

13.3. Appendix-3: Findings of the Social Experimental Survey

The social experimental survey was held in ten wards of Muzaffarabad City, 6-13 March 2006. This report has been prepared by JICA Study Team for social experimental survey under the urgent Development Study on Rehabilitation and reconstruction in Muzaffarabad City. The views expressed in this report are those of the consultant and not necessarily those of the Government of Pakistan or the JICA.

13.3.1. Acknowledgements

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The JICA Study team thanks the following for conducting the survey and providing their valued input in the report: Ms.Rizwana Wariach, Mr.Jamil Kakar, Dr. Javed iqbal, Mr.Masood and Mr. Wajid Afridi

13.3.2. Introduction

This report is based on the key findings of the participatory Experimental survey conducted at 10 wards of Muzaffarabad City, with the focus on community participation. The Urgent Development Study on Rehabilitation and Reconstruction in Muzaffarabad City was undertaken from 6 March 2006 -13 March 2006 by the JICA study team. The baseline survey of the selected community was conducted to understand the present conditions of community, in order to establish "Community Reconstruction Council" and formulate the implementation plan of experimental program.

Discussions were held with various stakeholders including the officials of relevant public and private organizations. A comprehensive analysis of the secondary data, stakeholders' meetings provides the basis for the findings and recommendations contained in this report.

(1) Brief Overview of Muzaffarabad

Muzaffarabad, the capital of the Azad State of Jammu & Kashmir, is situated at the confluence of the Jehlum & Neelum rivers at the altitude of 3000m app AMSL. The name of Muzaffarabad has been given to it after the name of Sultan Muzaffar Khan, a former chief of the Bomba Dynasty. Since then it has been one of the important cities of Kashmir. After 1947 independence war, Muzaffarabad was made the capital of State of Azad Kashmir.

Total area of the district is 6117 square kilometers. Total population of the district according to 1998 census stands at 725,000 and according to 1999 projection its population stands at 741,000.

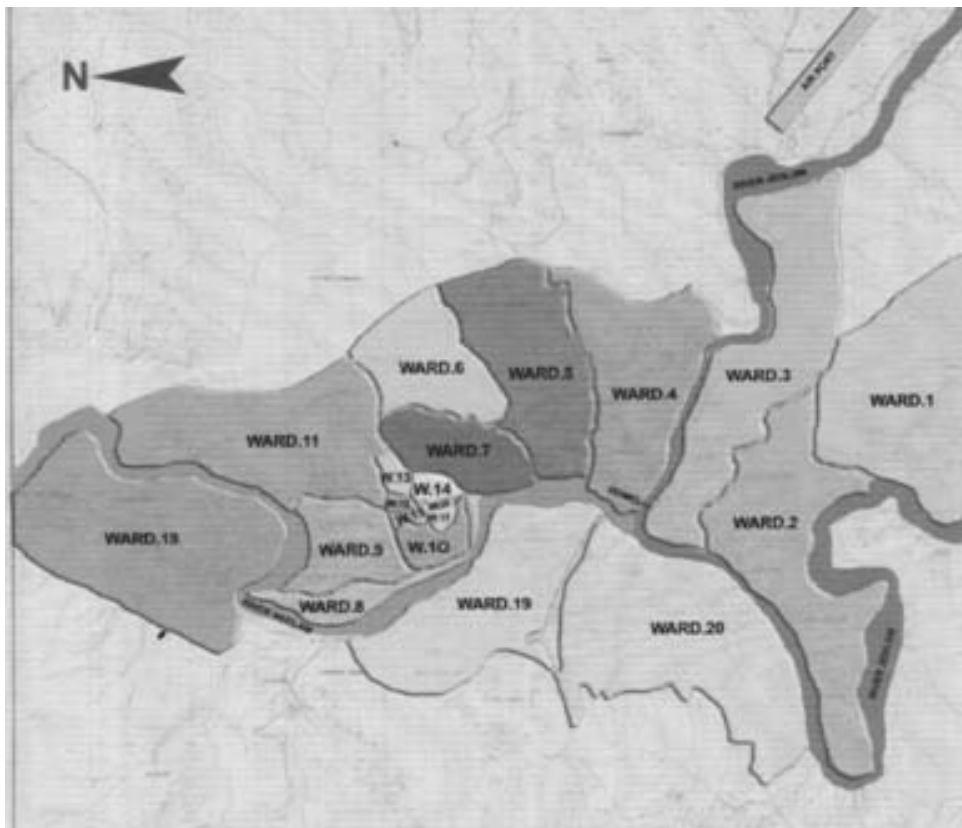


Figure 13.3.1 Ward Map of Muzaffarabad City

(2) Process of Social Experimental Survey

- Identification and Selection of team members.
- Preparation for the Social experimental Survey
- Meeting with District Administrator MC, Muzaffarabad.

