



STRATEGIC PLAN

NATIONAL VOLUNTEER FORUM (NVF)



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ACRONYMS

AI	Artificial Intelligence
AIDS	Acquired Immune Deficiency Syndrome
AJ&K	Azad Jammu and Kashmir
AKAH	Aga Khan Agency for Habitat
BDRT	Branch Disaster Response Team
BBC	BISP Beneficiaries Commission
BISP	Benazir Income Support Program
BoDs	Board of Directors
CAURP	Communities and Authorities United for Resilience in Pakistan
CBDR	Community-Based Disaster Risk Management
CERT	Community Emergency Response Team
CRS	Corporate Social Responsibility
CSO	Civil Society Organizations
DDMU	District Disaster Management Unit
DDRT	District Disaster Response Team
DRR	Disaster Risk Reduction
DVF	District Volunteer Forum
EMTs	Emergency Management Teams
EOPC	Emergency Operations Centre
EOP	Emergency Operations Plan
ERC	Emergency Response Centre
EWS	Early Warning System
GB	Gilgit Baltistan
GIS	Geo-Information System
HEC	Higher Education Commission
HIV	Human Immunodeficiency Virus
HMRP	Humanitarian Mission Ready Packages
HQAV	Highly Qualified Affiliated Volunteer
HRDN	Human Resource Development Network
ICT	Information and Communication Technology
INGO	International Non-Governmental Organization
IRP	Islamic Relief Pakistan
MoU	Memorandum of Understanding
NCHD	National Commission for Human Development
NDMA	National Disaster Management Authority
NDRT	National Disaster Response Team
NEMA	National Emergency Management Authorities

NGO	Non-Governmental Organization
NHEPRN	National Health Emergency Preparedness and Response Network
NHSR&C	National Health Services Regulations and Coordination
NHN	National Humanitarian Network
NVF	National Volunteer Forum
NVM	National Volunteer Movement
PHF	Pakistan Humanitarian Forum
PVF	Provincial Volunteer Forum
NIDM	National Institute of Disaster Management
RCM	Red Cross Movement
PHEC	Provincial Education Commission
PHF	Pakistan Humanitarian Forum
PRCS	Pakistan Red Crescent Society
RSPN	Rural Support Program Network
PVF	Provincial Volunteer Forum
READ	Rural Education and Development
SBDRM	School Based Disasters Risk Management
SCA	Student Community Action
SFDRR	Sendai Framework for Disaster Risk Reduction
SOP	Standard Operating Procedure
SUV	Spontaneous Unaffiliated Volunteer
TOR	Terms of Reference
UAE	United Arab Emirate
UK	United Kingdom
UNDP	United Nations Development Program
UNV	United Nations Volunteer
USA	United States of America
UVF	University Volunteer Forum
VMS	Volunteers Management System
VSO	Volunteer Service Overseas
WFH	Work from Home
WFP	World Food Program
WSR	World Student Relief
YMCA	Young Men Christian Association

EXECUTIVE SUMMARY

The incidence and extent of disasters have been substantially increased over the period of time. The canvas of traditional resilience system and coping mechanisms needs to be expanded and strengthened. NDMA has always been in the forefront to handle such disasters. It has continuously been tendering alerts on flood, drought, earthquake, and weather including recently emerging challenges associated to coronavirus and locust. It needs further collaborators and facilitators for addressing disasters in an inclusive fashion.

The volunteering services are going to be popular all over the world for enhancing the resilience of communities against the onslaught of disasters. Under NDMA, a well coordinated volunteering system may be designed to respond humanitarian challenges. This primary data based analysis actually documents the need and operational structure of National Volunteering Forum (NVF) which is to be initiated and governed under the auspices of NDMA and with the technical and financial facilitation of IRP.

Volunteering was initially meant for "offering oneself for military service". Twentieth century witnessed the voluntary activities of Red Cross Movement, Rotary Club and Lions Club. University students also played a pivotal part in volunteering work. Gradually, on the policy agenda, the subject matter of volunteering got recognition. This was followed by government investments in that sector.

National Volunteer Network was established in Pakistan under the auspices of PM office. Subsequently, a Volunteer Movement was run jointly by Civil Defense and Interior Ministry. Later, it was proposed to transfer the services of NVM to NDMA but it could not be materialized. Later, NDMA started the efforts in making Community Volunteer Brigades as Disaster Management Work Force.

Islamic Relief Pakistan in collaboration with VSO and NDMA has taken a very bold initiative of implementing a project by engaging the national, provincial institutions and civil society organizations for various kinds of volunteering work. The salient features of the project include establishment of NVF, reviewing of DRR plans at Peshawar, Quetta, and Rawalpindi/Islamabad, Community Based Disasters Risk Management (CBDRM), and Campaign on climate change.

It was proposed to establish NVF with the consultation of NDMA, PDMA, SDMA/GBDMA, DDMU/A's and Rescue 1122 including other relevant departments. So, national and provincial consultation workshops were conducted in Islamabad/Rawalpindi, Mirpur, AJ&K, Gilgit, GB, Quetta, Baluchistan and Peshawar, KPK. The purpose was to examine the experience of development services organizations involved in volunteering and thus discuss the possibility of formation of NVF through values-based and rights-based approaches.

A participatory approach was adopted during the consultation workshops in order to stimulate the interaction process among the stakeholders. All participants were asked to fill an open-ended questionnaire with a purpose to gather their practices on volunteerism at organizational level. The responses so obtained proved quite valuable in defining TORs of NVF and developing a strategic framework for volunteerism in Pakistan.

The idea of NVF was appreciated by majority of the potential stakeholders that it should be operated under NDMA with the technical and financial facilitation of IRP. A few well established organizations are also practicing volunteering the best practices of whom may be replicated in NVF with some modifications. Modalities and SOPs may be prepared regarding sharing of data and other relevant information.

It was unanimously agreed upon that government departments, NGOs, education and health departments, local communities, professionals, civil societies, and youth organizations shall be a part of the proposed NVF. It shall provide facilitation, logistics, protection, networking, acknowledgement, capacity building, and life insurance for individual while funds and support for small projects to organizations. There was a good vote in favour of gender inclusive approach.

In Pakistan, there is no such formal forum that is designated only for volunteers. There is dire need of such a forum through which volunteers should be registered and acknowledged for the societal cause. NVF should work all across the country from provinces to districts and then at union council levels. The focus should be more on our youth through volunteerism. This can help them not to waste their time in useless pursuits.

It has been noted that all the existing organizations have been working in isolation and within their own domains. NVF may assign a volunteer ID number to every member and partner organizations who can be incentivized for their food, time and mobility cost for retaining them in the forum for a long time. Funds may also be allocated to train the volunteers. The offer of awards and certificates may also be put in place for best services to be judged on performance.

For registering volunteers in NVF, the best way is to develop a website for online registration both of national and international candidates. A network at school, college, university levels may also be established. Educational institutions may come forward to establish their own volunteering groups to be associated and collaborated with NVF. Volunteering internship programmes may also be incorporated in the curriculum.

NVF would work with a broad vision of strengthening the ability of vulnerable and marginalized segments of young population in the realm of disaster management. Generating spiritual capital along with social capital may be the hall mark of its strategic planning. This aims at initiating social accountability at system and community level so as to ensure government policies for adopting a more inclusive approach. The core goal is to make Pakistan a proud nation.

Keeping the cross cutting questions in view, strategic objectives cover four areas including financial, customer, operational, and people. Some specific objectives may be associated to registration plan, mobilization plan, operational plan, and governance plan. Winning immediate, concrete improvements in people's lives through volunteering initiatives should be the core strategic principle. A strong NVF should be formed by enactment of relevant laws and regulations by keeping IRP on board in technical affairs.

NVF can use goals, priorities, or initiatives interchangeably. Each goal should be specific and measurable. Action items may include plans that set specific actions that lead to implementing the goals of NVF. While executing the strategic plan, we should identify issues and challenges confronting the action. A great deal of commitment, money, resources, and time is required to support the successful execution of plan.

A comprehensive selection plan may be developed for making selection of various categories of volunteers on sustainable basis. Need based selection is considered as more important. We will have to define the nature and strength of volunteers keeping the disaster related activities into consideration. A full-fledged portal system of NVF is also being developed the preliminary framework of which has been prepared.

Potential sources of volunteers may be national and international non-governmental organizations along with civil society groups. Some of the public organs at federal and provincial levels may also be taken on board for sharing their interested candidates. Similarly, schools, colleges and universities may be contacted either formally or informally through a national campaign. Business community may also be taken on board by targeting chambers bodies working in many parts of the country.

The responsibilities of volunteers need to be defined as per nature of volunteering work in NVF. The likely responsibilities under various categories of work of registered members would be documented and shown in the portal of registered members against their names. Some international connections may also be established though quite carefully for gaining and sharing best tools of volunteering. Both the governance and structural plans has also been defined.

There would be a well designed mobilization plan for NVF. Keeping in view the huge potential of volunteering work among the youth in public and private universities; schools and colleges, we may follow age and gender segregation, education, discipline and skill wise separation for addressing the wide variety of volunteering needs at the outset of disasters. One-to-five formula for expansion of volunteers would continue for some time. Student Volunteering Week and International Volunteer Day may be commemorated every year for wider dissemination of volunteering services.

For NVF, we need to develop a consistent, effective and innovative approach to encourage communities into volunteering. Volunteering activities should be operated in a way that it is helpful in materializing the objective of poverty reduction and enhancing the resilience of rural communities against disasters and natural calamities. We should include the voluntarism in signature program of member and partner organizations under the special supervision of IRP. Sustainability of the programme may also be ensured.

In order to materialize the dream of true volunteerism for holistic management of disasters, we will have to develop an innovative approach to urge and encourage young generation of universities, professional colleges and civil societies into humanitarian services. Keeping the global pandemic of coronavirus, this is right time to activate the movement of volunteerism in the country under the experienced leadership of NDMA. A new wave of volunteering spirit may be promulgated by engaging women folk in humanitarian work.

Strategic Plan - National Volunteer Forum (NVF)

Introduction

The world has always been confronting the natural and man-made disasters which are to be handled through various ways and means. For any kind of disaster, there is always a unique counter mechanism both for resilience and its management. New kinds of life threatening disasters like that of coronavirus have shown their drastic appearance in the public life so suddenly and so acutely that the whole fabric of social and economic life has reached to the verge of high risk and pandemic domain. This calls for new strategies of resilience of the people and the communities. Some well established approaches of resilience mechanism and disaster management need to be plugged in the management system. There is dire need to search for unique kind of coping arrangements to minimize the risk of possible disasters.

Like other kinds of natural calamities, there are two ways of managing disasters. One is based on developing a resilience of people generally exposed to some diseases through the tools of precaution and prevention. Second is related to quarantine measures for curing the asymptomatic and symptomatic affecters to control the further spread of diseases carefully. For all such measures and for handling all types of disasters, besides any usual public services, volunteering work is the need of the hour. It has great potential and scope to add adequate value in the traditional coping mechanisms and thus minimize the financial burden on national exchequer. To this end, the purpose of this study is to find out the possibility of formalizing volunteering work in the very domain of resilience and disaster management in Pakistan.

Volunteering is quite a famous and well tested denominator in the horizon of development. The process of both social and economic development can smoothly be accelerated if it is rationally activated with a comprehensive strategy and workable action plan. Volunteering for development is meant to improve access to quality health and education services, in addition to developing livelihood opportunities for the most poor and vulnerable segments of the population. Volunteering become more important and highly demanded when communities are confronting the risk of disasters and diseases.

Volunteering services are also intended for enhancing the resilience of communities against the onslaught of any kind of disasters; either natural or man-made. The disasters may be in the form of pandemic. Besides direct benefits of volunteering work, there are indirect advantages in the form of value addition of volunteers that may subsequently stimulate development process somehow or the other in the due course of their professional life. There is always a huge difference of progress and performance in handling the disasters under with mobilization scenario of volunteerism and a scenario without any brigade of volunteers.

National Disaster Management Authority (NDMA) has always been in the forefront to handle natural and man-made disasters. With its well organized network all over the country, it not only takes care of all dimensions of disaster management but also constantly create awareness among masses about the Disaster Risk Reduction (DRR). This authority keeps on tendering alerts at the occasion of flood, drought, earthquake, and weather. Moreover, alerts of heat-wave, GLOF, infrastructure damages, and landslide come in its jurisdiction. Coronavirus alert and that of the flux of locust may be the new entries in the already exhausted list of disasters.

Certainly, there is a good profile of commendable record of success stories in the profile of NDMA. But for expanding nature of disasters appearing with more complexities and complications, a well coordinated volunteering system needs to be designed to respond humanitarian challenges and to reduce disaster risk along with its assessment in anticipation of its actual appearance.

In the light of these introducing narratives, "Communities and Authorities United for Resilience in Pakistan (CAURP)" is the seminal project being implemented by IRP in collaboration with VSO international and NDMA. This is by engaging the national, provincial institutions and civil society organizations to focus on building resilience of communities and authorities. With the technical and financial assistance of IRP, the efforts have been started to formalize the volunteering work in Pakistan. This process of formulation and functioning of NVF would continue for 3-5 years under the intellectual leadership of IRP along with the collaboration of other national stake holders and international players.

History of Volunteerism

History always matters a lot in taking lessons and defining the future road map for any organization. Same is the case with volunteerism being introduced in Pakistan and lugged in the disaster management system for better resilience patterns. This section is diverting our attentions towards world's best practices in the field of volunteerism. The historical patterns and practices are helping us in defining the comprehensive strategy and determining the layout for NVF. Wisdom is being generated how actively various volunteering practices make a breakthrough in disaster management and humanitarian activities.

