

**REFERRAL DIRECTORY OF SERVICES IN DISTRICT  
MANSEHRA**

<b>Name of Organization</b>	Saibaan Development Organization - SDO		
<b>Tehsil (s)</b>	Balakot, Baffa, Mansehra	<b>District</b>	Mansehra

For queries or to request additional information, please contact:

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**Address** : House 32, Sector C Ghazikot Township, Mansehra

**تشدد سے پاک زندگی۔ ہر پاکستانی کا حق**

ہر پاکستانی اپنی جان مال اور آبرو کی حفاظت کا حق رکھتا ہے۔ یہ حق بلا امتیاز ہر شہری کو حاصل ہے، بلخصوص خواتین، بچے، خواجہ سرا اور افراد باہم معذوری۔ کسی بھی گھریلو، جنسی یا سختی تشدد کی صورت میں قانونی اور سماجی تحفظ حاصل کرنے کا حق ہر انسان کو حاصل ہے۔ اگر آپ یا آپ کے آس پاس کوئی بھی کسی بھی قسم کے تشدد کا شکار ہیں تو اس سلسلے میں تحفظ حاصل کرنے کے لئے ان نمبرز پر رابطہ کریں:-

**پنجاب - ٹول فری ہیلپ لائن: 1043**  
**شہر چٹوٹوٹو - بولو ٹول فری ہیلپ لائن: 0800-22227**



یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

**Aawaz**  
اواز دو

**کم عمری کی شادی  
عمر بھر کی بربادی**

پڑھنے اور کھیلنے کی عمر میں اپنے بچوں کی شادی ظلم بھی ہے اور قانوناً جرم بھی۔ 18 سال سے نیچے انہیں شادی کرنا، تعلیم اور زندگی میں آگے جانے کے مواقع فراہم کریں۔ ایسی سختی روایات میں شامل نہ ہوں اور اس کے خاتمے کے لئے مندرجہ ذیل نمبر پر اطلاع دیں۔

**پنجاب - ٹول فری ہیلپ لائن: 1043**  
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**Aawaz**  
اواز دو

**تعلیم، قابلیت اور روزگار  
بلا امتیاز رویہ کے ساتھ**

خواجہ سرا افراد تعلیم اور روزگار کا قانونی حق رکھتے ہیں۔ ان حقوق کے حصول میں ان کا ساتھ دیں۔

شناخت مختلف سی  
پہچان پاکستان ہے۔



یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

**Aawaz**  
اواز دو

**اقلیت کا تحفظ - اکثریت کی ذمہ داری**

ہمارے جتنوں کا مقصد رنگ اور مذہب کی بنیاد پر امتیاز کو ختم کرنا ہے۔ ہمیں اس سب سے رنگ کی پاسداری کریں اور اقلیتوں کو بلا تفریق ان کے حقوق کے حصول میں اپنا کردار نبھائیں۔ ان کو اپنی سماجی اور معاشرتی زندگی کا حصہ بنائیں۔

