



Government of Pakistan
Ministry of Climate Change
National Disaster Management Authority
2016

NDMA GUIDELINES FOR MINIMUM EX-GRATIA ASSISTANCE TO THE PERSONS AFFECTED BY NATURAL AND MAN-MADE DISASTERS

Prime Minister's Office, 2nd Floor Sector, G-5-1
Constitution Avenue, Islamabad - Pakistan
Website: www.ndma.gov.pk



GOVERNMENT OF PAKISTAN
MINISTRY OF CLIMATE CHANGE
NATIONAL DISASTER MANAGEMENT AUTHORITY

**NDMA Guidelines for Minimum Ex-gratia Assistance to the
Persons Affected by Natural and Man-Made Disasters**

1. Background.

- a. The National Disaster Management Authority (NDMA) is the lead agency at the Federal level to deal with whole spectrum of disaster management activities. The National Disaster Management Authority (NDMA) is mandated to coordinate and monitor implementation of National Policies, Guidelines and Strategies on disaster management.
- b. Section 11 of National Disaster Management Act, 2010, stipulates National Disaster Management Authority (NDMA) to lay down Guidelines for ‘**minimum standards of relief to be provided to persons affected by disaster**’. Whereas, Sub-Section (c) of Section 11 directs “NDMA to lay down guidelines for ex-gratia assistance on account of loss of life and also assistance on account of damage to houses and for restoration of means of livelihood”. Similarly, Sub-Section (d) of Section 11 stipulates NDMA such other relief as may be necessary.
- c. Section 12 of NDM Act, 2010, stipulates that “subject to such directions as the National Commission may give, the National Authority may, in cases of disasters of severe magnitude, give directions regarding relief in repayment of loans or for grant of fresh loans to the persons affected by disaster on such concessional terms as may be appropriate”.

2. Definitions. Various definitions used in these Guidelines are given below which will be interpreted as the spirit of the Guidelines unless the context otherwise requires. These are:-

- a. “**Act**” means National Disaster Management Act, 2010 (Act No. XXIV of 2010) issued vide No.F.9 (28)/2010-Legis dated 11th December, 2010 as amended from time to time.
- b. “**Affected area**” means an area or part of Pakistan, GB and AJ&K, affected by disaster and declared as such by the government concerned.

- c. **“Affected Person (AP)”** means and includes any person adversely affected by a natural or man-made disaster.
- d. **“Citizen”** mean bonafide citizen of Pakistan as defined in Pakistan Citizenship Act, 1951 and citizen of Azad Jammu and Kashmir.
- e. **“Commercial Building”** means a building constructed for commercial use on a commercial plot.
- f. **“Disaster”** means a catastrophe or a calamity in an affected area, arising from natural or man-made causes or by accident which results in a substantial loss of life or human suffering or damage to, and destruction of, property.
- g. **“Ex-gratia”** means a payment which is not necessary, especially legally but is made to show good intentions.
- h. **“Family”** means living spouse(s) and the parents, legitimate children, unmarried and below 21 years of age brothers or sisters, residing with and wholly dependent upon the deceased or the lawful legal inheritor as per respective religion/relation.
- i. **“Federal Government”** means Ministry or Division of the Federal Government having administrative control of the disaster management;
- j. **“Fully Damaged Commercial Vehicle”** means a vehicle used for commercial purpose e.g. transportation of persons and goods etc. destroyed due to a disaster and is beyond economical repair.
- k. **“Grievous Injury”** means an injury which results in imputation or incapacitation of a limb.
- l. **“Substantial Injury”** means an injury resulting in an inability to work for a period of more than two weeks.
- m. **“House”** means a place of residence of an individual/family.
- n. **“House Pacca”** means a house built with permanent materials like oven-burned bricks, concrete, iron or other metal sheets and structured timber.
- o. **“House Kacha”** means a house built with non-durable materials like unburnt bricks, mud, thatches, leaves and either non structured timber or bamboo.
- p. **“Fishing/Passenger Boat”** means and includes any boat, steamer, trawler, launch or vessel being used for fishing purposes in rivers/lakes or sea or used for transportation of passengers and goods.
- q. **“Public Infrastructure”** means and includes any infrastructure owned by the government and is for government/public use.

- r. **“Fully Damaged”** means a building with completely collapsed roof or more than 50% structure damaged, dangerous and not fit for living.
- s. **“Partial Damaged”** means a building with less than 50% structural damage, which is still livable and not significantly dangerous.
- t. **“Natural Hazards”** means natural processes or phenomena occurring on the earth that may constitute a damaging event. Natural hazards can be classified by origin namely: geological, hydro meteorological or biological. Hazardous events can vary in magnitude or intensity, frequency, duration, area of extent, speed of onset, spatial dispersion and temporal spacing.
- u. **“Sources of Livelihood”** means economic activities for securing the necessities of life i.e. growing crops/orchard, raising animals/birds, establishing business (shop/hotel/petrol pump/factory etc.) or plying commercial vehicle(s) for livelihood.