Volunteering is a term that is derived from the French word *volontaire*. It is traced back to medieval times. The actual term of "volunteer" was first employed in the mid of eighteenth century for "offering oneself for military service". In 1736, Benjamin Franklin developed the first volunteer firehouse. In the nineteenth century, an organized volunteering work was started in the shape of Young Men Christian Association (YMCA) which gained popularity in humanitarian services. Prime example of volunteering is of Clara Barton's tremendous help during the Civil War. This ultimately is translated into Red Cross Movement (RCM) in the world. Twentieth century has

also witnessed the voluntary activities of Rotary Club for exchanging valuable ideas. The Lions Club followed the same pattern for the greater good of the community. In nineteenth century, universities and their allied colleges became important pools of volunteers for many social institutions. Student's movement in Universities of Oxford and Cambridge started as religious societies which were formed to visit sick people and prisoners. University students, particularly girls, played a pivotal part in volunteering on the home front during the First World War. Most universities introduced schemes of voluntary 'war work' and providing educational or recreational activities for locally stationed troops. In Britain, World Student Relief (WSR) was an extensive relief program for student victims of the war. At the end of Second World War, globally minded volunteer efforts got recognition as for instance the Peace Corps in 1960.

High-profile campaigns like that of World Refugee Year (1959-1960) and solidarity with students worldwide through World University Service opened a new era of voluntary action on the part of students. Another range of voluntary movements included Voluntary Service Overseas (VSO), CND, Amnesty International, the Anti-Apartheid Movement, the Child Poverty Action Group and Shelter. There was transition from traditional social kind of service to community action which gave rise to national Student Community Action (SCA) movement. Similarly, "Third World First" came into being as an offshoot of Oxfam initiated by Oxford students. This was meant to channelize funds to NGOs of development nature and raise student awareness on current issues of overseas aid and development.

During eighties, Student Community Action Development Unit was set up with the aid of Home Office. This was grown to SCA groups in 90 universities, colleges and polytechnics engaging 15,000 students a year. These groups placed greater emphasis on training for student volunteers. Then there were student rags which were redefined as 'raise and give'. This became an important aspect of student culture. Gradually, on the policy agenda, the issues and challenges regarding student volunteering got recognition followed by government investments towards that sector. New network of student Hubs also got recognition. In this way, student voluntary action continuously delivered remarkable enthusiasm for the new generations and diversified cultures all across the world.

National Context of Volunteerism

In line with the international practices, Boy Scouts and Girl Guides movements were started in Pakistan. Some efforts were also made for formalizing the volunteerism in Pakistan but for lack of vision and technical assistance, the dream could not be materialized. The will to establish a platform of volunteer has been in tact in Pakistan's history as is revealed in serious moves and

practical initiatives of some public organs and private organizations. Moreover, international humanitarian bodies also delivered in some areas in the form of volunteering work.

- **National Volunteer Movement and Network**

At national level, an initial exercise of establishing a National Volunteer Network was made under the auspices of PM office. Later on, it came under the umbrella of Ministry of Youth Affairs and became inactive. During Shaukat Aziz's time, a National Volunteer Movement (NVM) was started under the jurisdiction of Civil Defense and Interior Ministry. NVM was established by the government on November 1, 2005 to provide a platform for public participation in community building and to create a ready pool of individuals that could be mobilized to act swiftly and effectively in natural and man-made disasters. The NVM has launched the Clean Pakistan Campaign in some cities. With the passage of time, its operational momentum lost weight due to typical public sector inefficiency. Later, NVM was shifted to the Youth Ministry for enhancing its working. A proposal was also tendered to transfer the NVM to NDMA for its being a registered body. The intention was to reform, restructure and reactivate it as a Volunteer Forum and as Disaster Management Work Force under NDMA. The proposal could not find right track for it got victim of red tapism and kept on rolling between establishment division and Cabinet Division.

Parallel to that failure story, NDMA remained engaged in the process of establishing a Community Volunteer Brigades. Then, it took an initiative of registering around 1500-1600 volunteers by designing a specific portal as Disaster Management Work Force. The intellectual will of volunteering work remained alive in the goals and objectives of NDMA. Similarly, under Health Ministry, a national Health Preparedness and Disaster Response Network was established which meets the same fate of red tapism.

- **Aga Khan Agency for Habitat (AKAH)**

AKAH is the experienced disaster response agency working since 1998 with the aim of searching and rescuing operations immediately after disasters. It also works for humanitarian relief including provision of food and non-food aid. Its humanitarian activities include the training of Emergency Management Teams (EMTs) to build the capacity of community members in DRR and Community-Based Disaster Risk Management (CBDRM). It works to improve risk anticipation through the establishment of an Early Warning System (EWS). Government of Pakistan has conferred AKAH Sitara-i-Eisaar in recognition of its humanitarian assistance during 2005 Earthquake in AJK. This implicitly shows that the movement of volunteerism continued at some form or the other.

- **EU Aid Volunteers**

In collaboration with and through the agency of VSO, this platform works in Pakistan to deliver resilience guidance, disaster risk reduction and disaster management. They are closely working with government departments, civil society organizations which are working on disaster risk reduction and volunteer program management. There is ample potential of learning its best practices and volunteering approaches for the proposed NVF. There is likelihood of affiliation of NVF with EU Aid Volunteers.

- **First Aid Program**

It is the flagship strength of the Pakistan Red Crescent Society (PRCS) for volunteerism. Its 1.8 million volunteers are dedicated and devoted to make a difference in the lives of many vulnerable communities. The volunteer department also trains volunteers for National Disaster Response Teams (NDRTs), Emergency Response Teams (ERTs), Branch Disaster Response Teams (BDRTs) and District Disaster Response Teams (DDRTs) in all districts. The core goal is to strengthen the disaster response capacities. Some networking ideas of this program can be replicated in the proposed NVF. Moreover, operational modalities can be designed and aligned to the line of First Aid Program.

- **United Nations Volunteers Program**

Started in 1971, the United Nations Volunteers (UNV) program contributes to peace and development of Pakistan. It serves as a powerful means of engaging people in handling development challenges. It provides benefits to both society and volunteers by strengthening trust among citizens. UNV Pakistan program builds partnerships with a cross-section of development agencies, corporate bodies, Civil Society Organizations (CSOs) and other potential stakeholders. It also engages Pakistanis to go to other countries as UN Volunteers. A great deal of its wisdom with practicing modalities may be helpful for NVF. UNV supports sustainable human development globally through the promotion of volunteerism, including the mobilization of volunteers. It is introducing a national UN Volunteer scheme that will complement the NVM by mobilizing Pakistani nationals with specific skills and experience in disaster relief and rehabilitation. Mixed teams of Pakistani and international UN Volunteers may also be placed within the NVM to assist in getting operations off the ground. Presently, there are 40 national and international volunteers serving in UN agencies, government and NGOs, and majority of them are working for the earthquake response.

- **United Nations Development Program**

Like UNV program, United Nations Development Program (UNDP) is committed to support the country in implementing its NVM so as to respond to the massive relief and reconstruction effort

in quake-devastated areas of the country. Pakistan's initiative reflects compliance of Hyogo Declaration on Disaster Reduction that encourages the setup of national volunteer infrastructure to support disaster reduction. In 2004, Pakistan has hosted an International Conference on Volunteerism under the auspices of Pakistan's National Commission for Human Development (NCHD) and UNV. The NCHD has worked to promote human development in Pakistan since 2002. It particularly worked on primary education and health care through the participation of volunteers. It has mobilized a group of 125,000 volunteers in the country.

- **Sendai Framework for Disaster Risk Reduction**

Sendai Framework for Disaster Risk Reduction (SFDRR 2015-2030) aims at enhancing collaboration among people at the local level to distribute disaster risk information. This is pursued with the help of community-based organizations and non-governmental organizations. Knowledge building through sharing experiences, lessons learned, good practices and training is the hall of this framework. It may be directing precedence and good way forward for NVF.

- **National Disaster Risk Management Framework**

It mentioned the need to ensure women and their participation for effectively managing disaster risk and designing. Children and youth are agents of change and should be given the space and modalities to contribute to disaster risk reduction. NDMA Framework highlighted that Pakistan Civil Defense was the focal agency for responding to disasters till 1970. Its revamping would be critical for the organization is extremely weak at many levels. The provincial governments need to undertake proper overhauling of Civil Defense departments to enable them to organize operations and activities. This needs to be aligned with strengthening of the Civil Defense training academies.

National Disaster Risk Management Framework Pakistan referred to upgrade the training institutions of the Pakistan Civil Defense with the latest facilities to train emergency responders. Other agencies need to be strengthened include ERC, PRCS, police and fire services, municipalities' ministries of Interior and health and NVM. This Framework is meant to develop disaster risk management plan with regards to the mandate of the Ministry. Institutional arrangements need to be maintained for raising awareness of youth about disasters and its preparedness. There is need to coordinate with the NDMA and other relevant authorities for deployment of volunteer youth teams for assistance in emergency response in addition to develop technical skills of volunteers on firefighting.

Pakistan being a signatory of the SFDRR has taken up the initiatives to develop a National Action Plan in principal by integration of DRR into Health sector by engaging the NDMA in close coordination of National Health Emergency Preparedness and Response Network (NHEPRN)

under the Ministry of National Health Services Regulations and Coordination (NHSR&C) and with the support of Malteser International with financial support of German Federal Ministry of Foreign Affairs.

- **Scouting and Girl Guide Movements**

The Pakistan Boy Scouts Association is a voluntary, non-political, non-governmental and educational movement for young people, open to all, without distinction of origin, race or creed, in accordance with the purpose, principles and method conceived by the Founder of the Movement. It has three levels of Shaheen, Boys and rovers. The Pakistan Girl Guides Association is the national Guiding organization of Pakistan. It serves 117,692 members. Founded in 1911 as part of Indian Girl Guiding, the girls-only organization became independent in 1947 and a full member of the World Association of Girl Guides and Girl Scouts in 1948.

- **Voluntary Services Overseas**

VSO is an international development organization that works through volunteers. It has been working in Pakistan since 1987. Its current programs focus on primary education, HIV, AIDS, participation and governance and supporting the national volunteering programs. Currently there are 21 volunteers from UK, Philippines, Canada and the Netherlands supporting local organizations in parts of KPK and Punjab.

- **Traditional Indigenous Organizations**

The Edhi Foundation is considered a largest volunteer service organization but it has paid volunteers having view that as they are regular service provider so they have to pay. Similarly Alkhidmat Foundation and Muslim Aid have volunteer force. Universities have youth volunteer forces in the shape of alumni. They may be involved in volunteer services. Besides all there are number of Islamic volunteer organization (Jamattul Dawa, Jaish-e- Mohmmad, Jamat-e-Islami etc. who are providing services at their own level, different political parties have volunteer force. All are providing volunteer services at their end in case of any Disaster but not through one platform. Similarly there are number of individual persons playing role being a volunteer. It is not organized on one platform.

- **Corporate Social Responsibility**

Globally, the corporate sector too has come forward as a part of their moral responsibility, to offer volunteer work for a certain number of hours every week during their work hours. There is also ample research to show that corporate volunteerism is going to be highly beneficial for all stakeholders including the company, the volunteer and the beneficiary institution. The proposed NVF may mobilize the huge potential of CSR in Pakistan.

The retrospective fabric of this section clearly demonstrate the reality that the will of volunteering work is substantially present among the masses. The will is also alive in the vision of some national and international organizations who have practiced it with good success stories. When the state and quasi-state organs are ready to launch the volunteerism in their respective jurisdiction, there is no harm to take an initiative of NVF at provincial and country levels. In this forum, communities and authorities are to be united for a holistic kind of volunteerism in the country.

Background of the Project

In the backdrop of national and international history of volunteerism, there has been a need to design an organizational structure for volunteering work by establishing a forum. Resultantly, IRP in collaboration with VSO international and NDMA has started implementing a huge project “Communities and Authorities United for Resilience in Pakistan (CAURP)” in all provinces of Pakistan including AJ&K, GB and Islamabad. This is to be launched by engaging the national, provincial institutions and civil society organizations including grass root level entities to focus on building resilience of communities and authorities.

This would help to contribute towards the implementation of policies on Pakistan school safety framework by engaging government entities such as NDMA, NIDM, DDMUs and Rescue 1122. A more inclusive approach would be adopted to strengthen government narrative on Disaster Risk Reduction (DRR). The core idea of the project is to set a level play field for the establishment of NVF. Following are salient features of the project:

- Establishment of National Volunteer forum
- National consultation on Pakistan school safety framework and relevance with SDGs implementation.
- Provincial consultations on review and updating Provincial DRR plans and district Disasters Management Plans
- National and provincial Consultation on National Volunteerism in Pakistan leading to National volunteer forum
- Institutional and Community organization Capacity building trainings/workshops on SBDRM/CBDRM, CERT, Disasters preparedness and resilience, and relational volunteer management system& framework
- Developing and Strengthening of networks at grass root level in collaboration with key stakeholders.
- Adoption and dissemination of key messages on climate change/environmental protection in selected communities and schools through social accountability initiatives.

National Volunteering Forum (NVF)

As noted above, one of the significant features of the CAURP is to establish the National Volunteer Forum (NVF) with the consultation of NDMA, PDMA, Rescue 1122 and other relevant departments at federal level. In this regard, national and provincial consultation workshops on "National Volunteerism in Pakistan", leading to the National Volunteer Forum were conducted in Islamabad/Rawalpindi, Mirpure, AJ&K, Gilgit, GB, Quetta, Baluchistan and Peshawar, KP with the kind collaboration of IRP. These workshops helped in defining the structure and nomenclature of the proposed NVF. The purpose of these consultation workshops was to discuss the possibility and significance for the establishment of NVF under the joint umbrella of NDMA and IRP. The role of the former would be of permanent nature while that of latter would continue for 3-5 years till the NVF takes off. During this period, intellectual and technical support would come from IRP. Further, the process of establishing the NVF in collaboration of NDMA was also discussed within or across the different humanitarian and development stakeholders in an interactive way.

During the consultation workshops, important information was also collected including the advice and opinion of different stakeholders involved in humanitarian work. An assessment, identification and clarification of the interests of the humanitarian organizations was also traced regarding their likely participation in the proposed NVF.

Consultation Objectives

Overarching objectives were designed to ensure that the consultation workshops may

- Tap the knowledge of humanitarian and development services organization on volunteerism that involves volunteers in humanitarian efforts.
- Identify the problems, challenges and pathway for national volunteering.
- Outline variety of volunteerism among different population groups including gender, ethnic, socio-economic or geographical variations.
- Formulate recommendation for setting the foundation regarding establishment of National Volunteer Forum.
- Getting opinions and readiness of the humanitarian and development services organization to be the part of the NVF.
- Assistance in placing volunteerism for humanitarian in relation to national volunteerism, emphasizing the values-based and rights-based approach and community-focused volunteerism.