شناخت مختلف سی  
پہچان پاکستان ہے۔

یہ پیغام پروگرام آواز دو کی جانب سے دیا جا رہا ہے۔

**Aawaz**  
اواز دو

## PROVINCIAL LEVEL

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
1.	Provincial Ombudsperson (Harassment at Workplace Act 2010), Khyber Pakhtunkhwa	Rakshanda Naz (Ombudsperson) 1st Floor Benevolent Fund Building Saddar Road Peshawar 091-9213093 <a href="mailto:Ombd.women.kp@gmail.com">Ombd.women.kp@gmail.com</a>	<ul style="list-style-type: none"> <li>▪ Legal Aid and Assistance in Direct Redressal of Sexual Harassment cases</li> <li>▪ Complaint against Committee; Complaint No: 091-9213093</li> <li>▪ Online Complaint Forum</li> </ul>
2.	Right to Information Commission	Sundas Irshad Additional Assistant Commissioner 0997-304936 Kucheri Road Mansehra	<ul style="list-style-type: none"> <li>▪ Information about job quotas for minorities, PWDs, and transgender persons</li> <li>▪ Facilitation center Toll Free No. 0800-57784</li> <li>▪ Online complaint registry against inefficient government departments</li> </ul>
3.	Zainab Alert App		<ul style="list-style-type: none"> <li>▪ Helpline 1102</li> <li>▪ Reporting Missing Children</li> </ul>
4.	Prime Minister Complaint Cell	ADC Mansehra Kucheri Road Mansehra 0997-301129	<ul style="list-style-type: none"> <li>▪ Wasilla E Taaleem provides financial assistance to support the primary education of 4 – 12 year old children</li> </ul>
5.	BOLO Helpline 0800-22227	Toll free # 0800-22227 established at Provincial level	<ul style="list-style-type: none"> <li>▪ Support to victims of Gender Based Violence (GBV) and PWDs</li> <li>▪ Centralized database of victims of GBV and PWDs across KP</li> <li>▪ Immediate psychological support, referral services</li> <li>▪ Awareness on basic rights and legal aid in consultation with lawyers panel 24/7 via toll-free number</li> </ul>
6.	National Commission for Human Rights (NCHR)	Sardar Ali khan (Coordinator) First Floor, Benevolent fund Building, Saddar Road, Peshawar 0300-9592082 <a href="mailto:rizwan.nchr@gmail.com">rizwan.nchr@gmail.com</a>	<ul style="list-style-type: none"> <li>▪ Complaint Registration against Human Rights Violation</li> </ul>
7.	National Response Center for Cyber Crime (NR3C) / Federal Investigation Agency – FIA	DD/Cyber Crime Wing FIA Office, Opposite RMI Hospital Hayatabad, Phase V Peshawar	<ul style="list-style-type: none"> <li>▪ Restricting online extremist content</li> <li>▪ Prosecuting hate speech</li> <li>▪ Curbing harassment of women on the internet</li> </ul>

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		+92 91 9217109 <a href="mailto:dir.pesh@fia.gov.pk">dir.pesh@fia.gov.pk</a>	<ul style="list-style-type: none"> <li>▪ Investigating child pornography related crimes</li> <li>▪ Online cyber-crime complaint cell</li> </ul>

### DISTRICT LEVEL

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
8.	Deputy Commissioner Office	Dr Qasim Ali Khan Kuchari Road Mansehra 0997-304148	<ul style="list-style-type: none"> <li>▪ Chief administrative, revenue officer and representative of government Department</li> <li>▪ Managing overall response of Covid-19, ensuring implementation of Covid-19 SOPs</li> <li>▪ Domicile Certification</li> <li>▪ Awareness raising on Covid-19</li> <li>▪ Issuance of domicile, resolving property conflicts</li> <li>▪ Price control, Monitoring of development schemes Organizing Khuli Kicharees</li> </ul>
9.	Social Welfare, Special Education and Women Empowerment	03444533340 (DO SWD Mansehra) Ghazikot Sabir Shah Township Mansehra	<ul style="list-style-type: none"> <li>▪ Transgender and old age person registration</li> <li>▪ Special Education (Education and Rehabilitation of special children)</li> <li>▪ Establishment of vocational training centers for women empowerment</li> <li>▪ Financial and Rehabilitative aid for PWDs</li> <li>▪ Issuance of Disability Certificate</li> <li>▪ Registration of NGOs CSOs</li> <li>▪ Shelter Homes management</li> <li>▪ Management of Special Schools for Special Children</li> <li>▪ Provision of wheelchairs to PWDs</li> <li>▪ Provision of hearing aids</li> <li>▪ Transgender Registration for Sehat Insaaf Cards and Rehabilitation</li> <li>▪ Providing shelter to women who leave their houses due to violence from their family members and face threats to their life</li> </ul>