3. Guidelines. The Guidelines and Mechanism for Minimum ex-gratia assistance is general in nature and Provinces/Governments of Azad Jammu & Kashmir (AJ&K) and Gilgit Baltistan (GB) can exercise respective discretion to enhance the ex-gratia assistance rates according to the scale of the disaster/calamity and financial resources at their disposal. These Guidelines will be as under:-

- a. **Short Title.** These Guidelines will be named as “NDMA Guidelines for Minimum Ex-gratia assistance to the Persons Affected by Natural and Man-made Disasters”.
- b. **Applicability.** These Guidelines shall extend to whole of Pakistan. The Governments of Azad Jammu & Kashmir (AJ&K) and Gilgit Baltistan (GB) may also follow these Guidelines and formulate their guidelines accordingly.
- c. **Type of Disasters.** The disasters, as defined in Section 2(b) of NDM Act 2010 shall be covered under these Guidelines, which includes all natural calamities and man-made disasters etc. Respective governments (provincial/AJ&K/GB) can decide upon the explicit type of disaster to be included for the purpose of application of these Guidelines.
- d. **Ex-gratia Relief.** These Guidelines shall cover following relief ex-gratia assistance:-
 - (1) Death of human being.
 - (2) Injuries to human being.
 - (3) Damage to houses (partial/full).
 - (4) Restoration of the sources of livelihood.

- e. **Objective.** The objective of these Guidelines is to ensure uniformity as well as streamlining the system of payment of ex-gratia financial assistance to the persons affected by disaster and calamity in a smooth, effective and transparent manner. Moreover, to clearly define the roles and responsibilities of key Federal, Provincial and Regional Departments for providing minimum cash ex-gratia assistance to the persons affected by disasters in future.
- f. **Responsibility.** Responsibility for provision of relief to the affected persons shall be as under:-
- (1) All Provincial Governments and the Governments of AJ&K and GB shall be primarily responsible for provision of relief assistance to respective population from their budget.
 - (2) Federal Government shall be primarily responsible for relief assistance to the affected persons in FATA and Islamabad Capital Territory (ICT).
- g. **Minimum Relief.** The term “**Minimum Relief**” will mean following:-
- (1) **This will be the minimum threshold amount payable to the affected persons.**
 - (2) **It is the discretion of respective government(s) to enhance the limit to the extent commensurate to its resources and the gravity of disaster/prevalent environment.** This must however be exercised with a caution so that it does not become a precedent or unaffordable.
- h. **Relief in Payment of Loans.** The application of Section 12 of NDM Act, 2010 may be undertaken as per following Guidelines:-
- (1) Severity of disaster will be determined by respective Provincial Government/AJ&K/GB and Federal Government (for FATA and ICT) to declare an area/region as an “Affected Area” as a pre-requisite for repayment of loans or for grant of fresh loans.
 - (2) NDMA will consult M/o Finance and State Bank of Pakistan before seeking relaxation in re-payment/re-scheduling of loans obtained by disaster affected persons either from Nationalized/Private Banks.
 - (3) Various indicators to contribute for decision making of declaration of “Affected Area” may be governed by criteria given as under. These criteria may only be taken as a guideline and respective governments may decide upon themselves for situation so warranting the declaration of “Affected Area”:-

Hazard		Basic Criteria for Declaring Emergency	Supporting Factors
(a)	Floods / Flash Floods	Minimum 50% losses to sources of livelihood e.g. standing crops damage, livestock loss, other small livelihood sources duly supported by statistical data endorsed by Livestock, Food and Agriculture Department.	Political and civil society demand viz a viz ground realities/ environment.
		Loss of human lives.	
		Severe damage to Public Infrastructure.	
(b)	Cyclone/ Tsunami	Minimum 50% losses to sources of livelihood duly supported by statistical data endorsed by Livestock, Food and Agriculture Department.	-do-
		Destruction of fishing boats, nets and other fishing accessories.	
		Destruction of standing crops.	
		Loss of livestock.	
		Loss of human lives.	
		Severe damage to Public Infrastructure.	
(c)	Drought	Crop Fodder/failure, Livestock losses, duly supported by statistical data endorsed by Livestock, Food, Agriculture and Fisheries Department.	-do-
		Loss of human lives.	
		Human/ livestock migration.	
(d)	Earthquake	Minimum 50% losses to sources of livelihood duly supported by statistical data endorsed by Livestock, Food, Agriculture and Fisheries Department.	-do-
		Loss of human lives.	
		Public Infrastructure damage.	
(e)	GLOF	Minimum 50% losses to sources of livelihood duly supported by statistical data endorsed by Livestock, Food, Agriculture and Fisheries Department.	-do-
		Standing crops/Fruit crops.	
		Loss of livestock.	
		Loss of storage food.	
		Damage to Public Infrastructure/ Communication etc.	
		Loss of human lives.	

(f)	Avalanches	Minimum 50% losses to sources of livelihood duly supported by statistical data endorsed by Livestock, Food, Agriculture Department.	Political and civil society demand viz a viz ground realities/ environment.
		Standing crop/Fruit crop.	
		Loss of livestock.	
		Loss of Property/human lives.	
		Damage to Public Infrastructure, Housing & Communication etc.	
		Loss of storage food.	
(g)	Heavy winds/ Storms	Loss of standing crops/ Fruit crops duly supported by statistical data endorsed by Livestock, Food, Agriculture and Fisheries Department.	-do-
(h)	Heat wave	Loss of human lives	-do-
		Loss of livestock.	
(i)	Man-made Disasters (Forest Fire, Aircraft/ Industrial/ Chemical/ Biological/ Nuclear Accident (s), and Oil Spill etc.	Minimum 50% losses to sources of livelihood duly supported by statistical data endorsed by Livestock, Food and Agriculture Department.	-do-
		Loss of human lives.	
		Loss of livestock.	
		Loss of storage food.	
		Damage to Public Infrastructure / Communication etc.	