Engagement Approach

In order to achieve these objectives, IRP did excellent efforts in conducting the National Consultation Workshop in Islamabad. NDMA acknowledged the vision, efforts and initiatives of IRP

regarding establishment of the NVF with its operations all over the country. In this regard, NDMA issued letters to all the respective Government departments, stakeholders and the local community level organizations, in addition to general universities, engineering universities, general colleges and medical colleges to ensure their participation in this consultation workshop. IRP followed up through telephone and cell numbers.

During the last six months, IRP conducted several individual consultations with organizations having vast volunteer networks in Pakistan. Their policy insights were discussed and their possible association with the proposed NVF was visualized. After that advocacy, the national consultation was conducted in order to collectively ensure involvement of the community and stakeholders getting their common concerns for the formation of NVF.

During the consultation, participants were provided the agenda and concept note, elaborating the purpose, scope and expected outcome of the consultation workshop, and also its relevance with the CAURP project. A robust process was facilitated with open discussions that encouraged all participants to share their views. Collectively, insights and opinions were used to create a comprehensive understanding of the need and scope of the NVF. Stakeholders were primarily engaged in qualitative activities as per their exclusive expertise and association with the volunteerism. Engagement outcomes provided responses across a wide spectrum of views, expertise, experience and interest. All such efforts proved quite valuable in defining TORs of NVF and developing a strategic framework and action plan for setting the stage of volunteerism in Pakistan.

Consultation Snapshot

Various activities used for interactive and engaging discussions of the stakeholders are captured below: -

Phase One - Introductory Session

- Introduction of Stakeholders at personal & organizational level
- Consultant's introduction
- VSO CD - Introductory remarks
- Project brief & scope of the workshops

Phase Two - Qualitative Surveys

- An open - ended questionnaire to be filled by the participants individually

Phase Three - Group Discussions

- Stakeholders 'group discussions on 'Checklist' provided by the consultant
- Presentations

Phase Four - Closing Remarks

- The consultant concluded the workshops.

- Representative of IRP-CD gave concluding remarks
- Left-out suggestions from participants

Methodology

- **Participatory and Interactive Approach**

A participatory and interactive approach was adopted during the consultation workshops in order to stimulate the interaction process and dialogue among the stakeholders. Participatory methods and facilitation also raised the awareness, and stimulate the creativity, innovation, and engagement of the stakeholders. In the consolidation of ideas from various stakeholders, an inclusive approach was followed.

- **Qualitative Survey**

All participants were asked to fill an open-ended questionnaire with a purpose to gather their practices on volunteerism at organizational level.

- **Group Discussions and Presentations**

A small group discussion was facilitated to explore the key elements of successful design and setting up of the NVF. Presentation on the outcome of the small group discussion was shared with all the participants.

- **Summary of Qualitative Survey Findings**

The survey was focused on the volunteer related practices enacted by Government institutions, humanitarian organizations, NGOs, and community based organizations. Although participants were conservative towards sharing respective information as compared to the provincial consultations. In an overview, the volunteers working in various regions are mostly unpaid and need based. Organizations participated in such workshops are maintaining volunteer databases at small scale, and only few have registered volunteers. Besides, the volunteers are both skilled (doctors, engineers, psychologists, lawyers, journalists, etc.) and of technical nature.

- **Summary of Group Discussions**

In such workshops, all the participants were generally divided in four groups consisting of varied organizations for brain storming activity. These groups were provided a checklist, which was a guide for the interactive discussion to develop a 10 minutes presentation so as to advocate respective strategies against each point given in the checklist. The detail findings of the checklist are attached in Appendix I to V.

In general, all groups agreed with the idea of establishment of NVF. However most of them believe that the organizations might have reservations in associating themselves with NVF as partner or affiliates. In order to get rid of these barriers, NVF should have foundation of strong strategic framework, which could eliminate biasness, and provide security to the volunteers

along with other standard benefits. Most of the groups in all of such workshops argued that government departments, NGOs, education and health departments, local communities, professionals, civil societies, and youth organizations shall necessarily be a part of this proposed NVF. Without their participation, good success story cannot be created. It was also deliberated that for individuals, NVF shall provide facilitation, logistics, protection, networking, acknowledgement, capacity building, and life insurance. As far as organizations are concerned, NVF shall provide funds and support for small projects, and broader exposure. Although NVF may have its online database, but approaching through social media messaging can increase its accessibility among the individual volunteers, and improve the response time.

Some responses are worth mentioning related to the gender inclusion in the whole volunteering exercise. It was proposed that there should be positive attitude towards gender at both the locals of disasters and diversified team of volunteers. Many organizations including VSO and Islamic Relief Pakistan are working on social inclusion and gender. This concept may be considered very important to include in the strategic framework of volunteerism. Some participants also expressed their reservations regarding sharing of volunteers' data in the NVF database. They commented that the organization feel reluctant for sharing for fear of misuse. This may lose their volunteers as trust is foregone under such situation.

- **Reflections from Consultative Workshops**

Most of the respondents and stakeholders in personal interviews and consultation workshops appreciated the idea of formation of NVF. Some argued that this kind of forum should have been established quite earlier. The valid question that comes up during discussion was related to the reason of forming NVF with NDMA. The concern appeared why IRP and VSO are interested to form NVF under the auspices of NDMA. But on an average, there was a great deal of unanimity that NVF should operate under the auspices of NDMA. Even those who negated it could not give an alternatives of that. Accordingly, a volunteer's data base should be established with the coordination of member organizations, partners and affiliates who would have to share their data with NVF data base. Some criteria, modalities and SOPs would be prepared regarding sharing of data and other relevant information.

Some of the respondents showed their consent to support the idea and to actively participate in NVF but if its objectives are clear and the authorities seem to be serious to pursue these goals. RSPN is running 10 RSPs with an outreach of 48.9 million rural population. It may be able to share any kind of data with the consent of 10 RSPs. The Network is positive in sharing its data base if some SOPs are developed showing win-win situation for all stakeholders. Moreover, it has been noted that the data may not be fulfilling the basic requirement of proposed NVF.

HRDN and NGO network along BISP Beneficiaries Commission (BBC) are also practicing some kind of volunteering. Their best practices may be replicated with some modifications. Pakistan Humanitarian Forum (PHF) is ready to arrange a meeting of proposed team of NVF with its members, partners and alliances. Rescue 1122 has ample data at union council level. It keeps its members active by involving them in various activities. NHN has a pool of 1111 experts who are considered as Volunteers. They provide paid services on short term and long term basis. World Food Program (WFP) has developed a Volunteers' Management System (VMS) of around 600000 registered volunteers for the PRCS 2019. WFP has intellectual property rights for its software of VMS. It has established a Volunteer Portal for NIDM.

There are 5037 CERTs in Punjab working under Rescue 1122 which have trained CADRE (1013402). The total registered number is 741521. There are 5000 teams having 12 members in each team. It is working with schools providing training on first aid and safety measures. Training on firefighting has also been provided. It is involved in hazards mapping, tree plantation, awareness raising activities. Rescue 1122 is working with NIDM, Punjab Civil Defense, INGOs and Scouts. WFH has developed a data base for PRCS where there are around 7 lakh volunteers registered.

- **Some Narratives Developed from Consultation Workshops**

The narrative development exercise is always considered helpful in getting lessons of multidimensional nature. After establishing the strong need for NVF, it is necessary to examine and define the organizational structure and its geographic boundaries. The kinds and classification of members and affiliates have also to be demarcated along with the incentive and payment structure. It is also necessary to trace the modalities related to making a data base and data sharing policies. The procedure of registration has also been rationalized.

- **Need for NVF in Pakistan**

The response regarding the establishment of NVF was very encouraging and majority of the respondents show encouraging gestures that there is need to establish this forum. This is so because they are already working in other volunteering activities and knowing the importance of coordination in disasters. Volunteerism is the sober act of solidarity in the altruistic framework that is performed by individuals or group of individuals without personal benefits.

In Pakistan, there are a few volunteer groups working under some NGOs, as for instance Red Crescent Society Pakistan, International Rescue Committee, READ Foundation, Rescue 1122, Al-Khidmat Foundation and Islamic Relief Pakistan. But there is no such formal forum that is designated only for volunteers. It has widely acknowledged during various consultation sessions that there is dire need of such a forum through which volunteerism should be

registered, acknowledged, deliberately performed and demonstrated for the societal and communal causes.

- **Location and Venture of NVF**

There is great unanimity on the working domain of NVF that it would be all across the country with complete inclusive approach. Some organizations like that of HASHOO Foundation are also working successfully across for provinces including AJ&K and GB. People argued that volunteerism is a service which is given to people in hard time or in disasters (earth quake, floods, any viral diseases land sliding, forest fire, avalanches, extreme weather events, tornados, pest attack etc.). So these all events may happen anywhere in the country, so there may need of volunteering work all over the country rather than in some specific places. There is space and scope of the proposed forum to be initiated all across Pakistan from provinces to districts and then union council levels. This is how we would be able to fill the gap particularly in the integration and collaboration of volunteer organizations. Data pooling and detachment of volunteers may be made jointly. All the stakeholders should be the part and parcel of this forum including individuals, universities, professional colleges, government departments, individual experts, INGOs, NGOs, and local community members.

- **Structure and Form of NVF**

There was observed consensus on the structure of the NVF. The structure should be same as that of working of NDMA. The people response to that end was of varied nature. Some argued that individual must be part of this forum but the focus is more on youth. If we focus more on our youth through volunteerism that can help them to protect themselves from wasting time and involving other illegal and immoral activities. The people's response regarding the structure of NVF was of different. Some of them gave the opinion that it would be a centralized authority. Then would come head offices at provincial level which may go up to divisional, districts and union council levels. Universities/colleges should also be added in this geographical structure. There is not much concern on the management activities. This would be open who is to monitor the activities of NVF. It may be divided between federal government and provincial governments depending on the local requirements. The catalytic role of IRP should be continued for period of time. Moreover, regular structure with trained staff was also suggested by some respondents. The easy availability of registration form should be ensured by providing online facility and manual registration for illiterate candidates. There should also be application facility for those who have smart phones.

- **Established Forum and their Contributions**

There are some organizations that are already contributing like Rescue 1122 (registered volunteers 45000 in Islamabad/Rawalpindi), HASHOO Foundation (1500), Girls Guides/ Boys

Scouts (8000). These are working in areas of blood donation, emergency management, awareness (wall-choking, road sanitation) and event management. There are some organizations which are working in various regions of Pakistan including Islamabad. These organizations are VSO, PRCS, WFP, Red Crescent.

- **National Forum and Volunteers' Database**

There is no such forum or platform that exists at national level though there are numerous organizations and individual level efforts in progress. All the existing organizations have been working in isolation within their own set domains. Therefore, an integrated forum with integrated database has been lacking throughout the history. The existed organizations have their own database but they might not willing to share their data information due to fear of misuse. Some organizations showed apprehension that their own identification will be on risk to be eliminated if they share the data or go for merger.

- **Chances of Union Formation Regarding Database**

The participants from the different organizations showed willingness to cooperate and collaborate in data base but with some restriction as per category of data. Some of them emphasized that there is no issue to share data regarding profession profile-based data while personal profile-based data cannot be shared. It is so because there is matter of trust between the organization and registered volunteers. The solution of this problem lies in two ways. One is that NVF may develop its own data set at national level while the second is that the parent organization may share the professional profile of volunteers rather than personal profile. The most important suggestion is that NVF may assign a volunteer ID number to every volunteer for there are many people who might be members of more than one organizations.

- **Payment Structure**

It is very important to determine whether the volunteer work is to be paid or unpaid or partially paid. Most of the participants in the consultation workshops suggested that volunteers should be partially paid or some incentives should be given to cover their travelling, food and accommodation costs. In this way, volunteers will be retained for the long time and thus new comers are also encouraged. The volunteering work may also be partially paid. The partial payment is not actually the reward of services which one delivers but it is the compensation to meet the basic requirements like food and other necessary expenses on transport and mobility including living expenses in disaster areas.

In Pakistani scenario, many volunteer organizations are working. It is necessary for all other organizations to become members of NVF and help in its working. The need of coordination is important in this regard as they are working for many years and understand the

complexities and difficulties regarding the problems in localities where they performed under different circumstances. Mostly the working organizations maintain their data, but not in well planned manner.

There is need to provide incentives to existing volunteer organizations to join NVF and work together for a bigger cause. The incentives which need to offer them that their identity remains the same. Funds may be provided to train their volunteers. Awards and certificates can also be given for best services on the bases of performance and delivery of brilliance in voluntary work.

- **Procedure and Conditions for the Registration of Volunteers**

The most critical and important for NVF is to register its volunteers. There are different ways that it can register its volunteers. The best way is to develop the website and offer online registration. The online registration help to perform its intake from abroad if there is no restriction regarding the registration nationally and internationally. The second method is that it can develop a network at school, college, universities levels and community level. At these platforms, members can be motivated for enhancing the strength of members. Each member may be made under obligation to make arrangement of providing at least 10 new members in his or her area in a year.

Manual registration or membership by visiting to different institutes (academics and non-academics) should be made through the respective forum. Application launch and online form registration facility can be effective tools for their registration. Moreover, by employing conditions like restricted personal information to other organization, expertise of the volunteers can be shared across partner organizations. Mobilization of volunteers to the targeted area should be through home-organization. Categories of volunteers should be made in the form on-going volunteers, occasional volunteers, event-based and regular volunteers.

- **Benefits for Volunteers**

The NVF should offer registration of volunteer organizations in such a way that their identity could be sustained for a longer period of time. A legal commitment may be drafted for the affiliates and partners that the provision of the data from any side would not be misused and that the volunteer firms may seek financial benefits from NVF to train their volunteers for common use. Their humanitarian work needs to be appraised and monitored regularly. Such a surveillance would help in improving the conduct of voluntary work in a conflict free environment.