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> <li>▪ Facilitation in filing legal cases</li> <li>▪ Providing skills to empower women to earn independent</li> </ul>
10.	Child Protection Unit	DO SWD (Sabir Shah) Ghazikot Township Mansehra 03444533340  <a href="mailto:Sabirshah@hotmail.com">Sabirshah@hotmail.com</a>	<ul style="list-style-type: none"> <li>▪ Provide protection to victims of child abuse</li> <li>▪ Help protect children from all kind of violence through police intervention</li> <li>▪ Helpline 1121</li> <li>▪ Child at Risk Reporting Individually/Referral</li> <li>▪ Providing psycho-social counseling</li> <li>▪ Online Complaint Registration</li> <li>▪ Provide Protection to Children at risk</li> <li>▪ Provision of Shelter Facilities, Health Related Services, Referrals, Psychological Counseling.</li> <li>▪ Helpline 1121 Provides prompt Assistance and Support to children Subjected to violence, Exploitation, Abuse and Neglect.</li> <li>▪ Dissemination of Information and Guidance in respect of Child Rights</li> <li>▪ Not functional</li> </ul>
11.	Dar-ul Aman	Superintendent Madam Yasmin Saeed 0333-5812674	<ul style="list-style-type: none"> <li>▪ Protect and provide shelter to women</li> <li>▪ Legal aid referrals</li> <li>▪ Medico-legal aid referrals</li> <li>▪ Providing food and medical treatment</li> <li>▪ Psycho-social Service Referrals</li> <li>▪ Awareness raising</li> <li>▪ Providing skill development sessions to women</li> <li>▪ Any other help to female survivors of violence</li> </ul>
12.	District Committee on the Status of Women (DCSW)	Irum Waheed Member Committee 03111582632	<ul style="list-style-type: none"> <li>▪ GBV case reporting and follow-up</li> <li>▪ Liaison with departments</li> <li>▪ Awareness raising on human rights</li> </ul>
13.	Labor Department	Mohammad Taimur Faisal Plaza, near DHQ, Mansehra 0316-930090	<ul style="list-style-type: none"> <li>▪ Implementation of labor laws in industry</li> <li>▪ Implementation and assurance of SOP's</li> <li>▪ Advisory to Factories</li> </ul>

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		<a href="mailto:dlkpk786@gmail.com">dlkpk786@gmail.com</a>	<ul style="list-style-type: none"> <li>▪ Protection of Children from child labor</li> <li>▪ Hearing of labor cases through regular and separate session judge</li> <li>▪ Processing complaints related to bonded child labor, minimum wages, poor work environment</li> <li>▪ Compensations to labors</li> </ul>
14.	Pakistan Bait-ul-Mal	Maqsood Ahmed 0300-5633953 <a href="mailto:info@pbm.gov.pk">info@pbm.gov.pk</a>	<ul style="list-style-type: none"> <li>▪ Financial assistance to destitute, widows, orphans, invalids, infirm and other needy persons with emphasis on rehabilitation</li> <li>▪ Educational assistance to needy orphan and stipends for the outstanding, non-affording students for higher professional education</li> <li>▪ Residential accommodation and necessary facilities for the deserving</li> <li>▪ Free medical treatment for indigent sick people, set up free hospitals and rehabilitation centers for the poor financial aid to charitable institutions including educational &amp; vocational setups. Financial support up to Rs. 100,000/-</li> <li>▪ Sponsor and promote self-employment schemes</li> <li>▪ Provision of wheelchairs</li> <li>▪ Shelter Homes services</li> </ul>
15.	Education Department	Muhammad Zahid 0997382271 Chiti Dehari Mansehra	<ul style="list-style-type: none"> <li>▪ Address Teacher issues</li> <li>▪ Liaison with NGO's</li> <li>▪ Member of District Voter Education Committee</li> <li>▪ Address Corporal Punishment issue in Schools</li> <li>▪ Allocation of funds for District Bar</li> </ul>
16.	District Female Education Officer	DEO Female Mansehra Near Mansehra Public school, Chakia road 0997-300926 Female: <a href="mailto:deofmansehra@yahoo.com">deofmansehra@yahoo.com</a> Male: <a href="mailto:edoedu_mansehra@yahoo.com">edoedu_mansehra@yahoo.com</a>	<ul style="list-style-type: none"> <li>▪ Increasing the number of girls enrollment in the school</li> <li>▪ Providing stipend to girls class 6-12</li> <li>▪ Early Childhood Education</li> <li>▪ Improving Curriculum and Learning outcomes</li> <li>▪ Improving resource allocation</li> <li>▪ Adult literacy and Non formal education and</li> <li>▪ Education in Emergencies, Gender Equity, Social Cohesion and Public Private Partnership in Education</li> </ul>