(4) Decision about “waving off balance payment of loan instalments”, “rescheduling of loans instalments” or “grant of fresh loan to affected persons for rehabilitation” will be taken by respective Governments for their provinces/regions while considering following factors:-

- (a) Financial effects and sustenance.
- (b) Cost benefit viz a viz impact on quick rehabilitation.
- (c) Implications with respect to setting a precedence of substantive nature.

i. **Combined Relief Package by Federal and Provincial Government.** There may be circumstances where Federal and Provincial Government share the

relief package. However, under such circumstances the minimum relief limits, as laid down in these Guidelines, will still form the threshold while the maximum limit may be fixed only as per the mutually agreed rate of ex-gratia assistance, at that time.

- j. The relief may be given for all or any one component as mentioned in Para-3. d (1-4) above of these Guidelines.
- k. Provided further that decision to implement these Guidelines shall rest at the discretion of the Federal Government/Prime Minister.
- l. These Guidelines shall be reviewed biannually or under exceptional circumstances in order to take account of changes required, depending upon the experiences gained and to cater for future/emergent needs.
- m. **Minimum Rate of Ex-gratia Assistance.** The amount of ex-gratia assistance payable for death, injuries/loss of limb, damaged property and source(s) of livelihood etc. shall be as per **Annexure-IX**. These rates define only a minimum threshold and provinces/AJ&K and GB can exercise respective discretion to enhance the ex-gratia assistance rates according to the scale of the disaster/calamity and financial resources at their disposal. However, caution must be exercised to ensure that it does not set a precedence which is unsustainable in future.
- n. **Payment Mechanism.** The Paying Authority can exercise any of the following two options to make payment of ex-gratia assistance either through:-
 - (1) Electronic mode i.e. ATM/Debit Card or designated Cellular Company's cash outlets; or
 - (2) Manual payment like Bank Draft/Pay Order etc.
- o. **Registration/Enrollment of Affected persons.** In the advent of a disaster, PDMA/ FDMA/SDMA/GBDMA through respective DDMA shall establish Facilitation Centre in affected areas preferably at Tehsil/Sub Tehsil/Sub Division (for FATA and ICT) level to enroll and register the affected persons. Following measures will be undertaken for registration/ enrollment:-
 - (1) Computerized National Identity Card (CNIC)
 - (2) NADRA's mobile biometric system for people who have lost their CNIC.

- (3) Formulation of local SOP contingent to a situation, e.g. local Jirga, elders, Union Council representatives to authenticate registration/enrollment etc.

p. **Verification Mechanism.** In order to ensure genuineness of the ex-gratia assistance claims, PDMAs/ FDMA/ SDMA/ GBDMA/ ICT/ DDMA shall get the particulars of the claimant verified from National Database Registration Authority (NADRA) which will confirm the key information regarding deceased, next of kin (NOK) and head of household etc. with the PDMAs/ FDMA/ SDMA/ GBDMA/ ICT/ DDMA. The claim processing/ verifying authorities, required documents, procedure for submission of claims and field survey/third party verification etc. are mentioned below:-

(1) **Processing/Verifying and Approving Authorities.**

S.N.	Description	Processing/ Attesting Authorities	Verifying Authority	Approving Authority
(a)	Death (In Hospital) (Annexure-I)	<ul style="list-style-type: none"> • Death Certificate by Incharge Medical Officer (IMO)/Deputy/ Medical. Superintendent of Government/ Private Hospital. • Registered with NADRA. 	<ul style="list-style-type: none"> • Asstt. Commissioner*/ Asstt. Political Agent** 	District Coordination Officer (DCO)/ Deputy Commissioner/ Political Agent
(b)	Death (Out of Hospital) (Annexure-II)	<ul style="list-style-type: none"> • Secretary Union Council/ Sectional Elder of the concerned tribe/ sub tribe to certify the claim. • Registered with NADRA. 	<ul style="list-style-type: none"> • Asstt. Commissioner/ Asstt. Political Agent 	-do-
(c)	Substantial Injury (Annexure-III)	<ul style="list-style-type: none"> • Medical Certificate issued by Incharge Medical Officer (IMO) and endorsed by Medical Board (constituted by 	<ul style="list-style-type: none"> • Asstt. Commissioner/ Asstt. Political Agent. 	-do-

		<p>Medical Superintendent) at Tehsil/ Taluka/ Sub Division Headquarter Hospital or Medical Superintendent at District/ Agency Headquarter Hospital.</p> <ul style="list-style-type: none"> • Registered with NADRA. 		
(d)	Grievous Injury (Annexure-IV)	<ul style="list-style-type: none"> • Medical Board constituted by Tehsil/ Taluka/ Headquarter Hospital/ District/Agency Headquarter Hospital. • Registered with NADRA. 	<ul style="list-style-type: none"> • Asstt. Commissioner/ Asstt. Political Agent 	District Coordination Officer (DCO)/ Deputy Commissioner/ Political Agent
(e)	Damaged Building (Annexure-V)	<ul style="list-style-type: none"> • Certified by Secretary of concerned Union Council/ Sectional Elder of the concerned tribe/ sub tribe. 	<ul style="list-style-type: none"> • Local Revenue Department. • Representative of C&W Deptt. • Law Enforcement Agencies (LEAs)/ Para Military/ Armed forces • Countersigned by Asstt. Commissioner/ DDMO/ Asstt. Political Agent. 	-do-
(f)	Loss of Livestock (Annexure-VI)	<ul style="list-style-type: none"> • Certified by the Secretary of concerned Union Council/ Sectional Elder of the concerned tribe/ sub tribe. 	<ul style="list-style-type: none"> • Local Livestock Deptt. • Countersigned by Asstt. Commissioner/ DDMO/ Asstt. Political Agent. 	-do-