During the course of discussion in consultation workshops various proposals came up. These include partial financial support to volunteers, training for their capacity development, in

addition to motivational and inspirational training to keep alive the spirit of volunteerism. Health and life insurance of volunteers and performance based certificates have also been recommended. The volunteer may gain different types of incentives in government jobs, fee concession in public sector universities, certificates to volunteers which is to be considered as an experience.

- **Expectations of other organization and NVF Database**

The already working organizations put forward demands that their data sharing should be kept confidential. Moreover, there should be focused goals for the betterment of effected communities. Mutual trust, support and collaboration for joint ventures may also be encouraged. The organizational structure of members would remain the same and no one can disturb its own routine schedules except in case of national disasters. The employees of the organization and their designation may remain the same. There would not be any issue in the status of job. Most of the people from various organizations were found conscious regarding what would happen to their powers and authorities if they make some collaboration with NVF. These reservations need to be carefully evaluated for defining a proper response in strategic framework of proposed NVF.

- **NVF Own Database and Reservations**

Certainly, NVF should have its own database of all types of volunteers. Some participants categorically agreed that they have no reservations on this issue. The most important factor is that if NVF establishes its own data base, it would be like win-win situation. It was proposed that if NVF consumes some time and makes good efforts to establish a Volunteer Management System (VMS) and register its own volunteer, it might be more beneficial and productive.

Moreover, all kinds of misconceptions would be reduced and thus the volunteer may take direct instruction from its parent volunteer organization rather than that of NVF. The probability of lack of coordination and misuse of powers should also be taken care of. When NVF establishes its own data base, the replicability of volunteers is also reduced. If a volunteer is direct volunteer it will gain more benefits regarding special awards, health insurance and a chunk of other incentives.

- **Benefits after Establishment of NVF**

Volunteerism is individual's personality character that is inbuilt naturally. It is needed to explore, motivate and inspire the potential candidates for a big cause. Educational institutions must come forward to establish its own volunteerism groups and should collaborate with NVF, PVFs and DVFs. Student volunteers' groups may have internships and

these internships can be the part of curriculum. In this way, detracted-youth will have direction and moral character can thus be rejuvenated in their personalities.

There are so many benefits we may achieve from NVF. We will serve for those who lose their hope due to any natural disaster. We can motivate people to work for community not for individual. We can uplift those who are determined but have no resources. We may help old age people and orphans to get them out from a thinking that they are alone. We can motivate those who are suffering from disasters and diseases. We help them to start their life again by following gender inclusive and sustainable approaches of disaster management.

Strategic Plan for NVF

A comprehensive strategic plan with clear vision and mission is necessary for the proposed NVF. The members and affiliates must know the core ideas of volunteerism in the very perspective of disaster management. All the strategic questions must be raised and responded on rational grounds. On the basis of strategic questions, strategic objectives, goals and principles are to be defined. Some strategic norms also need to be defined for the selection of volunteer members along with the designation of their possible categories, connectivity's and responsibilities. Registration plan and mobilization plan of volunteers may be the core of strategic plan of NVF. Governance plan and structural design with EOPs and SOPS are also the hallmark of strategic plan which should be designed quite carefully.

- **Volunteerism for Disaster Management**

For deep understanding of the core of strategic plan for NVF, one needs to acknowledge the fact that volunteerism is a noble movement of doing humanitarian tasks with tremendous zeal and zest particularly at the occasion of disasters of various natures. It is a magnanimous source of facilitating the state organs to the accomplishment of emergent tasks and thus bringing humans together as a community and above all as a proud nation.

The comprehensive strategy can only be designed if we realize the fact that helping out with a minute volunteering service can make a real difference in the human lives. Dedicating one's precious time as a volunteer may win new friends carrying new wisdom as well as boost one's social and spiritual skills. Thus, individually, volunteering makes the man what he is or hinder him from what he is not. He feels good about himself which adds grace in the development patterns. Generating spiritual capital along with social capital may be the hall mark of strategic planning for NVF.

- **Mission Statement**

National Volunteer Forum (NVF) aims at initiating social accountability at system and community level so as to ensure government policies and international commitments for adopting a more

inclusive approach to strengthen government narrative on its resilience capacity and Disaster Risk Reduction (DRR), and finally to achieve the core goal of making Pakistan a proud nation.

- **Vision Statement**

NVF is constituted to work with a broad vision of strengthening the ability and resilience of vulnerable and marginalized segments of young population across all gender configurations with particular reference to disaster management both of natural kind and of man-made oriented.

- **Strategic Questions**

There are a variety of questions which need to be addressed to deeply visualize various dimensions of NVF. A comprehensive strategic plan can only be developed if all the questions and concerns are taken into consideration while formulating practicable and workable action plans. Some of the core questions are being stated in subsequent lines. What is the typical structure of NVF that can smoothly be operated for an effective use of disaster entangled communities? What kind of modalities are to be set for potential volunteers to make a good use of their services in an efficient and effective fashion. Where will the forum be headed in the short and long spans of time in terms of humanitarian activities and geographic patterns? What can the volunteer be best at for achieving the mission of NVF? What is the uniqueness of various categories of volunteers that can be utilized for exclusive purposes? What can partner organizations and affiliate business forums potentially do better for NVF in terms of technical expertise? What would be the role of IRP to get the NVF taking off within couple of years?

- **Strategic objectives**

Strategic objectives are long-term, continuous strategic areas that help in connecting the mission to vision of the forum. Holistic objectives cover four areas including financial, customer, operational, and people. They might be of complementing nature rather than individualistic. Some specific objectives may be associated to registration plan, mobilization plan, operational plan, and governance plan. We also need to define the key activities of volunteering which we will have to perform in order to achieve the vision and convert the mission into some tangible impact on communities.

- **Strategic Principles**

Setting the principles for NVF is significantly important for strategic purposes. It would be important to give people a sense of their own power by promoting self confidence. Winning immediate response and concrete improvements in people's lives through volunteering initiatives might be the core strategic principle. There is a dire need to establish a strong NVF by enactment of relevant laws and regulations backed by public policy on volunteerism. The strategic action plans that may design the roadmap for NVF are listed below: -

- **Strategy:** Strategy establishes a way to match organization's strengths with market opportunities so that the organization could assess when the humanitarian help is required. This explains how one travels to one's final destination. We need to see whether our strategy matches to our strengths in a way that provides value to our target population confronting the pangs of disaster? In our strategy we will have to build an organizational reputation in the eyes of all sorts of stakeholders and beneficiaries. Both national and international recognition also carries weight for sustainable solutions.
- **Short-term Goals/Priorities/Initiatives:** Goals are used to define short-term action. Short-term goals convert the strategic objectives into specific performance targets. Each goal should be specific and measurable. NVF can use its defined goals, priorities, or initiatives interchangeably.
- **Action Items:** Action items may include plans that set specific actions that lead to implementing the goals of NVF. The action items should be comprehensive enough to achieve goals for NVF.
- **Scorecard:** A scorecard may be developed for measuring and managing strategic plans of NVF. Key performance indicators (KPIs) should be tracked to monitor the achievements of volunteers.
- **Execution:** While executing the plan, we should identify issues and challenges confronting the action. A great deal of commitment, money, resources, and time is required to support the successful execution of strategic plan.

- **Registration Plan for NVF**

A comprehensive selection plan needs to be developed for making a selection of various categories of volunteers keeping the sustainability of their contribution in view. The logistic and technical support of IRP may be taken for achieving these goals. Need based selection would be taken as more important than that unimportant and undue selection of people. This means that we will have to define the nature and strength of volunteers keeping the disaster related activities into consideration. Similarly, the option of various age groups and gender is also important while making a good selection.

Categories of volunteers may also be defined in the form of permanent or life time volunteers and temporary volunteers (may be for 1-2 years). Some rich class may also be targeted for volunteering in terms of altruism and donation so as to gain financial strength of NVF. Some senior volunteers are also required as Resource Persons for providing training and capacity building of the newly registered volunteers. The choice of categories of volunteers may be kept open so as to redefine and redesign as and when required.

- **Potential Sources of Volunteers**

There may be many sources of public and private nature from where the volunteers can be searched and selected keeping the defined criteria in view. Some national and international non-governmental organizations along with civil society groups may be contacted for taking their registered members as volunteers if they are showing their consent and some terms and conditions are agreed upon. Some parallel work of the registered members may be defined on temporary basis. For that matter some Memorandum of Understandings (MoUs) may be developed with the potential organizations. Some of the public organs at federal and provincial levels like Civil Defense Department, Pakistan Boys Scouts Association, Pakistan Girl Guides, Rescue 1122 etc may also be contacted for sharing their interested candidates in temporary and permanent volunteering work.

Similarly, schools, general colleges, medical colleges and universities including agricultural and engineering universities may be contacted either formally or informally through a national campaign. The formal way is to encourage the public and private education institutions for sharing the data of their students and alumni for become volunteers in NVF. Moreover, an announcement may be made for membership of NVF and circulated in schools, colleges and universities. HEC, Islamabad and PHECs (Provincial Higher Education Commissions of all provinces) may also be engaged for getting a prompt and positive response from universities.

There are a variety of good reasons for a student to volunteer at university. Any volunteering activity boosts the prospects of employment for him in the years to come. There are ample opportunities of networking. One who volunteers for any humanitarian activity, he learns how to make a difference. He can learn how to face the onslaught of circumstances gracefully and manfully. Volunteering work enriches the market value of his degree for having attributes real professional life. Exposure and experience at different cultures and chores adds marketable worth in his personality.

Business community may also be taken on board by targeting the men and women Chambers of Commerce and Industry working in many districts of Pakistan. Corporate sector may also be mobilized by publicizing the importance and benefits of CSR. Pakistani diasporas may also be taken into loop particularly for seeking intellectual input and financial strength of the proposed National Volunteer Forum (NVF). These slots of Pakistanis may be helpful in developing partners of NVF from Australia, Canada, UAE, UK and USA.

- **Kinds of Membership in NVF**

Following kinds of memberships are suggested: -

- 1) Silent Members (just acknowledging the idea). It is quite likely that the spread of idea may enhance the strength of members.

- 2) Active members for 3-5 years
- 3) Proxy members: the services of volunteers
- 4) Temporary members for days and weeks
- 5) Internee members: Students for a period of 4-6 months
- 6) Technical Support member: may be any government or semi-government organ
- 7) Virtual Members: Both National and International
- 8) Financial Members: Business community and chamber bodies
- 9) Partners or affiliates: NGOs, INGOs etc
- 10) Coordinators and collaborators: Civil society groups and forums

All such categories of members would be mobilized and monitored by IRP under the auspices of NDMA initially for a period of 3-5 years. Once the NVF takes the sustainable pace, the role of IRP may be limited to technical support.

- **Affiliated Volunteers and Spontaneous/Unaffiliated Volunteers**

Highly Qualified Affiliated Volunteers are attached to a recognized voluntary or non-profit organization. Their roles may include search and rescue, damage assessment, medical services, emergency operations center (EOC) work, volunteer registration to add a few. Community Emergency Response Teams (CERTs) can be deployed in areas when and wherever needed.

Working with Spontaneous Unaffiliated Volunteers (SUVs) may be beneficial e.g. they provide additional workforce, which can enable the Highly Qualified Affiliated Volunteers (HQAVs) to fill more specialized roles. Administrative activities may include planning, operational coordination, operational communication, public information and warning. Health recovery include supply distribution, shelter and camping, counseling and evacuees support and reunification. Safety measures include search and rescue operations, fire management and suppressions, location security and environmental response.

- **Responsibilities of the Volunteers**

The responsibilities of volunteers needs to be defined as per nature of volunteering work in NVF. The likely responsibilities under various categories of work of registered members would be documented and shown in the specifically designed portal of registered members against their names. Some would be responsible for meeting hard kind of challenges while others are to be involved in administrative and management kind of work.

- **Connectivity of the Volunteers**

There may be developed an exclusive portal showing the profile of all kinds of volunteers the limited access of which may be given to members, partners and affiliates so that their connectivity could be shared. Similarly, some exclusive WhatsApp groups may also be formed for getting the volunteers of one field. Some specialty or specific region could be connected for

disaster management. For gaining and sharing best tools of volunteering, the possibility international connections may also be explored though quite carefully.

- **Mobilization Plan for Volunteering**

There is huge potential of volunteering work among the youth in public and private universities and colleges. We may avail the age and gender segregation in the selection of young volunteers. Similarly, education, discipline and skill wise separation is also possible for addressing the wide variety of volunteering needs particularly at the outset of disasters in different localities of Pakistan. Volunteers to be taken from higher education institutions are to be significantly distributed across geographic regions of the country. One young volunteer of a university is not merely a single person but the whole family and relatives might ultimately be the likely candidates in the years to come. Special Volunteer brigades of graduating girls may be prepared for accomplishing task relevant to them.

In academic institutions, a well planned registration strategy of young volunteers may be formulated keeping the objectives of volunteering work in view. Both temporary and permanent members may be registered for running operations and emergency work. Initially, we may have silent members who are just agreeing on the volunteering ideas and objectives. It is quite likely that the spread of idea enhances the strength of volunteers. We may have more candidates for volunteering in the years to come. Second category of registered volunteers are active members who are to be involved in various volunteering activities related to disaster management. Third category of registered volunteers are proactive members who would be offered freedom to take new initiatives at the occasion of disaster management.

- **One to Five Formula**

The selection of volunteers may be a gradual phenomenon that would be started, for instance, from one volunteer at one point of time and that would go up to five volunteers within a specific time period (say one year). Each one of those five volunteers would ultimately motivate and urge five more persons to be registered for the defined tasks. This one-to-five formula of expansion of volunteers would roll down initially for three years. In this rolling down mechanism, mobilization process would take the shape of a self generating phenomenon.

- **Student Volunteering Week**

This kind of special week may be celebrated every year to get new volunteers registered and charge the spirit of already working members of NVF, PVFs and DVFs. This should be given a great media coverage for dissemination of volunteering activities conducted in a year and the agenda for the future with new approaches and management techniques for running NVF. There might be some parallel plenary sessions and seminars for discussion of innovative

ideas of volunteering work among the key stakeholders. A fair of novel ideas in volunteering may also be conducted in this week under the supervision of IRP. Special awards and appreciation certificates can be distributed to various categories of volunteers who have made commendable contribution throughout the year.