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17.	Police PAL office	Muhammad Iftikhar 0997391155 Butt Pull Mansehra	<ul style="list-style-type: none"> <li>▪ Security and protection to citizens</li> <li>▪ Home quarantine security</li> <li>▪ Implementation of all SOP's in public and private areas</li> <li>▪ Engage communities through Police Liaison Committees</li> <li>▪ Support to dispute resolution council</li> <li>▪ Services of PAL office.</li> <li>▪ Women and Children Disk (GBV) Cases</li> <li>▪ Police Driving School for women</li> <li>▪ ID lost complaints or Documents Female Desks are available</li> </ul>
18.	District Police Officer (DPO)	Sadiq Baloch (DPO) 0997-920106 & 0997-920016 DPO Office, Garrhi road Mansehra	<ul style="list-style-type: none"> <li>▪ Intake of complaint regarding non-registration of FIR or complaint of non-cooperation by police in matters of GBV victims</li> </ul>
19.	Head Constable/ Station House Officer	Head Constable Mansehra 0997391115 Butt Pull Mansehra	<ul style="list-style-type: none"> <li>▪ Registration of FIR for cases of violence/ kidnapping</li> <li>▪ Investigation and inquiry into facts of a cases of victims</li> <li>▪ Protection to victims of violence</li> </ul>
20.	Women Complaint Cell	Inspector Jamal Zaib 0997-920103 DPO office Gharri Road Mansehra	<ul style="list-style-type: none"> <li>▪ Registration of complaints related to violence against women</li> <li>▪ Ensuring provision of protection to victims of violence</li> <li>▪ Helping victims to register FIR, and file case in court</li> <li>▪ Police Access Service SMS complaints to 8855 or call at 0800 00400</li> </ul>
21.	Dispute Resolution Council	Haji Shahid 03328956560	<ul style="list-style-type: none"> <li>▪ Fact Finding Enquiries</li> <li>▪ Dispute Resolution</li> <li>▪ Observing/ jury member in dispute investigation</li> <li>▪ Mediation</li> <li>▪ Conflict Preemption</li> </ul>
22.	Benazir Income Support Program	Shakir Ali Abbottabad Road, Ghazikot Mansehra 0342-8553328 <a href="mailto:contactus@ehsaas.gov.pk">contactus@ehsaas.gov.pk</a>	<ul style="list-style-type: none"> <li>▪ Waseela E Taleem Provides Financial Assistance to Support the Primary Education of 4-12-year children</li> </ul>
23.	District Election Commission office	0997-302287 Ghazikot Township Mansehra	<ul style="list-style-type: none"> <li>▪ Voter registration</li> <li>▪ Conduct General Elections Process</li> </ul>

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			<ul style="list-style-type: none"> <li>▪ Conduct Local Govt elections</li> <li>▪ Awareness session on importance of vote</li> </ul>
24.	NADRA	Mr. Abid (District Incharge Near Lari Adda, Karakuram Road, Mansehra 0997-300418 0997-300318	<ul style="list-style-type: none"> <li>▪ Web Portal for Ehsaas Emergency Cash</li> <li>▪ Issuing CNIC to women</li> <li>▪ Mobile Van services for CNIC issuance</li> <li>▪ Juvenile Card</li> <li>▪ Child Certificate/ B-Form</li> </ul>
25.	Juvenile Court	Non-Functional	<ul style="list-style-type: none"> <li>▪ Additional Session Judge has additional charge to hear the child cases</li> <li>▪ This separate court is yet not being established and functional</li> </ul>
26.	GBV Court	0997-305145	<ul style="list-style-type: none"> <li>▪ Separate full functional GBV court headed by Female Judge</li> <li>▪ Hearing of all cases of GBV</li> <li>▪ Dispute Resolution between (Husband and Wife)</li> <li>▪ Punishment and Imposing of penalties on GBV cases</li> <li>▪ Hearing of Divorce and Children cases</li> </ul>
27.	Rescue 1122	Hafiz u Rehman Main City, Mansehra 1122	<ul style="list-style-type: none"> <li>▪ Ambulance services</li> <li>▪ Spray in quarantine centers and other risky areas</li> <li>▪ Awareness raising on Covid-19</li> <li>▪ Shifting of Covid-19 positive patients to DHQ and other selected quarantines</li> <li>▪ Corona Rescue Helpline 1190</li> </ul>
28.	Assistant Director local Government	Mr. Zia-ur-Rehman 0997-301129	<ul style="list-style-type: none"> <li>▪ Door to door awareness through village secretaries</li> <li>▪ IEC material development and dissemination</li> <li>▪ Doing assessment for EHSAS Program</li> <li>▪ Maintain birth record at VC / NC level,</li> <li>▪ Wedding record etc.</li> <li>▪ Village Council Development plan and ensure easy access of basic social services</li> </ul>
29.	Health Department	Dr. Yasir (Corona Desk Focal Person) Kachehri road Mansehra 0997-920155 &	<ul style="list-style-type: none"> <li>▪ Screening / Case response</li> <li>▪ Clinical Surveillance / Community Surveillance</li> <li>▪ Covid-19 contact tracing</li> </ul>