(g)	Loss of Crops/ Fruit Tree/ Trees of Commercial Value/ Orchards (All Kinds) (Annexure-VII)	<ul style="list-style-type: none"> • Certified by the Secretary of concerned Union Council/ Sectional Elder of the concerned tribe/ sub tribe. 	<ul style="list-style-type: none"> • Local Agriculture Department • Countersigned by Asstt. Commissioner/ DDMO/ Asstt. Political Agent 	District Coordination Officer (DCO)/ Deputy Commissioner/ Political Agent
(h)	Loss/ Damage of Commercial vehicles/ Fishing /Passenger/ cargo Boats/ Trawler/ Streamer (Annexure-VIII)	<ul style="list-style-type: none"> • Certified by the Secretary of concerned Union Council/ Sectional Elder of the concerned tribe/sub tribe • Examined by the local Motor Vehicle Examiner/ concerned Port Officer. 	<ul style="list-style-type: none"> • Excise and Taxation Department • Countersigned by Asstt. Commissioner/ DDMO/ Asstt. Political Agent 	-do-
* For Settled Areas ** For FATA				

(2) Documents Required with Application Form for Claim

S.N	Description	Required Documents
(a)	Death (In Hospital)	<ul style="list-style-type: none"> a. Attested copy of CNIC of the deceased (if available) or Form “B” in case deceased is a minor. b. Attested copy of CNIC of the Next of Kin/Legal heir(s). c. Attested copy of Death Certificate issued by the Incharge Medical Officer (IMO)/ Medical Superintendent of Govt. / Private Hospital.
(b)	Death (Out of Hospital)	<ul style="list-style-type: none"> a. Attested copy of CNIC of the deceased (if available) or Form “B” in case deceased is a minor. b. Attested copy of CNIC of the Next of Kin/Legal heir(s). c. Attested copy of Death Certificate issued by Union Council/Local administration/NADRA.
(c)	Substantial Injury	<ul style="list-style-type: none"> a. Attested copy of CNIC of the Injured or Form “B” in case injured is a minor. b. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case injured is a minor.

		c. Original Medical Certificate indicating category of injury (Substantial/Grievous) issued by Medical Superintendent and endorsed by Medical Board (constituted by Medical Superintendent), Tehsil/ Taluka*/Sub Division** Headquarter Hospital or Medical Superintendent of District/Agency Headquarter Hospital.
(d)	Loss of Limb(s) / Disability	<p>a. Attested copy of CNIC of the disabled or Form “B” in case disabled is minor.</p> <p>b. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case disabled is a minor.</p> <p>c. Original Medical Certificate of disability or loss of limb(s) issued by Medical Board constituted by Tehsil/ Taluka/ Sub Division Headquarter Hospital /District/Agency Headquarter Hospital duly registered with NADRA.</p>
(e)	Damaged Building	<p>a. Attested copy of CNIC of the owner or Form “B” in case owner is minor.</p> <p>b. Attested copy of CNIC of the Next of Kin/Legal heir(s), if owner/affected person is a minor.</p> <p>c. Certified copy of ownership documents i.e. Registered Sale Deed/Allotment Letter/Fard/ Intiqal etc.</p> <p>d. Attested copy of General Power of Attorney duly registered with a court of competent jurisdiction.</p> <p>e. In areas where Revenue record of ownership documents does not exist, Secretary of concerned Union Council/Sectional Elder of the concerned tribe/ sub tribe/Lambardar can verify the claim duly endorsed/ countersigned by Asstt. Commissioner/ DDMO/ Asstt. Political Agent.</p>
(f)	Loss of Livestock	<p>a. Attested copy of CNIC of the owner or Form “B” in case owner is minor.</p> <p>b. Attested copy of CNIC of the Next of Kin/Legal heir(s), if owner/affected person is a minor.</p> <p>c. Certificate issued by Secretary of concerned Union Council indicating number of animals/birds lost in disaster duly verified by Local Livestock Department.</p>

(g)	Loss of Crops / Fruit Tree/ Trees of Commercial Value / Orchards (All Kinds)	<p>a. Attested copy of CNIC of the owner or Form “B” in case owner is minor.</p> <p>b. Attested copy of CNIC of the Next of Kin/Legal heir(s), if owner/affected person is a minor.</p> <p>c. Certified copy of ownership documents i.e. Registered Sale Deed/ Allotment Letter/ Fard/ Intiqal of the agricultural land.</p> <p>d. Certificate issued by Secretary of concerned Union Council indicating kind of crop/fruit tree / tree of commercial value or orchard damaged / lost (in Acres/Nos) due to disaster duly verified by Local Agriculture Department.</p>
(h)	Loss/ Damage of Commercial Vehicles/ Fishing/ Passenger/ Cargo Boats/ Trawler/ Streamer	<p>a. Attested copy of CNIC of the owner.</p> <p>b. Certified copy of ownership documents i.e. Registration Book/Rout Permit etc.</p> <p>c. Original Certificate of damage issued by Local Motor Vehicle Examiner/concerned Port Officer, Fisheries Department duly verified by Excise and Taxation Department.</p>
*For Sindh, **For FATA		

- (3) **Procedure for Submission of Claims.** The disaster affected person will get him/her registered at the Facilitation Centre established by DDMA/local administration. The affected person will prefer his/her claim on the prescribed/relevant application proforma (**Annexure- I to VIII**) complete in all respect alongwith requisite documents to the concerned authorities within the stipulated time frame. The Facilitation Centre will issue an acknowledgement receipt indicating registration number which will be used by all departments as a Reference Number in future till payment of ex-gratia assistance
- (4) **Field Survey/Third Party Verification.** If deemed appropriate, the Federal Government may order third party re-validation/ re-verification.

q. **Role and Responsibilities of Stakeholders.** The major stakeholders involved in implementation of these Guidelines at different levels and their main roles and responsibilities shall be as follows:

(1) **National Disaster Management Commission.** Approval and review of overall Disaster Management Policies including Minimum ex-gratia assistance Guidelines.