- **International Volunteer Day**

To celebrate the power and potential of volunteerism, another important celebration may be the International Volunteer Day which would be commemorated every year on 5th of December in line with the vision of UN started in 1985. It may be a kind of attractive opportunity for volunteers and partner volunteer organizations, to raise awareness of, and gain recognition for, the contribution they make to the targeted communities. This day may be attached to the Student Volunteering Week. Some seminars and workshops may be conducted at the eve of this Day.

- **Governance Plan for Volunteering**

A special kind of governance system is required to execute this volunteering model. The systematic support of IRP team may be required for executing that governance plan. In this model, everyone is to be considered a leader of different nature. Every volunteer would be declared as unique with exceptional skills and wisdom. Such uniqueness is to be mobilized for social and economic development. Besides transactional kind of leadership both at national and provincial levels, we will have to focus on transformational kind of volunteers. Above all, the smooth functioning of this volunteering scheme of action would depend on spiritual leadership on the part of organizers and operators which may give a boost to transaction and transformation kinds of initiatives.

There are implicit benefits of volunteering work of youth as they will be avoiding their time to be wasted in useless pursuits. The time to be spent in volunteering services would actually be the time that might otherwise have been used in odd activities which may shake and break the personality. In this way, detracted youth may trace right direction for right kind of work. This would also add the spirit of nationalism and patriotism among them which is highly useful in other affairs of national building.

- **Structural Plan for NVF**

In this regard, there is need for the establishment of NVF along with similar kinds of chapters of PVFs and DVFs under the auspices of NDMA. A well integrated structure of NVF would have to be deliberated so that the routine and emergent tasks could be handled efficiently and effectively. A troika of academia, business community and civil society may be formulated to address the technical issues emerging from Monitoring and Evaluation Assessments. IRP may play a key role in meeting these goals for ensuring efficiency and effectiveness.

There would be a provincial chapter known as Provincial Volunteer Forum (PVF) which is to be replicated down the road to District Volunteer Forums (DVF). All of these forums containing registered members to be recruited from universities and colleges constitute University Volunteer Forums (UVFs). These defined forums would be harmonized and networked through a digital portal system the preliminary version has been designed as explained elsewhere. Partners and collaborators may also be invited in that portal.

- **Disaster Preparedness Plan**

This might also be the mission of disaster management to mitigate the harmful effects of disaster. For that matter, disaster preparedness plan is an instrumental drive in efficiently assisting recovery efforts. This involves adequate training and constructive communication. Disaster management strategies are to be defined to prepare for a disaster well before time and mobilize the disaster response volunteer base.

- **Emergency Management Software Systems**

The right software system can be one of the best disaster management and emergency response solutions that NVF can invest in. Management and communication technology help NVF operate more efficiently in the face of an emergency or disaster.

- **Emergency Operations Plan (EOP)**

An EOP also describes how people and property will be protected and identifies available resources for use during response and recovery. It is the back bone of an emergency response. The basis for the EOP is the hazard vulnerability assessment. This assessment identifies hazards most likely to affect the jurisdiction, along with special planning actions that may be necessary to address specific hazards.

- **Standard Operating Procedures and Checklists**

Standard Operating Procedures (SOPs) and checklists provide the detailed instructions needed to perform assigned tasks. SOPs clarify job requirements and expectations. They include a detailed explanation of what is expected of each organization and response-person during an emergency.

- **Core Volunteering Approach**

The popular approach for volunteering should be of "attract, attain, innovate and sustain" nature. We are to develop a consistent, effective and innovative approach to urge, encourage and inspire communities into volunteering forums. This would allow for the individual circumstances, motivations and interests. Attraction may also be created through certain incentive mechanisms.

The target of retaining the volunteers in NVF can be achieved by delivering good governance through spiritual leadership. Novel ideas should always be welcome to mobilize the on-going

volunteering services in the humanitarian fronts. Rather than piecemeal and quick fix solutions of the problem, the diversification should be encouraged that can only be achieved by promoting research and innovation. With an attractive strategy, solid retaining principles and by observing innovative approach, the sustainable volunteering can easily be mobilized.

- **Portal System for NVF**

A full-fledged portal system of NVF is also being developed the preliminary version of which has been prepared. It would be made compatible to the already working digital system of NDMA. Details have been shown in Appendix VI. The specifications of this portal may be changed as NVF designs SOPs to include member organizations, partners and affiliates. All of such organizations would be shown in the features of this portal.

Strategic Reflections on NVF

- 1) While establishing NVF, entire spectrum of disaster management and resilience system should be considered covering pre-disaster, during disaster and post disaster scenarios.
- 2) Some of the individuals and organizations have offered their free services to accomplish the tasks of development of NVF. This good gesture implicitly reflects the potential and spirit of volunteering in Pakistan.
- 3) Volunteering activities should be operated in a way that it is helpful in materializing the objective of poverty reduction and enhancing the resilience of rural communities in an inclusive development pattern against disasters and natural calamities.
- 4) The program of NVF should be run in steps and phases which should flow from piloting stage to replication stage and finally conclude to maturity stage. A list of sensitive geographic spots should be identified through Artificial Intelligence (AI) and Geo-Information System (GIS) and along with the priority of work keeping the constraints of budget and resources in view.
- 5) Capacity building and necessary trainings of member organizations should be arranged time and again keeping the emerging challenges in view. Individual members may also be trained for multidimensional tasks. Online courses may also be arranged in this regard in collaboration with IRP.
- 6) Some organizations have a pool of volunteers including PRCS, Pakistan US Alliance Network and Youth Parliamentarians of Pakistan under Sahara Foundation. FOCUS has good number of volunteers who can be capitalized for the NVF, PVFs and DVFs by strengthening collaboration and coordination.
- 7) The element of time should be taken into consideration as trust building across organizations and confidence building among the potential volunteers may take time from medium to long time perspective.

- 8) We should include the voluntarism in signature program of member organizations, partners and collaborators. NDMA should be taken in loop during the establishment of NVF.
- 9) National Policy on Volunteerism should also be formulated so that the strategic plan of volunteering movement could be smoothly launched. The ownership of this policy can be maintained if it is replicated and formulated at provincial and district levels.
- 10) The success of any Public Policy depends on the modalities developed for its implementation. An implementation plan must be designed along with the National and Provincial policies. This would also help in M & E of the working of policies and strategies.

Conclusion

In this research endeavour, the need to launch a country wide movement of volunteerism has been established so that the disasters could be handled with a national spirit under the auspices of NDMA and IRP. For being highly experienced, the latter would play a catalytic role for 3-5 years so that NVF could take off smoothly. With such joint efforts, a new wave of volunteering spirit may be promulgated by engaging women folk in humanitarian work. Their volunteering engagement facilitates an inclusive development particularly in the broad domain of disaster management. This is a chase-able target if the NVF is run with the defined vision and mission by addressing all strategic questions. For achieving all the defined targets, goals and objectives, a good organizational structure and geostrategic locations along with good governance system across the line in the framework of NVF need to be ensured. The more we go on improving and enhancing the canvas of NVF, there is highly likely of benefits to the deprived masses.

To materialize the dream of true volunteerism for holistic management of man-made and natural disasters, we will have to develop an innovative approach to urge and encourage young generation particularly of universities and from civil societies into humanitarian services. There is no denying the fact that development occurs when right volunteers put their shoulders to the right wheel at the right time and apply the right amount of intellect in the right manner. Keeping the global pandemic of coronavirus, this is right time to activate the movement of volunteerism in the country under the intellectual leadership of NDMA and technical leadership of IRP. The former may play an explicit role while the latter is meant for implicit role that would complement the role of NDMA. Only a right leadership in the right ways can fight for the fundamental human rights of men and women in Pakistan.

Pakistan is confronting a crisis situation beyond the risk domain. There is domain of uncertainty the probability of occurrence of which cannot be measured before time like that of risk. Disasters can happen at any time and in any place, leaving little time to prepare in the moment. It is crucial that a community should be prepared for the most likely hazards and uncertainties prior to a disaster. Along with emergency management, law enforcement, government organizations,

disaster relief organizations, and many others, NVF may be a valuable initiative of a good resilience system for prompt disaster response. With a well-designed plan, NVF can ensure the most efficient, effective response and recovery by using all available resources.

Terms of Reference (TORs) for NVF

TORs defines all aspects of how to run the affairs of NVF and conduct evaluation at various occasions of time. It is to define the aims and objectives of NVF along with the scope of the evaluation. It may outline the responsibilities of the team and the stakeholders. Resource availability and its mobilizations is also taken into consideration for NVF. Grassroots volunteer and technical communities may engage people across Pakistan to tackle problems of common interests using new tools and approaches. In this regard, some of the TORs stated hereunder for an effective and efficient functioning of NVF.

- 1) Under the implicit auspices of IRP, NVF will be effective to recruit or register the qualified, skilled and unskilled volunteers for humanitarian work. The registered volunteers will consist of the people who are passionate about and committed to a great cause they can provide help when and where they will be needed for.
- 2) NVF will organize capacity building sessions and required trainings as per their skills and abilities. As volunteers are often contributors in the work of humanitarian so NVF will make easy for them to contribute their time and money.
- 3) NVF may assist to build and enhance relationships between state, provincial and local level sector specific volunteer's service providers with the goal of increasing the capacity of volunteer's services through region specific initiatives. NVF would also collaborate with the National Emergency Management Authorities (NEMA) in the development of sector oriented Humanitarian Mission Ready Packages (HMRPs) for disaster recovery, response and rehabilitation.
- 4) NVF will take specific steps to establish collaborative relationships between traditional, formal humanitarian and the non-traditional volunteer networks/forums. Thus, network-wide continuous efforts to establish ways of working are to be conceptualized as complex collaborative re-orderings constituted of the inter-related practices of 'reconfiguring' and 'fusing'. This perspective would offer valuable insights into the dynamic processes of network transformations and changes, activated by the endeavors of traditional and volunteer organizations.
- 5) NVF will also adopt ICTs such as social media that have afforded new ways for communication to connect all stakeholders including communities in disaster situations. In particular, affected communities can communicate with friends and family. They can seek information and help or provide it to others. One can expect the emergence of new form of "digital volunteerism" which should be taken into account.

- 6) NVF will encourage those volunteers of all segments of society (men, women, children adults and people with disability) whose services will be affordable, trusted and free of any ambiguity and no security risk.
- 7) NVF will be unique to promote volunteerism across the country through different capacity building programs for the volunteers by involving member organizations for ensuring durable and long-lasting impact on the ground. It can also provide 360 degree assistance before, during, and after the placement of volunteers for pre-disaster, during disaster and post-disaster scenarios.
- 8) NVF will also encourage doctors, lawyers, journalists, schools, colleges, teachers, environmentalist, scholars, experts and psychologist, INGOs, NGOs, volunteer institutions (Private, Public), sociologist, multinationals, industrialists and law enforcement agencies to register themselves as a volunteer with NVF. Non to be left approach would be followed.
- 9) NVF would increase the volunteer's access to higher education and career development opportunities, train them emergency first response, safety and security measures.
- 10) Under NVF, volunteering programs must be designed to empower poor women and men as agents of change and as active citizens.

Bylaws for NVF

For regulating the governance, management and working of NVF, formulating a contour of bylaws is very important for successful running of the forum. Though, time to time, the modalities associated to such bylaws would be refreshed and redesigned, some of the identified bylaws as a starting point may be deliberated in the fashion explained hereunder. These bylaws would finally be approved by the Board of Director (BoDs hereafter) as soon as NVF is constituted. Some experienced technical experts from IRP may be taken in BoDs so as to have a holistic supervision of the proposed forum.

- 1) **Principal Offices Of NVF:** Such offices would be defined by the BoDs both for the national and provincial chapters. Some offices for District Volunteer Forums (DVF) may also be designated as the canvas is widened.
- 2) **Membership:** A variety of categories of members may be defined subject to the approval of BoDs. Both individual and organizational memberships would be encouraged on standard principles and procedures. For each membership categories separate SOPs may be developed. There would not be any membership fee for becoming member in NVF, PVF and DVF. All the members may have a specifically designed plastic card for recognition. The permanent registered members may have some voting rights for some decision making at NVF. Some limited voting rights for some affairs may also be offered to the partner organizations and affiliates subject to the approval of BoDs. Membership may be terminated on account of conflict of interest, non-cooperation and non-seriousness to be determined through a check and balance system.
- 3) **Fundamental Qualifications of the Volunteers:** The selected volunteers would have to qualify the following criteria failing which at any stage their memberships may be abandoned.
 - i. The potential candidate for volunteering would be willing to become member of NVF without any pressure and personal interest of material nature.
 - ii. The potential candidate for volunteering would fairly literate for simple English, Urdu or any other local languages as per requirement.
 - iii. The potential candidate for volunteering would fairly be in good physical, spiritual and mental health.
 - iv. The potential candidate for volunteering is supposed to enjoy great deal of grit and determination.
 - v. The potential candidate for volunteering should not be financially weak as it appears he is joining NVF for financial support.

- vi. The potential candidate for volunteering would have no sectarian or political affiliation of any kind.
- vii. The potential candidate for volunteering is not facing any conflict of interest with the mission and goals of NVF.
- viii. The potential candidate for volunteering must have capacity and potential to perform the voluntary work effectively and efficiently.

5) Board of Directors

- i. There shall be separate BoDs for National and Provincial Chapters. If it is required and agreed upon, it may be triangulated up to District Chapter.
- ii. BoDs at national level would supersede in decision making regarding management and governance though localized administrative decisions may be taken at the grass root level with the consent of provincial or district BoDs.
- iii. Each Director would be selected or elected in respective office for a tenure of two years which can be extended for another tenure just for one time.
- iv. President to be selected by the BoDs would serve as the Chair of each respective Board.
- v. Vice Presidents and Secretary may also be taken from the constituted BoDs for national, provincial and district chapters.
- vi. BoDs would have the power of accepting or rejecting the membership of all categories.
- vii. BoDs would have the power of approval of administrative financial matters though limited powers may be designated to President/s.
- viii. Special technical directors may be taken up from some established organizations including IRP.

