

Verification Protocols: Strengthening Institutions for Refugee Administration, P165542, as of February 28, 2025

FY	Indicator	Methodology	Data Source
PBC-1: Improved resolution of the complaints of refugees and refugee hosting communities through operationalized complaints handling mechanisms			
21/22	#1. At least thirty five percent (35%) of complaints reported by citizens and refugees in refugee hosting communities and villages in Year 2 have been resolved within forty-five (45) days as measured from the date on which such complaints were reported to the respective complaints handling mechanism(s) Achieved and disbursed		
22/23	#2. At least fifty percent (50%) of complaints reported by citizens and refugees in refugee hosting communities and villages in Year 3 have been resolved within forty-five (45) days as measured from the date on which such complaints were reported to the respective complaints handling mechanism(s) Achieved and disbursed		
23/24	#3. At least sixty five percent (65%) of complaints reported by citizens and refugees in refugee hosting communities and villages in Year 4 have been resolved within forty-five (45) days as measured from the date on which such complaints were reported to the respective complaints handling mechanism(s)	<ul style="list-style-type: none"> ○ Review the grievance databases shared by CCAR and CARs, comparing data from old systems with new systems where available, or using the old system's data to assess improvements. ○ Review the tracking system to ensure it matches the stated timelines. 	SAFRON/ CCAR/ CARs Newly developed CHM Database
24/25	#4. At least seventy five percent (75%) of complaints reported by citizens and refugees in refugee hosting communities and villages in Year 5 have been resolved within forty-five (45) days as measured from the date on which such complaints were reported to the respective complaints handling mechanism(s)	<ul style="list-style-type: none"> ○ No. of complaints registered at CCAR and CARs in the MIS and in written. ○ Data on the number of Refugees who have received support from the protection Units at CCAR and CARs, and URSU since last verification. 	
25/26		<ul style="list-style-type: none"> ○ 	
PBC-2: Strengthened mechanism for management of information across participating entities			
25/26	#1. CCAR and four (4) CAR have functionalized their respective management information systems and have generated one quarterly monitoring report in each CAR and one for CCAR using the management information system.	<ul style="list-style-type: none"> ○ Access the MIS directly to validate its operational status. Confirm it has the necessary features, such as data entry, report generation, and user management. ○ Review of the reports, which should follow the approved format set by CCAR, generated from the MIS on quarterly basis at CCAR level and provincial CARs. 	SAFRON/ CCAR/ CARs MIS Database

FY	Indicator	Methodology	Data Source
		<ul style="list-style-type: none"> ○ Check records of training sessions (i.e Attendance sheets, pictures etc) conducted for CAR and CCAR staff to ensure they are equipped to use the MIS effectively. 	
PBC-3: Improved performance of departments responsible for Refugee Protection			
25/26	<p>#1. CCAR and four (4) CARs have mapped all of their Professional Staff to technical job categories</p> <p>#2. All four (4) CAR and CCAR have (i) notified and (ii) functional protection units</p>	<p>#1:</p> <ul style="list-style-type: none"> ○ Verify the final report produced by the consulting firm, detailing the methodology, findings, and recommendations. ○ Confirm that the mapping and review process has been endorsed by formal notifications or letter from SAFRON <p>#2:</p> <ul style="list-style-type: none"> ○ Copies of official government notifications establishing the protection units for all CARs and CCAR. ○ Perform physical inspections of records of protection services provided and conduct interviews at all four CARs and the CCAR offices to verify the presence of staff. ○ Standard Operating Procedures (SOPs), guidelines, or manuals for the functioning of protection units. 	CCAR/CARs
PBC-4: Strengthened organizational capacity for managing refugees as per the government policy			
21/22	#1.Recommendations of the data protection framework review referred to under Part 2.1 (e) of Schedule 1 have been adopted and implemented	<ul style="list-style-type: none"> ○ Verify the final report produced by the consultant, detailing the methodology, findings, and recommendations. ○ Minutes of meetings to adopt recommendations, held at the level of Secretary SAFRON, incl. attendance sheet. 	CCAR/SAFRON
25/26	#2. Organizational and Functional Review has been presented to Interministerial Steering Committee	<ul style="list-style-type: none"> ○ A copy of the organizational and functional review report, signed and dated by the consulting firm ○ Minutes documenting the presentation ○ Attendance sheet showing the presence of Interministerial Steering committee members and other stakeholders if any. ○ Slides, handouts, or other materials used during the presentation to the Interministerial Steering Committee. ○ Letters, emails, or memos between the SIRA/CCAR and the Steering Committee confirming the presentation schedule and subsequent feedback. 	SAFRON