(2) **Ministry of Finance.** Shall allocate the Federal share of funds, approved by the Competent Authority to the Provinces, AJ&K, GB, FATA and ICT for payment of ex-gratia assistance to the persons affected by the natural and man-made disasters, wherever applicable.

(3) **National Disaster Management Authority (NDMA)**

National Disaster Management Authority (NDMA) shall:-

(a) Act as the apex body to oversee implementation of these Guidelines in collaboration with federal and provincial/regional governments.

(b) Ensure overall coordination with PDMAs/SDMA/GBDMA/FDMA/ICT for implementation, monitoring and review of these Guidelines as and when required.

(c) Monitor and if possible facilitate flow of funds from Federal Ministry of Finance and donors to the Provincial / AJ&K/ GB Governments, FATA Secretariat & ICT Administration.

(d) To ensure direct disbursement of funds as per decisions of the National Disaster Management Commission (NDMC)/ Prime Minister's directive.

(e) Monitor overall ex-gratia assistance activity during and after disaster including follow up of grievances of affected persons, if any.

(4) **PDMAs/SDMA/GBDMA/FDMA/ICT**

PDMAs/ SDMA/GBDMA/FDMA/ICT shall:-

(a) Be the focal organization in their respective provinces/regions for implementation of these Guidelines.

(b) Coordinate with concerned Federal/Provincial Government line Departments, NADRA, and other stakeholders for provision of

ex-gratia assistance to the affected persons through DDMA/District Administration.

- (c) Supervise and monitor the implementation of these Guidelines.
- (d) Be responsible to ensure transparency and accountability at every stage of execution/ implementation of these Guidelines.
- (e) Prepare and execute communication and public information campaigns for implementation of these Guidelines in coordination and collaboration with DDMA.
- (f) Issue necessary instruction to the DDMA/District Authorities under their jurisdictions for implementation of these Guidelines.
- (g) Monitor overall ex-gratia assistance activity during and after disaster including follow up of grievances, if any, of affected persons with DDMA.
- (h) Formulate, update and review relevant SoPs at Provincial level for implementation of these Guidelines, if so required.
- (i) Carry out verification of claims of affected persons through ground survey and scrutiny/ verification of documents.

(5) **Office of Deputy Commissioners/DCOs/Political Agents/ DDMA**


Office of respective Deputy Commissioners/DCOs/Political Agents and DDMA shall:-

- (a) Set up Facilitation Centers for registration/enrolment of disaster affected persons, or
- (b) Provide site(s) for Facilitation Centers/Payment Counters to NADRA and ensure provision of logistic support and proper security arrangement for the staff.
- (c) Mobilize the beneficiaries to get them registered at designated Facilitation Centers systematically in coordination with NADRA.
- (d) Receive, scrutinize and verify initial claims (**as per standard format given in Annexure-I to VIII**) preferred by the affected persons.
- (e) Forward the scrutinized/verified particulars of affected persons/beneficiaries to NADRA for verification through Biometric/Automatic Fingerprints Identification System (AFIS).

- (f) Coordinate with NADRA, PDMA and Provincial Governments for smooth implementation of these Guidelines.
 - (g) Make institutional arrangements for receipt of grievances and devise mechanism for their redressal.
 - (h) Monitor the whole process of payment of ex-gratia assistance to the affected persons and ensure regular submission of daily progress report on implementation of these Guidelines to the respective Provincial Government/ PDMA.
- (6) **NADRA.** NADRA shall provide technical support, when required, to NDMA or respective Provincial Governments/AJ&K/GB/ FATA/ICT for cash transfer to affected person in a transparent and most efficient manner through Cellular Companies or ATM/Debit Cards.
- (7) **Affected Persons/Beneficiaries.** Affected Persons/ Beneficiaries shall:-
- (a) Receive ex-gratia assistance as per admissibility by fulfilling all prerequisites as defined in these Guidelines.
 - (b) Lodge genuine complaint to District Administration/ respective PDMA/ SDMA/ GBDMA/ FDMA/ICT or NDMA if aggrieved well in time, with justified evidence.
- r. **Punishment for False Claims.** All false claims/reports shall be dealt in accordance with Chapter X, Section 34 of the National Disaster Management Act, 2010 which reads “Whoever knowingly makes a claim which he knows or has reason to believe to be false for obtaining any relief or assistance for repair, reconstruction or other benefits consequent to disaster from any officer of the Federal Government, Provincial Government, National Authority, Provincial Authority or District Authority, shall be punishable with imprisonment for a term which may extend to two years or with fine or with both”. The provisions of above section will be invoked as under:-
- (1) All concerned officials/authorities involved in processing of claims, verification and scrutiny will be reminded of the given section of NDM Act, 2010 in writing through an official letter to sensitize them about Government’s direction.
 - (2) Wide circulation will be made through public service messages on print media, TV, Radio, field verification teams, SMS and charts

displayed at claim processing centers to make general public aware about consequences of false claims and cause deterrence.