6) Meetings

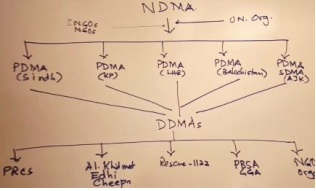
- i. Annual Meetings: Compulsory at least twice in a year
- ii. Regular Membership Meeting: To be convened as it is required.
- iii. Regular Board Meetings: At least 4 meetings in a year including Annual Meetings.
- iv. Special Meetings: Any time a special meeting may be called with a notice of 2-3 days. Some special meetings and quite emergent meetings may be convened through Skype or any other virtual arrangement.
- v. Voting and Quorum: At least 50 percent members of BoDs should be available for qualification of quorum. The category of ex-officio members may be added as per need of the NVF.
- vi. Virtual participation: In special case, online participation of any Board member is possible but maximum quorum should be from physically present members.

- vii. Notice of meetings: It should be issued at least a week before the start of meetings except in case of special meetings. .
- 7) Committees: BoDs may have authority to constitute committees for running and regulating the routine affairs of volunteering activities. The powers of making some specific decisions may also be delegated to these committees. Some of the proposed committee may include the following: -
- i. Executive Committee
 - ii. Financial Committee
 - iii. Procurement Committee
 - iv. Registration Committee
 - v. Monitoring and Evaluation (M&E) Committee
 - vi. External Linkages Committee
 - vii. Planning Committee
 - viii. Emergency Committee
 - ix. Liaison Committee
- 8) Officers
- i. President, Vice President, Secretary, and Treasurer may be the officers of NVF.
 - ii. They may be selected or elected as per previous arrangement in practice at NDMA.
 - iii. The tenure of their appointments would be for two years.
 - iv. An officer may be removed from office with two third majority at the BoDs.
 - v. An officer may tender resignation in writing by explaining a solid reason to be finally approved and accepted by the BoDs.
- 9) Authority and Duties
- i. The President shall preside all kinds of meetings of NVF.
 - ii. In the absence of President, Vice president may convene a meeting on behalf of the President.
 - iii. The Secretary shall keep record of agenda and minutes which may be uploaded in the website of NVF.
 - iv. The treasurer shall manage all the financial affairs along with annual budgetary propositions. The treasurer would operate a joint bank account of NVF along with the President.
 - v. Any other officers or committee members to be appointed by BoDs shall perform such duties as designated by the respective Board.
 - vi. Disciplinary codes of conduct (to be separately defined) would have to be followed while performing duties and using authorities.

- vii. A mechanism may be defined for surveillance of negligence in prescribed duties.
- 10) Conflict of Interest: Any kind of conflict of interest among directors, officers, committee members, employees and volunteer members shall be carefully monitored. Ethically all such officers would be under obligation to declare their conflict of interests in writing well in time so that the smooth functioning of NVF could not be disturbed. Personal opinion of any one would not be considered as the policy statement of NVF.
- 11) Compensation: The members of BoDs and the elected officers of NVF shall serve without compensation for their respective services. However, they may submit the reimbursement for all expenses incurred for NVF. The procedure for such affairs may be coined with due course of time.
- 12) Amendments: Bylaws of NVF would be considered as a flexible document to be refined and revised as per need of the time. These bylaws or a part of these bylaws may be amended by two third majority vote of BoDs the proposal of which may be coming up from any senior officer of NVF. For that purpose, a high level committee of technical experts may be constituted after every three years for looking into possibilities of addition or deletion in the profile of bylaws.
- 13) Volunteer Protection Act: The movement of volunteerism and the classical idea of NVF can be successfully implemented if there is a well designed Volunteer Protection Act which could guarantee the fundamental rights of those young men and women who are ready to surrender their physical bodies and time for a missionary cause. The presence of such kind of Act itself would be a great incentive for the volunteering community. The proposed Act should make certain the life insurance, health coverage and time compensation. In case of any casualty, the family of registered volunteers of NVF should have an access to compensation in cash or in kind. Similarly, in case of physical handicap or some financial loss of the volunteer, there should be some insurance mechanism that is to be maintained with some good insurance policy to be designed under Volunteer Protection Act.
- 14) Closing Note: The agenda for Volunteer Protection Act may be placed in the first annual meeting of BoDs for discussion and approval so that the legislative bodies could be motivated for the approval of this Act at National and Provincial Assemblies. Legal experts would also have to be involved for this exclusively technical exercise. IRP should be taken on board at all such future affairs of administrative, legal and technical nature.

Findings of Group Activity - Islamabad

Group Composition		
Group 1	Dr. A Rahman, Ms. Shagufta, NIDM, Ms. Shamsa, PGGA, Mr. Khawar & Mr. Shahzad, Al-Khidmat	
Group 2	Ms. Azra Shahid, Rescue 1122, Ms. Sana Javed, NIDM, Mr. Sajid Naeem, ADPC, Mr. Ghaffar Ali, Hashoo, Mr. Touqir Ahmad, Arid Agriculture Unit)	
Group 3	Mr. Khaleel Ahed, RSPN, Ms. Sameena Nazir, PODA, Mr. Farukh Saleem, WFP, Mr. Nasir Hussain, Hashoo, Ms. Rabia Ahmed, NIDM	
Ser	Questions/ Queries	Group Reply
1.	Is there need of any National Volunteer Forum (NVF) in Pakistan?	<ol style="list-style-type: none"> 1. Yes 2. Yes, there is needed 3. Yes, based on existing platforms 4. Yes, but need to prevent duplication of efforts by taking on board relevant stakeholders.
2.	Are the volunteer forums has to be in Provincial, State and GB?	<ol style="list-style-type: none"> 1. In all provinces including AJK, GB. Even at UC-level 2. Across Pakistan on provincial/ district till UC level. 3. Everywhere, (National, Provincial, District) 4. There should be chapters all over Pakistan. ICT chapter should be apex body. Should be taken to the UC level (grass root)
3.	Who has to be the part of the NVF?	<ol style="list-style-type: none"> 1. Every one as mentioned in Q3 2. All stakeholders on board including local communities. It should be open for everyone. 3. All of them 4. All of the above. Should be broad / inclusive + Youth
4.	What kind of NVF structure has to be?	<ol style="list-style-type: none"> 1. NVF Structure

		 <ol style="list-style-type: none"> 2. Regular, as per existed DM Structure 3. National, Provincial, District 4. Federal Level (apex) → Provincial (Punjab, KP, AJK, GB, Balochistan, Sindh) → Division → District → UC
5.	How many volunteer forums exist? If yes what kind of volunteer services they offer?	<ol style="list-style-type: none"> 1. Nil. Volunteer may exist but no designated forum available. 2. Rescue 1122 with 45,000 approx., Hashoo with 1,500 approx., and Girls Guide with 8,000 approx. 3. Several 4. PRCS/ WFP, UNV, Hashoo, VSO. In addition, there are some other structures that need further research and mapping, e.g. Islamabad Distt. Admin / Clean & Green Pakistan / Youth groups
6.	What varieties of volunteerism exist among different segment of population groups including gender, ethnic, socio-economic or geographical variations in Islamabad?	<ol style="list-style-type: none"> 1. Pakistan Boy Scout/ Girl Guides, Hashoo foundation, PRCS, Al-khidmat, PRCS, Islamic relief, Help in Hand, Muslim Aid, etc., Transgender (Ms. Nayab) 2. Blood donations, emergency management, overall awareness trainings/ work shop (wall chocking, sanitation, women CB), Event management 3. Different type of volunteers 4. Broad: skilled / unskilled / technical. Different levels within organizations (e.g. Girl Guides/ Boy Scout)
7.	If there is any National Volunteer Forum (NVF) will exist whether other volunteer service providing organizations have to be its member?	<ol style="list-style-type: none"> 1. Yes 2. There is no national level forum. 3. Depends on other organizations

		4. Yes
8.	Are all the volunteer service providing organizations have their volunteer's database?	1. Yes, but haphazard. Not well organized. 3. Exist in various forms.
9.	If yes whether these organization willingly will have to share their volunteer's data with the newly established database of National Volunteer Forum (NVF)?	1. Yes, but there is dire need to ensure safety of volunteer date i.e. misuse of data. Certain conditions may be sought. 2. Ready to share but partially. 3. Agreed TORs need to be developed. 4. Data should also be synchronized between them – would be willing if involved from day 1 and if government is on board – important to have a data protection policy
10.	If National Volunteer Forum (NVF) will be formed what volunteer categories have to be registered? <ul style="list-style-type: none"> • Paid • Un-Paid • Partially Paid 	1. All the three types i.e. paid, unpaid, partially paid. 2. Partially paid 3. Majority unpaid 4. All 3 – paid/ unpaid/ partially paid
11.	What procedure NVF needs to be adopted to register the volunteers?	1. Online NVF- Application, Registration form. 2. Online form, through organization, free mobile applications. 3. Industry wide criteria 4. Consolidation of existing database through member organizations
12.	What terms and conditions NVF needs to be develop for member organization to work together?	1. Secure the identity of registering organization. NVF provide funds to the registering organization for capacity building, program, project training, etc. certification. 2. Personal information restricted to member organization, and professional information can be shared. 3. Defined TORs 4. Engage volunteers through organizations, transparent, management information system (MIS) development, clearly outline area of expertise of organizations to

		facilitate collaboration, and need-based hiring of volunteers, draft a legal framework to ensure govt. ownership and protection (through easiest path), e.g. policy, act, amendments ordinance, complaint redressal mechanism.
13.	What kind of benefits that National Volunteer Forum (NVF) has to offer to its register volunteers?	<ol style="list-style-type: none"> 1. Recognition, ID card, vest, job benefit, discounts on local transport, health incentives/ insurance. (1 M or 0.5 M), PPR, Response kits, educational quota for himself/ kids 2. Financial expenditure should be covered 3. Trainings, allowances, and e learning 4. Organizational & individual: <ul style="list-style-type: none"> - Networking and resource mobilization, visibility, recognition, access to skilled/ unskilled resources. Individual: <ul style="list-style-type: none"> - Training and capacity building opportunities, recognition & certification, internship and community service credit hours, networking, exposure and future job opportunities, social service, paid and partially paid opportunities.
14.	What kind of the benefits National Volunteer Forum (NVF) has to offer to its member organizations?	<ol style="list-style-type: none"> 1. Discussed in Q11 2. Financial support and training to volunteers/ CB 3. Data sharing, resource sharing, and training
15.	Is National Volunteer Forum (NVF) has to have its own volunteer database, having different working talents and expertise?	<ol style="list-style-type: none"> 1. Yes, centralized data with the categorization of skills & expertise. 2. Professional information should be shared with NVF 3. Yes 4. Yes, consolidation of existing databases, new database for NVF
16.	Have there any reservation or fear regarding formation of the National Volunteer Forum (NVF)? If yes what types of	<ol style="list-style-type: none"> 1. Loss of identity of registering organization, loss of data, loss of power, misuse of data, and loss of control 2. No

		<p>3. Sustainability, data sharing</p> <p>4. Formation/feasibility, sustainability, retention of volunteers/organizations, data protection, capacity to engage/ manage NVF</p>
17.	What expected benefits will be after the formation of the National Volunteer Forum (NVF) please share?	4. Benefit - data compilation, ease of planning, emergency volunteer and responders, and positive youth engagement.
18.	Any other suggestion	<p>2. Coordination among organizations, data availability at national forum, contribution to the society, and fundraising for organizations.</p> <p>3. Boost spirit of volunteerism, utilize volunteer in different national local level campaigns.</p>

Findings of Group Activity - Peshawar

Group Composition		
Group 1	Ms. Shaheen Zad Khan Khattak, CD Hayatabad, Mr. Muhammad Israr, Project Officer, Child Protection and Welfare Commission, Ms. Ghazal, Nutrition Assistant, CERD, Ms. Naina, ICDI Program Officer	
Group 2	Ms. Shaban Marwat, Ms. Sania Shaukat, Mr. Rahim Badshah, Mr. Irfan Syed, Mr. Sohail, Mr. Hussain Ali Awan	
Group 3	Mr. Rizwan Ahmed, Mr. Sardar Muzaffar Hussain, Mr. Sajid Ali, Khan Karim, Mr. Said Ikhtiar, Ms. Sadaf Nayab	
Ser	Questions/ Queries	Group Reply
1.	Is there need of any National Volunteer Forum (NVF) in Pakistan?	<ol style="list-style-type: none"> 1. Yes, while considering sustainability, collaborative data center by including data of other organizations, awareness, and implement at Distt level. 2. Yes 3. Yes due to extreme prone to natural and human induced event
2.	Are the volunteer forums has to be in Provincial, State and GB?	<ol style="list-style-type: none"> 1. Yes, at provincial, distt, and UC level. 2. Yes, from national to grass root level 3. Both on state and provincial level having links / roots on tehsil, and district level.
3.	Who has to be the part of the NVF?	<ol style="list-style-type: none"> 1. All the self-sensitized people from all segments and societies should be the part of NVF, whose can ensure their availability on priority basis in need. 2. Everyone in their respective capacities and skills 3. All those people who want to be registered volunteers and all organization i.e. government, non-government and civil society.
4.	What kind of NVF structure has to be?	<ol style="list-style-type: none"> 1. Yes, there is NVF/ PVF at civil defense department, PTG existed in all school up to village level, and LHN exist in health tehsil district. [All CCBs must be activated in all UUC, Tehsil, and district level. 2. Like other registered entities