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		0333-5594791 <a href="mailto:edohmra@yahoo.com">edohmra@yahoo.com</a>	<ul style="list-style-type: none"> <li>▪ Quarantine staff medical services</li> <li>▪ Ambulance service</li> <li>▪ Rapid response team for collection of sample DHO office</li> <li>▪ Health Helpline: 1166</li> <li>▪ WhatsApp Tele Health Helpline: 0300 111 1166</li> <li>▪ Update-to-date Covid-19 Statistics</li> <li>▪ Covid-19 Emergency Call Center Services</li> <li>▪ Management of Covid-19 Isolation Wards and Testing Laboratories</li> <li>▪ Insaf Sehat Card</li> </ul>
30.	Right to Public Service Commission	MR. Umair Dil Khan(District Monitoring Officer (DMO) Near Civil courts, Mansehra 997300604 <a href="mailto:mansehra.rts@kp.gov.pk">mansehra.rts@kp.gov.pk</a>	<ul style="list-style-type: none"> <li>▪ Maintain and update Central PM-Citizen Portal</li> <li>▪ Refer issues to concern departments and follow up</li> <li>▪ Women facilitation at DC office</li> <li>▪ Registering women related issue, GBV etc.</li> <li>▪ Public Facilitation Center Jointly Established by SUNGI and District Administration</li> <li>▪ Addressing complaints related to government services</li> <li>▪ Overseeing enforcement of KP Rights to Service Act, 2014</li> <li>▪ Rabata APP</li> <li>▪ Hotline: 1800 to register complaint against specified services by RTS</li> </ul>
31.	Additional Deputy Commissioner Relief and Human Rights	Sundas Irshad 0997-304936 Kachehri Road Mansehra.	<ul style="list-style-type: none"> <li>▪ Coordinated actions with civil society organizations, INGOs/NGOs, UN Agencies and donor organizations for promotion and protection of human rights</li> <li>▪ Responsible of Action sets four key human rights priority areas concerning to vulnerable segments of the society i-e protection of women rights, protection of child rights, protection of rights of minorities and protection of the rights of Persons with Disabilities (PWDs)</li> </ul>
32.	SOS	Miss. Bushra Aziz Near Hazara University, Dhodial Mansehra 0342-9461845	<ul style="list-style-type: none"> <li>• Provide orphan children shelter, food and recreation</li> <li>• Provides loving care to the orphans living in SOS village</li> <li>• Provide orphans with security against social threats</li> <li>• Ensure higher education for the children</li> </ul>



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		<a href="mailto:bushraaziz85@yahoo.com">bushraaziz85@yahoo.com</a>	<ul style="list-style-type: none"> <li>▪ Job-trainings for their better future</li> </ul>

### TEHSIL – MANSEHRA

**AAC Resource Person-1** : Name: Tariq Khan  
**AAC Resource Person-2** : Name: Shahana Bashir  
**AAC Resource Person-3** : Name: Gul e Arzoo  
**Landline number** : 0317-5048376  
**AAC email address** : Email : [aac.mansehra@saibaan.org.pk](mailto:aac.mansehra@saibaan.org.pk)  
**Address** : AAC Attarshisha, main Balakot Road Mansehra

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1.	Office of the Assistant Commissioner	Jawad Marwat Kachehri Road Mansehra 0344-0996936	<ul style="list-style-type: none"> <li>▪ COVID SOP enforcement</li> <li>▪ Take action against the individual, business and institution violating SOPs.</li> <li>▪ Fine the Shops, malls and other businesses not following SOPs.</li> <li>▪ Provision of food items to COVID-19 effected families</li> </ul>
2.	TMA Tehsil	Dr Dansih 0997-920063 Kuchari Road Mansehra	<ul style="list-style-type: none"> <li>▪ Spray in Mosques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported</li> <li>▪ Public Awareness on cleanness, and COVID -19 precautions</li> <li>▪ Installation of Dust Bins and responsible of cleanness at tehsil level.</li> </ul>
3.	NADRA office	<a href="tel:03005616976">03005616976</a> <a href="#">Lari Adda Thakra Road Mansehra</a>	<ul style="list-style-type: none"> <li>• National Identity Card</li> <li>• Juvenile Card (JV)</li> <li>• Child Certificate (CRC)</li> </ul>