- Selection of wards.
- Transect walk to understand the overall situation of affected wards
- Preparation of area maps indicating debris in selected wards
- Group (Men & Women) interviews in all selected ten wards.
- Collection of Secondary data from the Administrator MC, Muzaffarabad Office.
- Report Writing

Table 13.3.1 Social Experimental Survey Schedule

Items	Phase-1	Phase-2		
	2006			
	March	April	May	
1. Selection of Community (7 March)	■			
2. Baseline Survey of Community (8-11 March)	■			
3. Stakeholder Meeting and Selection of Experimental Program (13-18)		■		
4. Formulation of Implementation Plan (20-22)		■		
5. Implementation of Experimental Program (23 March -12 May)		■		
6. Monitoring and Evaluation (13 March -17 May)		■		
7. Formulation of Draft Action Plan of Community Activation				■
8. Reporting		▲ IT/R		▲ F/R

Source: JICA Study Team

(3) Selection of Wards:

Ten wards among twenty wards of city of Muzaffarabad were selected with the consultation of District Administrator MC, Muzaffarabad. Selected ward numbers are 5,6,7,9, 11, 12, 13, 14, 16 & 17 respectively.

(4) Criteria for wards Selection:

- Highly Affected by the October, 8 earthquake
- Mostly houses have collapsed or cracked significantly
- Large number of human casualties occurred
- Community is responsive and cooperative
- CBOs have formed and functional

(5) Aspects to explore:

Following were the aspects to explore during the first phase of social experimental survey:

- Review the damage level and details of selected residential wards
- Locate debris in selected wards and to understand the process of its removal and disposal by community and government
- Status of community organization structure
- Status of current rehabilitation and restoration activities by community, government and NGOs
- Understand the present condition of affected communities
- Role of community leaders in removal of debris and rehabilitation
- Major ongoing community social and economic activities
- History of the affected communities and their social and cultural characters
- Life style and living environments of the inhabitants.
- Assess the effects of earthquake on women's life
- Need assessment for further reconstruction activities.
- Identify linkages between affected communities, government departments and donor agencies/NGOs.
- Community occupations

(6) Approach for the Study:

The approach for the social experimental survey was based on preparing detailed case studies of the 10 Wards for preparing social and gender analysis and collecting data on socioeconomic conditions of different segments of Earth quack affected population, particularly, potential project beneficiaries. Data for case studies was collected through a series of participatory group discussions involving project stakeholders. Gender disaggregated data was collected through separate focus group discussions with women. Several group discussions were undertaken in the same ward for comprehensive understanding of the situation and dynamics of development in ward.

13.3.3. Methodology

Case studies were conducted through PRA/RRA techniques which include review of published materials, focus group discussions, interviews with key informants and transact surveys. A published material was also used for data collection on all 10 wards.

For the survey ten highly affected earthquake wards are selected to understand the socio-economic dynamics such as community economics, social, poverty and gender equality status. To understand the damage level of the residential wards in Muzaffarabad i.e. damage details, community organization structure, ongoing debris removal process, current restoration status as well as the rehabilitation related activities initiated by the government, community itself and NGOs.

Following techniques were applied to assess the situation of the visited wards.

(1) Transect Walk

To see the damages of earthquake, debris and process of its removal, ongoing activities regarding rehabilitation and the condition of community transect walk was conducted. It also helped in developing area maps indicating the location of debris, its temporarily accumulation point notified by MC, Muzaffarabad and final dumping places selected by the government.

(2) Group interviews

Group interviews were conducted involving both men and women in all selected ten wards to collect the required data. Neutral place was selected for group interviews, where people can gather without any hesitation and social restriction. In each wards 2-4 interviews were conducted. Men and women actively participated in the group interviews. Independent women group interviews were also conducted in wards numbers 14 & 11 separate meetings were also held with women to identify the women needs. Community activists/voluntaries of each wards also participated in the group meetings and discussions.

(3) Secondary Data

Secondary data was collected from the concerned authorities of Municipal Corporation Muzaffarabad i.e. population size in affected wards, details of earthquake affected houses, families and population as well as details of affected structure.

Table 13.3.2 Details of the Visited Wards

Ward No's	Ward Name	Name of Associated Mohallahs	Total Population
5	Jalalabad, Old Secretariat Office, PM House	-	2210
6	Ranjata	Upper Ranjata, Chak Ranjata, Gali Raanjat, Nullah Ranjata	3915
7	Tariq Abad, Babo Mohallah, Khaskar	-	7560
9	Upper Plate & Centre Plate	-	4500
11	Dharia, Makri, Sethi Bagh,	Thala Makri, Bela Makri, Tangara Village	4950
12	Khawaja Mohallah	Khawaja Bazar,	1650
13	Mohallah Sanitary Workers, Mohallah Shah Nara	Mohallah Khaqrooban	2258
14	Mohallah Chudhrian, District Court	-	1750
16	Kiani Mohallah, City Police Station	Qurashi Mohallah	1050
17	Nia Mohallah, Madina Marketb	-	1350

Source: JICA Study Team

13.3.4. Brief overview of the Wards

(1) Jalalabad: (Ward # 5)

Prime Minister House and Secretariat is located in the ward. The ward is located close to the Muzaffarabad city, covering area of 3 sq.km. It is densely populated having joint family system. Total population of this ward is about 2210 persons, living in 360 Households. Most of its inhabitants belong to Kiani and Qurashi families who, settled in this part of city in 1953, usually speak Kashmiri and belong to Muslim Sunni sect. Major economic activity of the inhabitants of this ward is government jobs, labor work and trading. The ward is connected with different government and private offices. The only park of Muzaffarabad is situated in this award. Public facilities i.e. drinking water supply, sewerage system, electricity and telephone facility are available in the ward. Almost all government buildings, private property, public park and commercial area are severely affected by the earth quack. The resident of the ward are highly motivated to participate in the removal of debris and up coming reconstruction activities.