		3. There should be a NVF at federal level having structure at provincial, district, tehsil, and U/c level.
5.	How many volunteer forums exist? If yes what kind of volunteer services they offer?	<ol style="list-style-type: none"> 1. Civil defense, rescue in emergency, firefighting, training providing to volunteer, government and semi government, industrial, commercial undertaking workers, DC task force, Pakistan red crescent, social welfare department volunteers, PTC, support education system. These all provide humanitarian services 2. Quite a few i.e. civil defense, Alkhidmat foundation, rescue 1122, etc. 3. No data available which has been compiled by any organization. There are some NVFs i.e. UNV, NCHD, VTF, PRCS, Civil Defense, 1122, etc.
6.	What varieties of volunteerism exist among different segment of population groups including gender, ethnic, socio-economic or geographical variations in KP?	<ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes
7.	If there is any National Volunteer Forum (NVF) will exist whether other volunteer service providing organizations have to be its member?	<ol style="list-style-type: none"> 1. Yes, civil defense volunteers are available up to UC & district level. 2. Yes, but depend upon the scope and mandate and policies & procedures 3. Seems yes, but there must be legislation to make it compulsory for other organizations to the part of NVF
8.	Are all the volunteer service providing organizations have their volunteer's database?	<ol style="list-style-type: none"> 1. Depend upon the administration, policies, and satisfaction of the authorities. 2. Yes, but would quite challenging and tricky. 3. If there will not be any legislation, organizations won't share the data.
9.	If yes whether these organization willingly will have to share their volunteer's data with the newly established database of National Volunteer Forum (NVF)?	<ol style="list-style-type: none"> 1. Yes, but there is dire need to ensure safety of volunteer data i.e. misuse of data. Certain conditions may be seeked. 2. Ready to share but partially. 3. Agreed TORs need to be developed. 4. Data should also be synchronized between them – would be willing if involved from day 1 and if government is on board – important to have a data protection policy

10.	<p>If National Volunteer Forum (NVF) will be formed what volunteer categories have to be registered?</p> <ul style="list-style-type: none"> • Paid • Un-Paid • Partially Paid 	<ol style="list-style-type: none"> 1. All type of volunteers can be registered but their credibility must be analyzed, prior to integrate to the system. 2. Everyone in their respective capacities and skills 3. Anyone who is willing to be a volunteer
11.	<p>What procedure NVF needs to be adopted to register the volunteers?</p>	<ol style="list-style-type: none"> 1. NVF should adopt simple methods to recruit the volunteers, self-sanitized people should be registered, specific volunteer and services should be registered including lawyer, educationist, paramedics, utility departments, students, intellectuals, etc. 2. Depends upon TORs, scope, mandate, skills, and capacities of the volunteer group. 3. Must be registered with NVF, & the data must be available online in terms of services; i.e. blood donors, etc.
12.	<p>What terms and conditions NVF needs to be develop for member organization to work together?</p>	<ol style="list-style-type: none"> 1. MOUs must be signed with GOVT for collaboration and coordination, criteria must be devised for the selection of volunteers, person to person assessment procedure must be devise according to specific department. 2. Proper TORs, roles and responsibilities should be developed for joining an organization to the NVF for working together. 3. Consent of the organization
13.	<p>What kind of benefits that National Volunteer Forum (NVF) has to offer to its register volunteers?</p>	<ol style="list-style-type: none"> 1. Policy development for the volunteer facilities, provide benefit, priority must be given to them in their specific department vacancies, Haj and Umrah facilities 2. Identity, acknowledgement of services, and compensation. 3. Appreciation & acknowledgements along with capacity building
14.	<p>What kind of the benefits National Volunteer Forum (NVF) has to offer to its member organizations?</p>	<ol style="list-style-type: none"> 1. Same as Q 12 2. NVF can offer platform, avenues, opportunities, for the services and expertise that are required for an organization 3. Capacity building, financial assistance, activities for retention of volunteers.

15.	Is National Volunteer Forum (NVF) has to have its own volunteer database, having different working talents and expertise?	<ol style="list-style-type: none"> 1. Uniform volunteer database is a must. 2. Yes, there should be accessible, reliable and updated database. 3. Yes
16.	Have there any reservation or fear regarding formation of the National Volunteer Forum (NVF)? If yes what types of	<ol style="list-style-type: none"> 1. No fear at all 2. Sustainability, & scalability 3. Some organizations may not like to lose their volunteer structure
17.	What expected benefits will be after the formation of the National Volunteer Forum (NVF) please share?	<ol style="list-style-type: none"> 1. Benefit - data compilation, ease of planning, emergency volunteer and responders, and positive youth engagement.
18.	Any other suggestion	<ol style="list-style-type: none"> 1. Digitalization of services, membership, skills, capacity building and skill development programs 2. Thank you for your time.

Findings of Group Activity - Quetta

Group Composition		
Group 1	Mr. Nasar Ullah, Ms. Somaira Khan, Mr. Ahsan Tauheed, Ms. Zahida, Mr. Abdul Sattar	
Group 2	Mr. Saad Waqas, Mr. Ghulam Muhammad, Mr. Khizra Bashir, Mr. Muhammad Naeem, Mr. Shakeel Pervaiz	
Ser	Questions/ Queries	Group Reply
1.	Is there need of any National Volunteer Forum (NVF) in Pakistan?	<ol style="list-style-type: none"> 1. Yes, highly recommended (centralized forum) 2. Yes, because all volunteers under one umbrella, to utilize existing abilities and resources, and to integrate skills, and resources at time of unforeseen situation. 3. Yes 4. Yes
2.	Are the volunteer forums has to be in Provincial, State and GB?	<ol style="list-style-type: none"> 1. Yes, provincial level – division – district – tehsil – UC – Community 2. Yes, at district level until grass root level (Tehsil, and UC) 3. Provincial and district level local bodies 4. Yes at both national and provincial level including GB and Kashmir
3.	Who has to be the part of the NVF?	<ol style="list-style-type: none"> 1. Every willing individual (National) 2. All relevant stakeholders, line departments, UN, INGOs, CSOs, youth, teachers, healthcare providers, religious/ tribal elders. 3. Registered organization at national levels 4. Government, semi-government, NGOs, other networks, associations, students, religious groups
4.	What kind of NVF structure has to be?	<ol style="list-style-type: none"> 1. Lead – NDMA at national level, DDMA at provincial level (Governing body members from Government, politician, army UN, NGOs, ethnic group

		<p>representative)</p> <ol style="list-style-type: none"> 2. Decentralized /autonomous (working group at provincial level) 3. BOD – admin staff members. 4. National, provincial & tehsil level
5.	How many volunteer forums exist? If yes what kind of volunteer services they offer?	<ol style="list-style-type: none"> 1. No, Idea but there is/are. 2. Different volunteer forums in different sectors/ capacities such as; Government (PDMA, NDMA, GG, NCHD, DDHI, PRCS), NGO (UNDP, UNICEFF), and independent (Quetta online, Balochistan online, Al khidmat, helping hands) 3. Various forms exist 4. Rescue 1122, Boy Scout, Girls Guide, PDMA, Red Crescent, Civil Defense, CRM-UN, minority security group, Quetta online, women Baluchistan.
6.	What varieties of volunteerism exist among different segment of population groups including gender, ethnic, socio-economic or geographical variations in Balochistan?	<ol style="list-style-type: none"> 1. Same as Q5 2. Multi ethnic and multi discipline 3. Open for all people and groups 4. Women, children, minorities, youth, rescue groups
7.	If there is any National Volunteer Forum (NVF) will exist whether other volunteer service providing organizations have to be its member?	<ol style="list-style-type: none"> 1. Yes, but with limitations (only for organizations) 2. Yes, because diversification, inclusive, resource utilization, and sharing. 3. No information. 4. UNV, National level, provincial level, CRM
8.	Are all the volunteer service providing organizations have their volunteer's database?	<ol style="list-style-type: none"> 1. Yes, to easily recognize them and their services 2. Preferably Yes 3. Yes share database and information. 4. Yes
9.	If yes whether these organization willingly will have to share	<ol style="list-style-type: none"> 1. Willing, basic knowledge about volunteerism.

	their volunteer's data with the newly established database of National Volunteer Forum (NVF)?	<ol style="list-style-type: none"> 2. Geography, skills, experts, and partially paid. 3. Dominated/ identified by members organizations 4. Paid, unpaid, partially paid, youth, trained and skill professional.
10.	<p>If National Volunteer Forum (NVF) will be formed what volunteer categories have to be registered?</p> <ul style="list-style-type: none"> • Paid • Un-Paid • Partially Paid 	<ol style="list-style-type: none"> 1. All type of volunteers can be registered but their credibility must be analyzed, prior to integrate to the system. 2. Everyone in their respective capacities and skills 3. Anyone who is willing to be a volunteer
11.	What procedure NVF needs to be adopted to register the volunteers?	<ol style="list-style-type: none"> 1. Online (Social Media), public place, institution, event base desk, reference based interviews 2. Through online platform via social forums, personal verification via NADRA database connectivity 3. Organizations will have to provide. 4. Checklist/ performa registration, compiled database
12.	What terms and conditions NVF needs to be develop for member organization to work together?	<ol style="list-style-type: none"> 1. MOU – properly signed, National Security 2. Properly registered. Relevant department, willing to serve voluntarily, always ready to serve, and to have an MOU, to assign specific task. 3. Registered, working through MOU 4. SOP, MOUs, TORs, Service roles
13.	What kind of benefits that National Volunteer Forum (NVF) has to offer to its register volunteers?	<ol style="list-style-type: none"> 1. Capacity Building, exposure, recognition, partially/ full paid, insured, ID 2. Recognition, identity card, special allowance, awards, exposure tours, capacity building 3. Paid staff, partially paid, financial support for working expense. 4. Paid, unpaid, partially paid, allowances,

14.	What kind of the benefits National Volunteer Forum (NVF) has to offer to its member organizations?	<ol style="list-style-type: none"> 1. Opportunities, recognition, good will 2. Exposure, technical capacity 3. Joint venture by NVF and organizations.
15.	Is National Volunteer Forum (NVF) has to have its own volunteer database, having different working talents and expertise?	<ol style="list-style-type: none"> 1. Yes, it has to be. 2. Yes for accessibility, connectivity, sense of ownership, platform to work. 3. Develop database 4. Yes
16.	Have there any reservation or fear regarding formation of the National Volunteer Forum (NVF)? If yes what types of	<ol style="list-style-type: none"> 1. No fear 2. Yes, national security may be at risk. 3. Optimist
17.	What expected benefits will be after the formation of the National Volunteer Forum (NVF) please share?	<ol style="list-style-type: none"> 1. Benefit - data compilation, ease of planning, emergency volunteer and responders, and positive youth engagement.
18.	Any other suggestion	<ol style="list-style-type: none"> 1. Volunteer for inclusive society to bring social change, social mobilization, training/ expertise, skills enhancement. 2. Preapproved administratively, independent/ authority, capacity building, and exposure.

Findings of Group Activity - Mirpur (AJ&K)

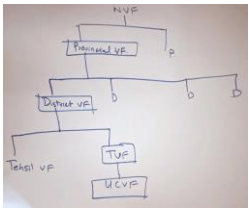
Group Composition		
Group 1	Mr. Naveed-ur-Rehman, Mr. Asif Rathore, Mr. Amina Sohail, Mr. Javed Chaudary, Mr. Lal Hussain, Mr. Ahsan Ahmed Chohan	
Group 2	Mr. Faisal Zahid, Mr. Ahmed Hassan, Ms. Maida, Mr. Arslan Tariq, Mr. Majid Hussain, Mr. Zafran Haider Rathore	
Group 3	Mr. Qamar Atta, Mr. Saboor Janjua, Mr. Javaid Zaman, Mr. Raja Hashim, Mr. Azhar Mehmood	
Group 4	Mr. Rahim-ur-Rehman, Mr. Hussnain Mehmood, Mr. Wajid Rosheed, Mr. Hafiz Muhammad Anwar, Mr. Muhammad Ahtesham, Mr. Nouman Shahzad, Ms. Rabiah Shahbaz	
Ser	Questions/ Queries	Group Reply
1.	Is there need of any National Volunteer Forum (NVF) in Pakistan?	<ol style="list-style-type: none"> 1. Yes, there should be NV 2. Yes, because NVF provides a platform together all the volunteers from different organization/ institutions 3. Yes, common platform 4. Organize volunteers and prepare for disasters
2.	Are the volunteer forums has to be in Provincial, State and GB?	<ol style="list-style-type: none"> 1. Provincial, state, district, and UC level 2. Yes 3. Yes for overall coordination and timely response
3.	Who has to be the part of the NVF?	<ol style="list-style-type: none"> 1. Departments, NGOs, local bodies, civil societies, and youth organizations 2. Government intuitions, civil society, students, local community, professionals/ non-profits 3. Civil societies, NGOs, education & health department
4.	What kind of NVF structure has to be?	<ol style="list-style-type: none"> 1. Skilled based segregation to prevent mal-distribution and malpractices 2. National level, provincial level, district, tehsil, UC

		<p>3. Hierarchy - Age, discipline, experience, roots, and education wise</p> <p>4. Semi government, communities, and district level</p>
5.	How many volunteer forums exist? If yes what kind of volunteer services they offer?	<p>1. Unregistered volunteers does exist i.e. not well connected</p> <p>2. Multiple forum exists in AJK but in disorganized form/ manner. They provide</p> <p>3. Humanitarian assistance</p> <p>4. Developmental activities (water supply, reconstruction)</p> <p>5. Social welfare of women - women empowerment</p> <p>6. No active proper forum but many NGOs have their individual level forums</p>
6.	What varieties of volunteerism exist among different segment of population groups including gender, ethnic, socio-economic or geographical variations in AJ&K?	<p>1. In AJK multiple groups have their forum of volunteers</p> <p>2. Emergency responses, blood donations, rescue plans, LSOs, UAJK, muharram response</p> <p>3. FAR, blood donations, orphans & PWD, free medicine, emergency eye camps, water filters, Government events</p>
7.	If there is any National Volunteer Forum (NVF) will exist whether other volunteer service providing organizations have to be its member?	<p>1. Under the umbrella of NVF, volunteer organizations have to contribute in organized manner in data management and policy making</p> <p>2. Yes, common platform for coordination</p>
8.	Are all the volunteer service providing organizations have their volunteer's database?	<p>1. Most of the organizations have the database</p>
9.	If yes whether these organization willingly will have to share their volunteer's data with the newly established database of National Volunteer Forum (NVF)?	<p>1. Data confidential for Government bodies</p> <p>2. Some will be willing, others won't</p> <p>3. Yes but with some constraints and confidentiality</p>
10.	<p>If National Volunteer Forum (NVF) will be formed what volunteer categories have to be registered?</p> <ul style="list-style-type: none"> • Paid 	<p>1. All type of volunteers can be registered but their credibility must be analyzed, prior to integrate to the system.</p> <p>2. From different age groups, sectors from government and public sectors</p>