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			<ul style="list-style-type: none"> <li>• Family Certificate</li> <li>▪ Death Certificate etc.</li> </ul>
4.	Health officer	<u>0997920169</u> Near Madni Masjid Mansehra	<ul style="list-style-type: none"> <li>• Regulates tehsil level health facilities</li> </ul>
5.	Education Department	<u>0997-382271 Male</u> <u>0997-390035 Female</u>	<ul style="list-style-type: none"> <li>▪ Regulate all education related matters in the district</li> </ul>

### TEHSIL – BALAKOT

**AAC Resource Person-1** : Qudsia Ishfaq  
**AAC Resource Person-2** : Fozia Yousaf  
**AAC Resource Person-3** : Qazi Kashif Iqbal  
**Landline number** : 0317-6214764  
**AAC email address** : Email: [aac.balakot@saibaan.org.pk](mailto:aac.balakot@saibaan.org.pk)  
**Address** : Main Kaghan Road, Banphorra Tehsil Balakot

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1.	Office of the Assistant Commissioner	Sameer khan laghari 0097-501008 Email-ac.balakot@gmail.com Near civil court main bazar Balakot	<ul style="list-style-type: none"> <li>SOP enforcement</li> <li>Take action against the individual, business and institution violating SOPs.</li> <li>Fine the Shops, malls and other businesses not following SOPs.</li> <li>Provision of food items to COVID-19 effected families</li> </ul>
2.	TMA Tehsil	Arif Baloch TMO Kaghan Road Naer GHS Balakot 0997-501203 <a href="mailto:Tmabkt@gmail.com">Tmabkt@gmail.com</a>	<ul style="list-style-type: none"> <li>Spray in Mosques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported</li> <li>Public Awareness on cleanness, and COVID -19 precautions</li> <li>Installation of Dust Bins and responsible of cleanness at tehsil level.</li> </ul>
3.	Police	<u>Police Station near Civil Hospital Balakot, 0997-500205</u>	<ul style="list-style-type: none"> <li>Maintain law and order situation</li> <li>Security management</li> <li>Containment</li> <li>Home quarantine security for affected cases</li> <li>Respond to the complaints of violation of child rights, women rights, early marriage, gender based violence etc</li> <li>Support district administration and TMA in implementing SOPS regarding COVID-19</li> <li>Detect and bring offenders to justice</li> </ul>

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> <li>• Aid and cooperate with other agencies for the prevention of destruction of public property by violence, fire, or national calamities;</li> <li>• Prevent harassment of women and children in public places;</li> <li>▪ Afford relief to people in distress situations</li> </ul>
4.	NADRA	<u>In charge, NADRA Office, Main bazar, Balakot</u> <u>03459467333</u>	<ul style="list-style-type: none"> <li>• National Identity Card</li> <li>• Juvenile Card (JV)</li> <li>• Child Certificate (CRC)</li> <li>• Family Certificate</li> <li>▪ Cancellation Certificate etc</li> </ul>
5.	Education	<u>SDEO- Department of Education Tehsil office,</u> <u>Balakot</u> <u>03469680209</u>	<ul style="list-style-type: none"> <li>▪ Regulate all education related matters in the district</li> </ul>
6.	Health	<u>Incharge Civil Hospital Balakot</u> <u>03005648558</u>	<ul style="list-style-type: none"> <li>▪ Regulates tehsil level health facilities</li> </ul>

## TEHSIL – BAFFA

**AAC Resource Person-1 :** Norain Kausar  
**AAC Resource Person-2 :** Tabita Shergil  
**AAC Resource Person-3 :** Toqeer Ahmed  
**Landline number :** 0331-9348675  
**AAC email address :** [aac.baffa@saibaan.org.pk](mailto:aac.baffa@saibaan.org.pk)  
**Address :** Main Siran road, Dadar Shinkiyari, Tehsil Baffa

