their customs and traditions. This in itself is going to widen the magnitude and effect/afflict level of the crisis beyond IDPs as not only would it require camp management & organization, support to host and displaced families but would create immense pressure on social and infrastructural system of the host areas. This would require in-depth assessments and long term support mechanism and social re-engineering.

The caution is to keep the experiences of the Earth Quake in view from all perspective. **ERRA should be engaged to share best practices & lessons.** We are 3 year down the road but rehabilitation is still a far cry. For the IDPs one would need to plan on war footing and for at least 5 years term because its physical, institutional, personal and ideological transition to support, rebuild, rehabilitate and mainstream in society so that similar extremist ideologies can not take the population to ransom.

People of the conflict areas have been subjected to extreme ideologies that at times were anti national as well. A large number endorsed that view to buy peace for them but it could not work out, thus leaving a psycho-social vacuum. This would need **social re-engineering** to win the battle of mind, change ideas and ideology that will need consistent and long term support.

General public in the conflict zones of NWFP and FATA region is facing terrible **sense of insecurity.** Current insurgency and security concerns forced the people to migrate to safe areas. Undoubtedly forced migration has certain social, psychological, economical and political impacts on the internally displaced persons as well as influenced over the geopolitical and socio-economic conditions of the country such as:

**Psychological impact:** The IDP families are subjected to live and travel to safer grounds in contravention to their customs, practices and culture especially for women and children which in itself is traumatizing. More so the head of families have left the ancestral homes and land holding with no guarantees to be able to either return and/or their livelihood. Security threat looms large while traveling to and being in the camps that
furthers the strain. Children watched horrible incidents such as kidnap, injury or death of any family member and some of them became scared rest of the life. Mental health of IDP’s elders is seriously affected due to homelessness and lack of means to support their families. Their destituteness may show them a way to commit the crime. Large number of people victimized under the conflict-zone where no law and order prevails to protect the people’s honor which ultimately forced them to flee.

Social impacts:
The social culture of the NWFP is of pride, hence majority of people are guesstimated to be off camp. One example of the same is of Mardan where as per Nazim estimates only 1/10th of the people are registering. It’s not affluent families but majority of low income families that are accommodating their relatives which will further strain these families. Most of the social institutions became paralyzed or destroyed in the conflict zone and country bears heavy socio-economic losses. For instance, prior to conflict Swat was one of the best tourist place in the country which is now a days representing a battle field. Provision of basic social services & amenities, personal space, health and related facilities is a critical challenge for the State to assist large number of IDPs.

Economic impact:
Economic situation is affected at many counts. Firstly the economic activity zones of conflict areas are destroyed that not only have a cripple effect on the individual but effect the market chain as well. The related sub sectoral economic activity and daily wage work-person-ship is also adversely affected. Thirdly the IDP enter into the host communities economic activity zone and are often seen to replace the host communities due to lower wages and eagerness to work for anything (ref Afghan refugee). Moreover the State and philanthropic supplies also start to being sold instead of utilization.

Political impact:
The IDP are not merely people but voters as well. Hence in a democratically elected government the role of elected government and political parties is personified. In the given situation in FATA & SWAT there is heightened need for the political parties to keep themselves rooted and connected with the people to keep extremist element away from them. The sense of being in reach to their representatives of all levels will help in reducing their tension and frustration level.
b. Established Consideration for selecting an IDP camp Site, itself is a challenge to Pakistan. There is a range of issues to consider when identifying potential sites:

- Absorption capacity and impact on host communities. Among the host population there are often groups of formerly displaced people who have settled permanently in this area, and who risk being marginalized again by the establishment of a camp
- Local community response to the displaced population: It is often assumed that the host community will be much more receptive to IDPs than refugees as they will be “their own people”. However, this may not be the case. The local context needs to be considered
- Security
- Access to schools
- Access to health care
- Access and use of markets
- Access to water
- Access to land and use of local resources, like fuel wood
- Storage and community infrastructure
- Access of humanitarian actors
- Use of community infrastructure – churches, playing fields etc
- Freedom of movement
- Freedom of expression – space to allow cultural individuality

c. Issues of Coordination & Management of, for & with IDP:

Policy issues for the Government:
- It’s a national catastrophe but whose jurisdictional issue is it to lead in policy formulation, legislation & coordination - Federal or Provincial government?
- There is a need for national policy on IDP – its status to Impact to Rehabilitation
- Who is Minister In charge to lead to coordination among range of federal & provincial actors
- Immediate need assessment of the existing camps and projections for future in line with ongoing operation
- Revert back to disaster strategies developed & documented in Earth Quake to use as an example

Government level Coordination issues:
- There is no designated Governmental Agency announced to coordinate the IDP issue at Federal level. National Disaster Management Authority (NDMA) is perceived to be leading the coordination on the basis of statements being issued
- Status of Provincial Disaster Management Authority (PDMA) is unknown
• Which Provincial Agency/ Minister/ department is liaising? Is it FATA secretariat’s Emergency Response Unit, Commissioner Peshawar?
• What is the role and mandate of District Governments & Officials? Where are they in coordination loop?
• Which Federal Agency is coordinating with international Agencies/ Governments that wish to extend material & financial support? Foreign Office, EAD, NDMA, PM Secretariat?
• Which Agency is coordinating UN System as per 1 UN or individual role of UN agencies is being promoted due to non coordination at governmental end
• How is government relating to established NGOs for coordination and would address the rent seeking NGOs as they emerge (ref Earth Quake)