- (3) The Police Authorities at highest as well as lowest level (Police Station) will also be informed about invoking provisions of above section to register the cases of fraud under relevant provision of Pakistan Penal Code.
- s. **Submission of Progress Reports.** Provincial/ Regional Disaster Management Authorities are required to regularly furnish status reports with regards to progress on payment of ex-gratia assistance to the affected persons as well as legal heirs of the deceased to NDMA once a day, by 1000 hours daily, as per standard format as given in **Annexure-X to XV.**
- t. These Guidelines will be placed before the National disaster Management Commission (NDMA) for ratification during its next meeting as and when convened.



Brig
Mukhtar Ahmed
Member (Operations), NDMA
Ph. 051-9214295
Fax. 051-9205086

Distribution (All Concerned)



Annexure-I (Reference Para 3 p (3))

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

**EX-GRATIA ASSISTANCE PROFORMA-I
APPLICATION FORM - DEATH IN HOSPITAL**

S. No.	Name of Deceased	Father/Husband Name	CNIC No.	Address	Name of Next of Kin/Legal heir(s)	Father/Husband Name	CNIC No.	Relation with deceased	Address

Documents to be attached:-

1. Attested copy of CNIC of the deceased (if available) or Form "B" in case deceased is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s)
3. Attested copy of Death Certificate issued by the Incharge Medical Officer (IMO)/Medical Superintendent of Govt./Private Hospital

Signature/Thumb impression of Next of Kin/Legal heir(s) _____ Dated: _____

Verified by: _____ Attested by: _____
Asstt. Commissioner/Asstt. Political Agent (Signature with official stamp) Asstt. Director, NADRA (Signature with official stamp)

Approved by: _____
District Coordination Officer/Dy. Commissioner/Political Agent (Signature with official stamp)

Annexure-II (Reference Para 3 p (3))
 Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

EX-GRATIA ASSISTANCE PROFORMA-2
APPLICATION FORM - DEATH OUTSIDE HOSPITAL

S. No.	Name of Deceased	Father/Husband Name	CNIC No.	Address	Name of Next of Kin/ Legal heir(s)	Father/ Husband Name	CNIC No.	Relation with deceased	Address

Documents to be attached:-

1. Attested copy of CNIC of the deceased (if available) or Form "B" in case deceased is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s)
3. Attested copy of Death Certificate issued by Union Council/Local administration/NADRA.

Signature/Thumb impression of Next of Kin/Legal heir(s) _____ **Dated:** _____

Certified by : _____ **Attested by:** _____
 Secretary Union Council/Sectional elder of the concerned tribe/sub tribe (Signature with official stamp) Asstt. Director, NADRA (Signature with official stamp)

Verified by: Assistant Commissioner/Assistant Political Agent _____ (Signature with official stamp)

Approved by: _____
 District Coordination Officer/Dy. Commissioner/Political Agent (Signature with official stamp)

Annexure-III (Reference Para 3 p (3))
Guidelines for Minimum Ex-Gratia Assistance to the
persons affected by natural and man-made disasters

Registration No. _____

EX-GRATIA ASSISTANCE PROFORMA-3
APPLICATION FORM - SUBSTANTIAL INJURY

S. No.	Name of Injured	Father/Husband Name	CNIC No.	Address	Category of injury

Documents to be attached:-

1. Attested copy of CNIC of the Injured or Form "B" in case injured is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case injured is a minor.
3. Original Medical Certificate indicating category of injury (Substantial) issued by Medical Superintendent and endorsed by Medical Board (constituted by Medical Superintendent), Tehsil/Taluka/Sub Division, Headquarter Hospital or Medical Superintendent of District/Agency Headquarter Hospital.
4. **Signature/Thumb impression of Applicant** _____ **Or** _____
5. **Signature/Thumb impression of Next of Kin/Legal heir(s) (if injured is a minor):** _____ **Dated:** _____

Attested By: _____

Asstt. Director, NADRA
(Signature with official stamp)

Verified by: _____

Assistant Commissioner / Assistant Political Agent
(Signature with official stamp)

Approved by: _____

District Coordination Officer/Dy. Commissioner/Political Agent
(Signature with official stamp)

Annexure-IV (Reference Para 3 p (3))

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

**EX-GRATIA ASSISTANCE PROFORMA-4
APPLICATION FORM - GREVIOUS INJURY (DISABILITY)/LOSS OF LIMB(S)**

S. No.	Name of Disabled	Father/Husband Name	CNIC No.	Address	Nature of disability/ loss of limb(s)

Documents to be attached:-

1. Attested copy of CNIC of the disabled or Form "B" in case disabled is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case disabled is a minor.
3. Original Medical Certificate of disability or loss of limb(s) issued by Medical Board constituted by Medical Superintendent of Tehsil/Taluka/Sub Division Headquarter Hospital or Medical Superintendent of District/Agency Headquarter Hospital and registered with NADRA.

Signature/Thumb impression of Applicant _____ **Or**

Signature/Thumb impression of Next of Kin/Legal heir(s) (if disabled is a minor): _____ **Dated:** _____

Attested By: _____

Asstt. Director, NADRA)
(Signature with official stamp)

Verified by: _____

Assistant Commissioner/Assistant Political Agent
(Signature with official stamp)

Approved by: _____

District Coordination Officer/Dy. Commissioner/Political Agent
(Signature with official stamp)



Annexure-V (Reference Para 3 p (3))

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

**EX-GRATIA ASSISTANCE PROFORMA-5
APPLICATION FORM - DAMAGED HOUSE/SHOP(S)**

S. No.	Name of owner	Father/Husband Name	CNIC No.	Address	Covered Area (in Sq. Yards)	Category of damage	
						Fully	Partially

Documents to be attached:-

1. Attested Copy of CNIC of the owner or Form "B" in case owner is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case owner is a minor.
3. Certified copy of ownership documents i.e. Registered Sale Deed/Allotment Letter/Fard/Intiqal etc.
4. Attested copy of General Power of Attorney duly registered with a court of competent jurisdiction.