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
6.	Office of the Assistant Commissioner	Rabia Abbasi 0997-301380 & 0341-1199935 <a href="mailto:rabiasajjad1789@gmail.com">rabiasajjad1789@gmail.com</a> Kucheri Road Mansehra	<ul style="list-style-type: none"> <li>▪ COVID SOP enforcement</li> <li>▪ Take action against the individual, business and institution violating SOPs.</li> <li>▪ Fine the Shops, malls and other businesses not following SOPs.</li> <li>▪ Provision of food items to COVID-19 effected families</li> </ul>
7.	TMA Tehsil	Sajjad Haider 0997-510403 <a href="mailto:Tmabp2017@gmail.com">Tmabp2017@gmail.com</a> <a href="#">Main Bazar Baffa</a>	<ul style="list-style-type: none"> <li>▪ Spray in Mosques, Ahsas Program Disbursement Centers, Banks, Public Places and area where positive cases reported</li> <li>▪ Public Awareness on cleanness, and COVID -19 precautions</li> <li>▪ Installation of Dust Bins and responsible of cleanness at tehsil level.</li> </ul>
8.	Police	DSP 0997-530608	<ul style="list-style-type: none"> <li>• Maintain law and order situation</li> <li>• Security management</li> <li>• Containment</li> <li>• Home quarantine security for affected cases</li> <li>• Respond to the complaints of violation of child rights, women rights, early marriage, gender based violence etc</li> <li>• Support district administration and TMA in implementing SOPS regarding COVID-19</li> </ul>

A	Government Services	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services (please also mention functional/ non-functional)
			<ul style="list-style-type: none"> <li>• Detect and bring offenders to justice</li> <li>• Aid and cooperate with other agencies for the prevention of destruction of public property by violence, fire, or national calamities;</li> <li>• Prevent harassment of women and children in public places;               <ul style="list-style-type: none"> <li>▪ Afford relief to people in distress situations</li> </ul> </li> </ul>
9.	NADRA	Raheel Anjam 03115920014 0997-532288	<ul style="list-style-type: none"> <li>• National Identity Card</li> <li>• Juvenile Card (JV)</li> <li>• NIC for Overseas</li> <li>• Pakistan Origin Card</li> <li>• Child Certificate (CRC)</li> <li>• Family Certificate               <ul style="list-style-type: none"> <li>▪ Cancellation Certificate etc.</li> </ul> </li> </ul>
10.	THQ	Incharge Dr- Abdullah Baffa Shinkiari 03219846162	<ul style="list-style-type: none"> <li>▪ Provide health facility at tehsil level</li> </ul>
11.	Education	Abul Samad SDEO Baffa 03075642808 Muhammad Ishtiaq Battal 03459550677	<ul style="list-style-type: none"> <li>▪ Regulate all education related matters in the district</li> </ul>
12.	Health	Dr- Anas Deputy Incharge 03335023484 0316-9447056	<ul style="list-style-type: none"> <li>▪ Regulates tehsil level health facilities</li> </ul>

## NON-MANDATED STRUCTURES

B	Non-Mandated Structures (recognized by the Government)	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services
1.	District Bar Association	Nadia Saleem 0305 8916006 <a href="mailto:Adv.nadia.saleem@gmail.com">Adv.nadia.saleem@gmail.com</a> Mr. Tanveer Ahmad Din Awan (Advocate High Court/Former General Secretary District Bar Association Mansehra) 03469609185	<ul style="list-style-type: none"> <li>▪ Address issues of lawyers</li> <li>▪ Free legal Aid for women victims who cannot afford to pay the cases of GBV, divorce, custody, inheritance</li> </ul>
2.	Equal Access Mobile Phone Application		<ul style="list-style-type: none"> <li>▪ Information about different services available for PWDs at the district, provincial, and national level</li> <li>▪ Database of information about disabled people organizations in the country</li> </ul>
3.	EDHI	Nearest Edhi center (Abbottabad) 0992-33518	<ul style="list-style-type: none"> <li>▪ Provide Ambulatory Services to emergency patients/accidental cases</li> </ul>
4.	Minority Spokesperson in District	Luqman Shergils 03469654086 Pakhwal chok Mansehra	<ul style="list-style-type: none"> <li>▪ Minority Rights and Human Rights Activist</li> <li>▪ Chairman Christmas Action Committee District Kohat</li> <li>▪ Raising Issue of minorities as District and Regional level</li> <li>▪ Focal Person to coordinate with departments on minority issues</li> </ul>
5.	Transgender Spokesperson in District	Nadra Khan 03005115050 Main Bazar Mansehra	<ul style="list-style-type: none"> <li>▪ Transgender Rights and Human Rights Activist</li> <li>▪ Social Activist</li> <li>▪ Raise Issue of transgender at District and Regional level</li> <li>▪ Focal Person to coordinate with departments on transgender issues</li> </ul>