	<ul style="list-style-type: none"> • Un-Paid • Partially Paid 	3. Volunteers from every field including labors, students, professionals, layman, lady health workers
11.	What procedure NVF needs to be adopted to register the volunteers?	<ol style="list-style-type: none"> 1. Integrated & Inclusive approach, Channelized through departments, SOPs and defined scope of work, Uniformity, and specified code of conduct 2. Registration through digital procedure (mobile SMS/Apps) 3. Online registration 4. Willingness, experience & security
12.	What terms and conditions NVF needs to be develop for member organization to work together?	<ol style="list-style-type: none"> 1. Having pool of volunteers, having a database, volunteer management system, policy of paid/unpaid and partially paid, having registration with social welfare department 2. Acknowledgement, life insurance, un-biasness, good moral values, working SOPs, committed, positive attitude towards other gender
13.	What kind of benefits that National Volunteer Forum (NVF) has to offer to its register volunteers?	<ol style="list-style-type: none"> 1. Facilitation, logistics, protection, capacity building, and networking 2. Capacity buildings, training, workshop, acknowledgements, equipment 3. Life insurance opportunities, facilitation, experience/ acknowledgements, and opportunities 4. Transport and identity plus recognition for individual volunteers
14.	What kind of the benefits National Volunteer Forum (NVF) has to offer to its member organizations?	<ol style="list-style-type: none"> 1. Small grant of funds/ kind support 2. Coordination, acknowledgement, and experience sharing 3. Exposure for organizations
15.	Is National Volunteer Forum (NVF) has to have its own volunteer database, having different working talents and expertise?	<ol style="list-style-type: none"> 1. Yes, it has to be. 2. Yes for accessibility, connectivity, sense of ownership, platform to work. 3. Develop database 4. Yes

16.	Have there any reservation or fear regarding formation of the National Volunteer Forum (NVF)? If yes what types of	<ol style="list-style-type: none"> 1. Fear of data misuse 2. Data security, personal security, protocol of volunteers, inductions 3. Ideas conflicts, data confidentiality, registered from interior ministry, & community acceptability
17.	What expected benefits will be after the formation of the National Volunteer Forum (NVF) please share?	<ol style="list-style-type: none"> 1. Benefit - data compilation, ease of planning, emergency volunteer and responders, and positive youth engagement.
18.	Any other suggestion	<ol style="list-style-type: none"> 1. Security of volunteers 2. Annual induction 3. Working with other organizations 4. Purpose should be clear, and un-biasness 5. Stick to purpose, check & balance, perfection & inclusion

Findings of Group Activity - Gilgit (GB)

Group Composition		
Group 1	Think Tank Group	
Group 2	Mr. Arman Shah, Mr. Safdar Ali, Mr. Iqbal Shah, Mr. Zaheer Ahmed, Mr. Maghroor Ahmed	
Ser	Questions/ Queries	Group Reply
1.	Is there need of any National Volunteer Forum (NVF) in Pakistan?	<ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes, NVF is the need of hour to increase common issues and utilizing properly available resources of different organizations under one umbrella
2.	Are the volunteer forums has to be in Provincial, State and GB?	<ol style="list-style-type: none"> 1. Across the country 2. Yes 3. Yes, individual volunteer organizations/ forums exists. It should be managed under one umbrella
3.	Who has to be the part of the NVF?	<ol style="list-style-type: none"> 1. Stakeholders from all walk of life including public, private and civil society organization 2. Every one based on their willingness 3. All existing organizations should be part of NVF
4.	What kind of NVF structure has to be?	<ol style="list-style-type: none"> 1. Structure of NVF 

		<p>2. It should be like an organizations with legal entity of Government offices must be established at provincial/ district levels and volunteer network must be established even at community levels</p> <p>3. National to district level</p>
5.	How many volunteer forums exist? If yes what kind of volunteer services they offer?	<p>1. There are many volunteer forums such as GB Youth Assembly, PRCS, GB Volunteers, CERT volunteers, SART, DART, District LSO network, Rehnuma Foundation Youth Forum, Nation/ provincial, community based scouts/ girl guides, and volunteer corps</p> <p>2. PRCS, AKAH, GBDMA 1122, Boys Scouts, Girl Guides, LSO's, Youth parliament, GBVM, Al-Khidmat, etc. but no combined data is available</p> <p>3. Al-khidmat, PRCS, Boy scouts, Ismaili Scouts, Imamia Scouts, Sumi Scouts, etc</p> <p>4. Humanitarian, welfare, event management, educational services.</p>
6.	What varieties of volunteerism exist among different segment of population groups including gender, ethnic, socio-economic or geographical variations in GB?	<p>1. Humanitarian service, awareness raising social service/ Economic</p> <p>2. No authentic data is available yet but the organizations above have variety of volunteers.</p> <p>3. Depends on volunteer induction policy of that particular organization.</p>
7.	If there is any National Volunteer Forum (NVF) will exist whether other volunteer service providing organizations have to be its member?	<p>1. Yes</p> <p>2. Yes, but first the NVF must register itself with the Government or let the Government own it.</p> <p>3. Yes.</p>
8.	Are all the volunteer service providing organizations have their volunteer's database?	<p>1. Most of the organizations have the database</p>
9.	If yes whether these organization willingly will have to share their volunteer's data with the newly established database of	<p>1. It may vary from context to context and organizations to organizations</p> <p>2. Yes, if the NVF ensure to protect the database</p>

	National Volunteer Forum (NVF)?	3. Depends on the policy of organization
10.	<p>If National Volunteer Forum (NVF) will be formed what volunteer categories have to be registered?</p> <ul style="list-style-type: none"> • Paid • Un-Paid • Partially Paid 	<ol style="list-style-type: none"> 1. Skilled, unskilled, professionals, youth, retired personnel 2. Everyone based on their willingness but focus should be given to youth and skillful people 3. Skilled and technical volunteer should be registered
11.	What procedure NVF needs to be adopted to register the volunteers?	<ol style="list-style-type: none"> 1. Objective setting, strategy for mobilizations of volunteers, resource mobilizations, inductions of volunteer on need base, task base, Recognitions 2. Different methods can be adopted like online registration portal for urban communities and printed registration forms to be circulated for rural communities through NVF offices/ officials. Community mobilization and awareness sessions must be carried out at various levels 3. Interview based induction of volunteers
12.	What terms and conditions NVF needs to be develop for member organization to work together?	<ol style="list-style-type: none"> 1. On partnership basis 2. The terms and conditions should be developed with mutual understanding at policy level. 3. NVF and all partner societies should formulate a common action plan with mutual consensus of all partners for development of NVF
13.	What kind of benefits that National Volunteer Forum (NVF) has to offer to its register volunteers?	<ol style="list-style-type: none"> 1. Capacity build, recognition, remuneration, logistic support, securities 2. NVF should ensure provision of all basic facilities to volunteer i.e. food, health, insurance, logistic, accommodation, capacity building, exposure visits, and stipend 3. NVF needs to develop a policy which could enhance the technical skills of its volunteers i.e. internships, fellowship programs, scholarships and job

		opportunities, and exchange programs
14.	What kind of the benefits National Volunteer Forum (NVF) has to offer to its member organizations?	<ol style="list-style-type: none"> 1. Capacity building, technical and financial support 2. Collaborative efforts, joint projects, data sharing, capacity building, grants, etc. 3. Mobilization and utilization of available resources.
15.	Is National Volunteer Forum (NVF) has to have its own volunteer database, having different working talents and expertise?	<ol style="list-style-type: none"> 1. Yes, own + support on member organizations database 2. Yes, obviously
16.	Have there any reservation or fear regarding formation of the National Volunteer Forum (NVF)? If yes what types of	<ol style="list-style-type: none"> 1. Yes, different fears regarding legal status of NVF, its funding, partner organizations and community acceptance 2. Failure of expected outcomes designed by NVF, budget continuation for execution of activities, and lack of coordination and participation among stakeholders
17.	What expected benefits will be after the formation of the National Volunteer Forum (NVF) please share?	<ol style="list-style-type: none"> 1. Benefit - data compilation, ease of planning, emergency volunteer and responders, and positive youth engagement.
18.	Any other suggestion	<ol style="list-style-type: none"> 1. Practical work must be done for establishment of NVF rather just meeting/workshops 2. Establishment of NVF in national, provincial and district level. Strong coordination between stakeholders, and capacity building of stakeholders

Portal for NVF - Developed for NDMA

The screenshot shows the 'Registered Volunteers' section of the National Volunteer Forum. It features a table with columns for First Name, Last Name, Gender, Province, District, and Actions. The table lists 10 registered volunteers from various provinces in Pakistan.

First Name	Last Name	Gender	Province	District	Actions
Muhammad	Shahbaz	Male	Punjab	Rawalpindi	[Icons]
Waseem	Ahmed	Male	Islamabad	Islamabad	[Icons]
Kazim	Razaq	Male	Punjab	Muzaffargarh	[Icons]
Mari	Sirraf	Female	Sindh	Karachi	[Icons]
Khaliq-ur-Rahman	Qamar	Male	Punjab	Lahore	[Icons]
Naveez	Mehalpoor	Male	AJ & K	Muzaffarabad	[Icons]
Adila	Naseem	Female	AJ & K	Kothi	[Icons]
Shaukat	Yousafzai	Male	Gilgit-Baltistan	Diamer	[Icons]
Feroz	Khatak	Male	Khyber Pakhtunkhwa	Swat	[Icons]
Muzammat	Shahen	Female	Khyber Pakhtunkhwa	Chitral	[Icons]

Welcome to National Volunteer Forum

REGISER AS VOLUNTEER

SEARCH VOLUNTEERS
Requires authentication

Partner Organization Sign In

Email Address *

Password *

Remember me

SIGN IN

[Forgot password?](#) [I don't have an account](#)

CODATA
ALL ABOUT CODE AND DATA

Developed by

Muhammad Shahbaz
Co-founder and Chief Technology Officer
CODATA Technologies Pvt. Ltd.
Email: thebazshah@gmail.com
Cell: +92 305 5111151

Instructions for Database Handler

Introduction

The National Volunteer Forum (NVF) project is aimed at building national level volunteer database. The purpose is to build a system that can facilitate both: volunteers for offering their services and NGOs for finding right volunteer workforce.

Requested Features

The following features are requested for the system: -

- 1) Volunteer registration
- 2) Importing volunteers' data from partner organizations
- 3) Easy and flexible filtering tools to search volunteers from database
- 4) Export data in well-known formats for sharing

Developed Features

We tried to develop a comprehensive and useful system. However, keeping time and budget constraints in view, we ended up with following selected features: -

- 1) Volunteer registration form to capture sufficient information about volunteers. The form is broken down into 4 sections. Fields were chosen after discussion.
- 2) Admin panel showing statistics about registered volunteers.
- 3) Simple user management module for providing access to NDMA officials or representatives of partner organizations.
- 4) Showing list of registered volunteers. The list can be narrowed-down using easy to use filtering controls.
- 5) Volunteer list printing and exporting features let you either print list of volunteers or information of an individual volunteer. The same data can be exported to PDF format.
- 6) Import data of registered volunteer from partner organizations. In order to provide data to NDMA, partner organizations can download template and provide their data in same format.

Enhancements in NVF

The features we've developed are the minimum features for such a system to be useful. It can be enhanced to a greater extent. Following features/components/modules can be added: -

- 1) Data collection beyond basic information
- 2) User profile management and notifications using SMS and emails

- 3) Inclusion of partner organizations as regular users of system
- 4) Advanced volunteer searching and filtering tools
- 5) Providing APIs for direct integration with systems of partner organizations
- 6) Track volunteers' activities during fieldwork
- 7) NVF mobile app to actively engage with volunteers and partner organizations
- 8) Mobile app can also be used to disseminate useful information to volunteers and partner organizations
- 9) The system can also include tools to offer MOOCs (Massive Open Online Courses) related to disaster management and other volunteer activities

Technologies

The system is a web application developed using latest and state of the art technologies. Following is the list of technologies/frameworks used to build the system: -

- 1) Backend: Microsoft ASP.NET Core 3.1.2 (Release on Feb 18, 2020)
- 2) Backend: Entity Framework Core 3.1.2 (Release on Feb 18, 2020)
- 3) Frontend: React (by Facebook) (Released on Feb 26, 2020)
- 4) Frontend: Material UI (Released on Feb 29, 2020)
- 5) Installation and Configuration

The system requires following components to run:

- 1) IIS on Windows Server
- 2) SQL Server 2012 or later
- 3) NET Core Hosting Bundle

By following easy to follow documentation, a system administrator can easily configure web application on the server. We are available in case of any issue in deployment or configuration. For more information see the following URLs:

<https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/?view=aspnetcore-3.1>

<https://docs.microsoft.com/en-us/aspnet/core/tutorials/publish-to-iis?view=aspnetcore-3.1&tabs=visual-studio>

The system can also be deployed on Linux server with a variety of configurations. Following documentation link explains how to deploy it on Linux server behind Nginx.

<https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/linux-nginx?view=aspnetcore-3.1>

Latest build of the database (web application) can be downloaded via following link. Documentation links about deployment are also included.

<https://drive.google.com/drive/folders/1mNbzlMTcui2gEyszrHEgSCNKDsHZRTLj?usp=sharing>

The list of data that may be required to complete the feature of user friendly portal.

- 1) Volunteer Types (like local community volunteer, etc.)
- 2) Areas of interest (like disaster management, education, rescue and relief etc.)
- 3) Languages (We've tried to cover all of the languages spoken in Pakistan but we still need a list from you to be sure)
- 4) Professions (We added some major professions but still missing many)
- 5) Trainings attended
- 6) Type of disabilities
- 7) Technical Support

We wish for the system to run properly and proven useful for volunteers and all of the organizations who will be using it. We will provide support for one month after deployment of the system on NDMA servers. It is our responsibility to fix issues and bugs for the mentioned support period. After this tenure a separate agreement can be signed for prolonged support.