Signature/Thumb impression of Owner/Applicant _____ **Or Signature/Thumb impression of General Attorney designated as such by Owner/Applicant through a Court of competent Jurisdiction** _____ **Dated:** _____

Certified by: _____
Secretary of concerned Union Council/
Sectional Elder of the tribe/sub-tribe.
(Signature with official stamp)

Verified by: _____
Local Revenue Department
(Signature with official stamp)

Technical Expert
of C&W Deptt.: _____
(Signature with official stamp)

Rep. of Law Enforcement
Agencies (LEAs)/Para Military
/Armed Forces: _____
(Signature with official stamp)

Countersigned by: _____
Asstt. Commissioner/Assistant Political Agent
(Signature with official stamp)

Approved by: _____
District Coordination Officer/Dy. Commissioner/Political Agent
(Signature with official stamp)

Annexure-VI (Reference Para 3 p (3))
Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

EX-GRATIA ASSISTANCE PROFORMA-6
APPLICATION FORM - LOSS OF LIVESTOCK

S. No.	Name	Father/Husband Name	CNIC No.	Address	Kind of Animal/Birds lost	Number of Animals/Birds Lost

Documents to be attached:-

1. Attested copy of CNIC of the owner or Form "B" in case owner is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case owner is a minor.
3. Certificate issued by Secretary of concerned Union Council indicating number of animal/ birds lost in disaster duly countersigned by Local Livestock Department.

Signature/Thumb impression of Owner/Applicant _____ **Dated:** _____

Certified by: _____ **Verified by:** _____
Secretary of concerned Union Council/ Sectional Elder of the tribe/sub-tribe. Local Livestock Department.
(Signature with official stamp) (Signature with official stamp)

Countersigned by: _____ **Asstt. Commissioner/Assistant Political Agent**
(Signature with official stamp) (Signature with official stamp)

Approved by: _____ **District Coordination Officer/Dy.Commissioner/Political Agent**
(Signature with official stamp) (Signature with official stamp)

Annexure-VII (Reference Para 3 p 3)
Guidelines for Minimum Ex-Gratia Assistance to the
persons affected by natural and man-made disasters

Registration No. _____

EX-GRATIA ASSISTANCE PROFORMA-7
APPLICATION FORM - LOSS OF CROPS/FRUIT TREES/ TREES OF COMMERCIAL VALUE / ORCHARDS (ALL KINDS)

S. No.	Name	Father/Husband Name	CNIC No.	Address	Kind of Damaged / lost Crop/ Fruit Tree / Trees of Commercial Value / Orchards (All Kinds)	Loss / Damaged (In Acres/Nos.)

Documents to be attached:-

1. Attested copy of CNIC of the owner or Form "B" in case owner is a minor.
2. Attested copy of CNIC of the Next of Kin/Legal heir(s), in case owner is a minor.
3. Certified copy of ownership documents i.e. Registered Sale Deed/Allotment Letter/Fard/Intiqal of the agricultural land.
4. Certificate issued by Secretary of concerned Union Council indicating kind of Crop/Fruit tree/Trees of Commercial Value / Orchards (All Kinds) damaged/lost (in Acres/Nos.) due to disaster duly countersigned by Local Agriculture Department.

Signature/Thumb impression of Owner/Applicant _____ Dated: _____

Certified by: _____ Verified by: _____
Secretary of concerned Union Council/Sectional Elder of the tribe/sub-tribe. (Signature with official stamp) Local Agriculture Department. (Signature with official stamp)

Countersigned by: _____
Asstt. Commissioner/Assistant Political Agent (Signature with official stamp)

Approved by: _____
District Coordination Officer/Dy. Commissioner/Political Agent (Signature with official stamp)

Annexure-VIII (Reference Para 3 p (3))

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

Registration No. _____

EX-GRATIA ASSISTANCE PROFORMA-8
APPLICATION FORM - LOSS/DAMAGE OF COMMERCIAL VEHICLES/FISHING/PASSENGER/CARGO BOATS/TRAWLER/STEAMER

S. No.	Name	Father/ Husband Name	CNIC No.	Address	Kind of Vehicle/ Fishing/Passenger/ Cargo Boat/ Trawler/Steamer	Registration No.	Model	Nature of Damage	
								Repairable	Irreparable

Documents to be attached:-

1. Attested copy of CNIC of the owner.
2. Certified copy of ownership documents i.e. Registration Book/Rout Permit etc.
3. Original Certificate of damage issued by Local Motor Vehicle Examiner/concerned Port Officer dully verified by Excise and Taxation Department.