B	Non-Mandated Structures (recognized by the Government)	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services
			<ul style="list-style-type: none"> <li>▪ Member Aawaz District Forum</li> </ul>
6.	Saibaan Development Organization	Zahoor Ahmed Sector C Ghazikot Township Mansehra Ph: No 0997-440528 <a href="mailto:info@saibaan.org.pk">info@saibaan.org.pk</a>	<ul style="list-style-type: none"> <li>▪ Working since 2000 on human rights, health, education, community infrastructure, livelihood and advocacy etc,</li> </ul>
7.	Al-Khidmat Foundation	Kamran Riaz Abbottabad road, Mansehra Ph: No 0300-9110832	<ul style="list-style-type: none"> <li>• Working on disaster management, health, orphan education and help poor families,</li> </ul>
8.	Right to Live Organization	Mohammad Bilal Behind Madni Plaza Upper Channai, Mansehra Ph: No 0332-8986781 <a href="mailto:Bilalnawaz781@gmail.com">Bilalnawaz781@gmail.com</a>	<ul style="list-style-type: none"> <li>• Working on PWD,S rights, advocacy campaigns and provide food to poor families of PWD,S.</li> </ul>
9.	Musalihati Committee (dispute resolution committee)	Haji Shaid Mansehra Ph: No 0332-8956560	<ul style="list-style-type: none"> <li>• Resolve dispute at local level and promote peace and religious harmony at district level.</li> </ul>
10.	Probono Lawyer	Mrs. Nadia Saleem Mansehra Ph: No 0305-8916006	<ul style="list-style-type: none"> <li>▪ Provide legal assistance to vulnerable families.</li> </ul>
11.	Probono lawyer	Mr. Tanveer Ahmad Din Awan (Advocate High Court/Former General Secretary District Bar Association Mansehra) Mansehra Ph: No 0346-9609185	<ul style="list-style-type: none"> <li>▪ Provide legal assistance to vulnerable families</li> </ul>
12.	SRSP	<i>Shakil Ahmad 03008110411</i>	<ul style="list-style-type: none"> <li>• Working on Covid 19,community infrastructure, social mobilization, livelihood, etc.</li> </ul>
13.	Friends organization	Javed Iqbal Ph: No 03008116317	<ul style="list-style-type: none"> <li>▪ Working on Covid 19,community infrastructure, social mobilization, livelihood, women rights etc.</li> </ul>
14.	Helping hand	Dr Kiramat Ullah Ph: No 03330927670	<ul style="list-style-type: none"> <li>▪ Working in health sector, support orphans and provide equipment to PWD,S.</li> </ul>



B	Non-Mandated Structures (recognized by the Government)	Contact details of focal person/s (Name, Designation, Address, Landline, Mobile, Email Address)	Functions/ Services
15.	Media Person	Sher Afzal Ph: No 03449900552	<ul style="list-style-type: none"> <li>▪ Highlight the social and human rights issues in their newspapers.</li> </ul>
16.	MPA Ahmad Shah	Ahmad Shah Ph: No 0300-8111666	<ul style="list-style-type: none"> <li>▪ Elected member representing Pakistan Tehreek-e-Insaf.</li> </ul>
17.	RDSO	Dr Munir Ph: No 0331-9818038	<ul style="list-style-type: none"> <li>▪ Working on human rights and advocacy for local communities.</li> </ul>
18.	Pro-bono lawyer	Toheed Khan Bangash Ph: No 03468993862	<ul style="list-style-type: none"> <li>▪ Human rights activist.</li> <li>▪ Provide legal assistance to vulnerable families.</li> </ul>
19.	AKF	Fayyaz Ahmad Ph: No 03358368644	<ul style="list-style-type: none"> <li>▪ Working on Covid-19 and Disaster management</li> </ul>
20.	Media person (Zulfiqar Ali)	Zulfiqar Ph: No 0322-5252056	<ul style="list-style-type: none"> <li>▪ Representative of local news agency.</li> </ul>
21.	Aurat Association	M Azeem Ph: No 0301-8170632	<ul style="list-style-type: none"> <li>▪ Working for women rights.</li> </ul>
22.	Awam Hamdard Foundation	Hamza Riaz Ph: No 03028122709	<ul style="list-style-type: none"> <li>▪ Working for PWDs' rights and help the orphans and needy children.</li> </ul>
<p><i>Referral Directory Developed in June 2020/ Last Updated in March 2021</i></p>			<p><i>Version: 09-Mar-2021</i></p>