Governmental Management issues:
• Trickle down of funds, provision and services to the Camps
• One window liaison & coordination to manage NGOs & Philanthropic support
• Camp management in itself i.e.
  o organization of camp: sectioning of camp into residential area, toilet area, medical aid, food station, registration unit, etc
  o Services & provisions in camp: ample supply of Tent, bedding, Utensils, Food, Sanitation and health services
  o Shift based in-charge of camp site who is designated to take decision
• Identification of space and location to prepare for erecting camp city in advance with all amenities
D. SUGGESTION FOR IDP CRISIS MANAGEMENT

- **Recognize cultural value system & practices**
  Start with the understanding that NWFP & Pakhtoon culture is based on Pride and Egalitarian. Historically, people of the FATA and NWFP have been accommodating the refugees since Russo-Afghan war. As per the social practices to ask for help and to be treated like needy is a hurt to the regional pride which will add to the psychological and social trauma hence should be avoided. Socio-cultural & socio-religio practices should be upheld.

  Do not make the camp visit into a misery statement and unnecessary photo up to uphold the dignity of the IDP. Media should highlight their moral strength as the tool to get out of the situation rather then making it a soap story.

- **Policy Coordination: Federal to District Governmental level**
  - Designate one single agency at Federal level with provincial presence to coordinate and establish grass root linkages to district administration
  - Designate linkages with Local government at the level of elected representative down to Union Council level to manage, monitor & report
  - Establish DCO-Nazim liaison & monitoring committee at each district that coordinates supply of funds, services & provisions
  - Commissioner should get daily report at designated time on a structured template to be shared at provincial and Federal level

- **Political Coordination: Designate Federal to District level**
  - Designate federal and provincial elected MPA and MNAs to sit in their constituencies, monitor work and facilitate district administration as its their voters
  - Involve elected women councilors and women MPA & MNA on reserved seats from NWFP to extend outreach to affected women & children
  - Prime Minister should ask for quantifiable progress from political persons on weekly basis

- **Financial, Provision & services need identification & consolidation:**
  - Designate one Federal account to be the repository of the financial assistance from the governments, international setup, NGOs and philanthropists
  - Commissioners should gather, through DCO & Nazims, the information on need and availability of funds, provision and services, category wise, on daily basis and communicate to designated quarters
  - Commissioners should designate district level coordination persons which can be contacted by NGOs & philanthropists to enquire and enlist need for supply of the provision and services
  - All funds, supplies and provisions received in cash, kind and commitment should be made public on daily basis
- NGOs and Philanthropist should not be given free IDP camp access for security reason and for the respect of the pride, privacy and sensitivity of the affected people
- The mega government projects like BISP, PPAF, RSP, RSPN should utilize their provincial allocation in support of IDP by employing their infrastructural and institutional outreach mechanism

- **Camp management:**
  - List of required & available provision and services be displayed at the entrance of the Camp with the cell based contact information and address and complaint number
  - List of registered people inside the camp, disaggregated as per sex and children should be prepared
  - Camp should be sub divided into residential, medical/health, food, education, etc sub units for being organized Hardware, soft ware, social engineering
  - Full time doctor must be deputed
  - Provision of water & sanitation supplies and management should be prioritized
  - Camp residents be involved in camp management on voluntary basis
  - Option for communal recreation services be explored
  - Options for children education to functional literacy be made available

- **Advance preparedness for receiving IDP:**
  - Project IDP arrival as per the military operation
  - Identify enclosed district as per Tehsil and Union Councils where Camps can be erected to avoid undue spread and pressure on Urban centers
  - Erect tent cities in advance with availability of basis amenities
  - Proper Security arrangements for the camps
  - Identify schools in Union Council which are due to be closed for summer breaks to be turned into short term IDP

- **List professional volunteer at all levels**
  - NDMA & provincial Government should ask for facilitation, coordination, management & consolidation on voluntary basis:
    - competent professionals support
    - NGOs & Philanthropist
    - International agencies & staff

- **Access to information for Transparency & Accountability**
  - All information from DCO to NDMA level should be publicly available on internet and be displayed outside Nazim, DCO & commissioners office
  - Need/ demand & supply of services & provisions should also be available to public through internet and public display
  - Involve media to disseminate this information at least 3 times a day as Public Service Advertisement (PSA)
Engage media to display PSA for unity, uniformity & support without being disrespectful to the pride of the affected families.

Investigative media reports be copied to the federal level complaint cell and culprits be punished instantaneously to uphold accountability.

Available contact information

Charsada  0333-9101010  Additional Secretary E&SE
Noshera  0300-9637475  ACO
Swabi  0300-9637475  ACO
Mardan  0301-8184566  ACO
Peshawar  0345-9121212  Additional Commissioner

Web based information links:
http://www.pakistanidps.wordpress.com
http://www.unhcr.org
http://www.ndma.gov.pk/NWFP%20IDPs.html