FY	Indicator	Methodology	Data Source
PBC-5: Improved knowledge and skills of professional staff of organizations responsible for refugee management			
21/22	#1. At least thirty five percent (35%) of selected professional cohort has completed the Refugee Learning Program (Achieved and Disbursed)		SIRA/CCAR Training Database
22/23	#2. At least fifty percent (50%) of selected professional cohort has completed the Refugee Learning Program (Achieved and Disbursed)		
23/24	#3. At least sixty five percent (65%) of selected professional cohort has completed at least one course in the Refugee Learning Program		
24/25	#4. At least eighty percent (80%) of selected professional cohort has completed at least one course in a Refugee Learning Program	<ul style="list-style-type: none"> o Training need assessment report o Training reports, Attendance sheets, pictures, pre-test/post tests conducted, training certificates distributed 	Firm reports and records
25/26	#5 At least 90% of selected professional cohort has completed at least one course in a Refugee Learning Program		
PBC-6: Data on socio-economic characteristics of refugees and refugee hosting communities published regularly			
21/22	#1. (i) the first survey of socio-economic characteristics of refugees and refugee hosting communities has been completed; (ii) CCAR has published the data of the survey on socio-economic profiles of refugees. Achieved and disbursed		CCAR/ CARs
22/23	#2. (i) the second survey of socio-economic characteristics of refugees and refugee hosting communities has been completed; (ii) CCAR has published the data of the survey mentioned in subsection (i) above. Achieved and disbursed		

FY	Indicator	Methodology	Data Source
23/24	<p>#3. (i) the third survey of socio-economic characteristics of refugees and refugee hosting communities has been completed;</p> <p>(ii) CCAR has published the data of the survey mentioned in subsection (i) above.</p>	<p>#3 (i)</p> <ul style="list-style-type: none"> ○ Final report detailing survey objectives, methodology, sample size, geographic coverage, data analysis, and key findings. 	
25/26	<p>#4. (i) the fourth survey of socio-economic characteristics of refugees and refugee hosting communities has been completed in collaboration with PBS or BISP;</p> <p>(i) CCAR has published the data of the fourth survey mentioned in subsection (i) above.</p>	<p>#3 (ii)</p> <ul style="list-style-type: none"> ○ Any letters or emails regarding the publishing of the survey report. ○ Published on the organization's website or in physical documents. ○ Press releases/social media coverage on official Govt. websites or distributed to media outlets. <p>#4 (i)</p> <ul style="list-style-type: none"> ○ Final report detailing survey objectives, methodology which includes roles of BISP or PBS, sample size, geographic coverage, data analysis, and key findings. 	CCAR/ CARs/ UNHCR/ SAFRON
PBC-7: Improved implementation arrangements for refugee protection			
25/26	<p>#1 At least 1 (one) outreach sessions on the implementation arrangements for refugee protection have been conducted in each of the top ten (10) refugee hosting districts</p> <p>#2 NADRA has provided access to the registered refugee database to the CCAR to improve functionality for implementation of visa policy</p> <p>#3 SAFRON has conducted a review of the implementation of the visa policy.</p>	<p># (i)</p> <ul style="list-style-type: none"> ○ Verify signed attendance sheets or registration logs from the sessions to confirm participation and location. ○ Examine agendas or schedules to confirm the session's purpose aligns with refugee protection implementation arrangements. ○ Check reports or minutes of the sessions, including details on topics covered, key takeaways, and action items. ○ Review photos showing participants and the event setup, including banners or materials identifying the session and its purpose. <p># (ii)</p> <ul style="list-style-type: none"> ○ Ensure that access to the refugee database by CCAR is logged and documented. ○ Verify the existence of formal agreements (e.g., Memorandums of Understanding) between NADRA and CCAR outlining the terms of access, data protection, and purpose limitations. <p># (iii)</p>	Ministry of Interior/ SAFRON/ CCAR/ CARs

FY	Indicator	Methodology	Data Source
		<ul style="list-style-type: none">○ Obtain and examine the official review report prepared by the Ministry of SAFRON.○ Access records or minutes of meetings where the review process was discussed or finalized.	

Aleem Ullah
Network Administrator
Monday, 24 November, 2025, 3:41:20 PM

Aleem Ullah
Network Administrator
Monday, 24 November, 2025, 3:41:20 PM