Signature/Thumb impression of Owner/Applicant _____ **Dated:** _____

Certified by: _____ Examined by: _____
 Secretary of concerned Union Council/Sectional
 Elder of the tribe/sub-tribe.
 (Signature with official stamp) Local Motor Vehicle Examiner/Concerned Port Officer
 (Signature with official stamp)

Verified by: _____ Countersigned by: _____
 Local Excise & Taxation Deptt.
 (Signature with official stamp) Asstt. Commissioner/Asstt. Political Agent
 (Signature with official stamp)

Approved By: _____
 District Coordination Officer/Dy. Commissioner/Political Agent
 (Signature with official stamp)

Annexure-IX (Reference Para 3 m)
Guidelines for Minimum Ex-Gratia Assistance to the
persons affected by natural and man-made disasters

**Proposed Minimum Cash Ex-Gratia Assistance for the Persons Affected
by Natural and Man-Made Disasters**

S. No.	CATEGORY	AMOUNT (PAK. Rs)		
1.	Personal			
	Death (Due to Natural/Man-Made Disasters)	300,000		
	Substantial/Grievous Injury (Loss of Limb(s) / Disability)			
	i.	Substantial Injury	50,000	
	ii.	Grievous Injury (Loss of Limb(s) / Disability)		
		a. Loss of one Limb (Hand/Arm/Eye/Ear/Leg)	75,000	
		b. Loss of more than one Limb	100,000	
	iii.	Permanent Disability	100,000	
2.	Damaged Houses			
	Category	Fully Damaged	Partially Damaged	
	i.	Pacca House	100,000	50,000
	ii.	Kacha House	50,000	25,000
3.	Sources of Livelihood			
	a.	Shop/Business outlet (Pacca)	Minimum	Maximum
		i. Fully Damaged	50,000	200,000
		ii. Partially Damaged	25,000	100,000
	b.	Shop/Business outlet (Kacha)	Minimum	Maximum
		i. Fully Damaged	25,000	100,000
		ii. Partially Damaged	12,500	50,000
	The amount of Ex-gratia Assistance shall be distributed on 50:50 ratio basis between owner and the tenant, if shop is rented out.			
	c.	Agricultural land (Erosion due to sea intrusion/landslide/avalanche or washed away due to flash floods/river diversion etc.	10,000 per acre	
	d.	Livestock		
		i. Goat/Sheep	5,000 per animal maximum 20,000 per family	
		ii. Cow/Ox, Buffalo, Yak, Mule, Horse, Camel, Donkey	10,000 per animal maximum 40,000 per person	
		iii. Poultry/Chicken	50 per bird maximum 40,000 per Poultry farm	
	e.	Crops (all kinds*)	5,000 per acre maximum 50,000 per family	
	f.	Fruit trees/ Trees of commercial value/Orchards (all kinds)	400 per tree ,maximum 40,000 per family	
	g.	Fully damaged commercial Vehicles:		
	i. Car, Van, Pick Up, Jeep and Tractor	200,000		
	ii. Bus, Mini Truck, Truck, Fishing/Passenger/Cargo Boat/Trawler, Steamer,	500,000		
* Includes Wheat, Rice, Maize, Sugarcane, Cotton, Tobacco, Vegetables, Barley, Pulses etc.				

Annexure-X (Reference Para 3 s)
 Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance - Death

S. No.	Districts/Agency	Deaths				Verified	Paid	Balance
		Male	Female	Child	Total			
	Grand Total							



Annexure-XI (Reference Para 3 s)

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance – Injured

S. No.	Districts/Agency	Reported	Eligible for Ex-gratia Assistance				Non-Eligible	Paid		Balance	Progress % out of Verified
			Serious	Major	Minor	Total		Serious	Major		
	Grand Total										

Annexure-XII (i) (Reference Para 3 s)

Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance – House/Shop Damaged (Pacca)

S. No.	Districts /Agency	Initially Reported			Rejected			Under Scrutiny			Paid (Out of Scrutinized)					
		F.D*	P.D**	Total	F.D*	P.D**	Total	F.D*	P.D**	Total	F.D*	P.D**	Total			
	Grand Total															

*Fully Damaged

**Partially Damaged

Annexure-XII (ii) (Reference Para 3 s)
Guidelines for Minimum Ex-Gratia Assistance to the
persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance – House/Shop Damaged (Kacha)

S. No.	Districts /Agency	Initially Reported			Scrutinized			Rejected	Under Scrutiny			Paid (Out of Scrutinized)					
		F.D*	P.D**	Total	F.D*	P.D**	Total		F.D*	P.D**	Total	F.D*	P.D**	Total			
	Grand Total																

*Fully Damaged
**Partially Damaged

Annexure-XIII (Reference Para-3 s)
 Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance - Loss of Livestock

S. No.	Districts / Agency	Initially Reported	Eligible	Rejected	Under Scrutiny	Paid (Out of Scrutinized)	Balance
	Grand Total						

*Fully Damaged
 **Partially Damaged

Annexure-XIV (Reference Para 3 s)
Guidelines for Minimum Ex-Gratia Assistance to the
persons affected by natural and man-made disasters

District/Agency-Wise Payment Status Report of Ex-Gratia Assistance - Loss of Crops/Trees/Orchards

S. No.	Districts / Agency	Initially Reported	Eligible	Rejected	Under Scrutiny	Paid (Out of Scrutinized)	Balance
	Grand Total						

Annexure-XV (Reference Para 3 s)
 Guidelines for Minimum Ex-Gratia Assistance to the persons affected by natural and man-made disasters

**District/Agency-wise Payment Status Report of Ex-Gratia Assistance – Loss/Damaged Commercial Vehicles/
 Fishing/Passenger/Cargo Boat/Trawler/Steamer,**

S. No.	Districts / Agency	Initially Reported	Eligible	Rejected	Under Scrutiny	Paid (Out of Scrutinized)	Balance
	Grand Total						