(2) Ranjata (Ward # 6)

Ranjata consists of four villages named Upper Ranjata, Chakh Ranjata, Gali Ranjata and Nullah Ranjata. It is the oldest settlement located at the suburbs of city Muzaffarabad. It is moderately populated having population about 3915, living in 575 houses. Average family size is about 6.5 approx. Most of the people of this ward belong to Abbasi, Gillani and Hadyri families; speak Hindko, Punjabi and Urdu. The people of this ward are predominately Sunni Muslim whereas 2% belong to Shia Muslim sect. Major economic activities of its inhabitants are labor, livestock and government jobs. There is no proper

system of drinking water supply and sewage system, 90% houses have electricity and only 20% people have telephone lines. During earthquake sever damaged occurred to public and private property in the area. Government buildings, houses and shops are badly affected. There is heaps of debris in the whole ward. There is a registered CBO working in this ward.

(3) Tariq Abad: (Ward # 7)

Tariqabad consists of three mohallahs named khashkar and Babu Mohallah. It is located at the suburbs of Muzaffarabad city, covering area 9 sq.km. This ward is moderately populated. Its total population is about 7560 and number of houses are 310. The inhabitants of this ward belong to Kiani, Abbasi and Gillani families settled this part of city in 1947, speak Hindko, Punjabi and Urdu. Most of people are predominantly Sunni Muslim and 3% belong to Shia sect. Major economic activities of its people are farming, livestock and doing government jobs. All public facilities i.e. drinking water supply, sewage system, electricity and telephone are available. Due to the earthquake all public facilities, residences and government buildings are severely affected. There is heaps of debris in the ward. Community wants its immediate removal. Overall community response of the community is very positive towards the upcoming reconstruction activities in the area. There is no CBO working in this ward.

(4) Upper Plate Center Plate: (Ward # 9)

Ward # 9 is consisted Upper Plate and Center Plate is located towards south of the city Muzaffarabad, covering area of 300 Acres. This ward is moderately populated. Total population of this ward comprises about 5000 persons (53% Female & 47% Male), living in 800 Houses. Most of its inhabitants belong to Mir and Khawaja families settled in this part of city since 1947; usually speak Hindko, Kashmiri and Punjabi. The majority belongs to Muslim Sunni sect. Major economic activity of its citizens is doing labor and trade. Residences, government offices and commercial market cover its entire area. Five government departments are located within the vicinity of this ward i.e. Water supply station, Dept. of Extension Education, Forest Training School, Vocational Training School and Agro Technical College. This ward is severely affected during earthquake about 45% houses have collapsed and 55% houses got severe cracks. All government buildings, public facilities, private property and commercial area are severely affected. CBO is under the process of formation. Community is responsive and cooperative but is worried about the removal of debris and re-construction of their houses. Some families have started to collect the debris by themselves.

(5) Dherian, Sethi Bagh, Makri: (Ward # 11)

Ward # 11 consists of Dherian, Sethi Bagh and Makri is located towards north of the city Muzaffarabad, covering area of 681 Acres. It is a mountainous area. This ward is moderately

populated comprises of about 4950 inhabitants (51% Female & 49% Male), living in 960 Houses. Most of its inhabitants belong to Mir and Khawaja families settled here since 1947, usually speak Hindko and Punjabi and majority belong to Muslim Sunni sect. Major economic activities the people are doing labor and trade. Residences, government offices, few grocery stores and a three stories mosque cover its area. Two government departments are located here i.e. Water supply station & Dept. of Extension Education. Public facilities such as potable water supply, sewerage system, electricity and telephone are available. This ward is severely affected during earthquake about 85% houses have collapsed, 15% houses got severe cracks. All government buildings, private property, public facilities and commercial area have destroyed. The community is responsive and cooperative. A CBO is working in this ward. Main community figures are Sain Muhammad Khokher and Mr. Aftab Nazir.

(6) Khawaja Mohallah: (Ward # 12)

Khawaja Mohallah ward # 12 is the oldest settlement of city Muzaffarabad, covering area of 1 1/2 sq-km. This ward is thickly populated. Its total population is 1650 are living in 275 houses. Average family size is about 6. Most of the people belong to Khawaja family settled here since 1947. They speak Kashmiri and belong to Muslim Sunni sect. Community is cooperative. Residences and small market cover the entire area of this ward. The major economic activities of its inhabitants are running the shops and doing government jobs. Public facilities like potable water supply, sewerage system, electricity and telephone is available. In October earthquake all public facilities, residential and commercial areas of the ward are badly affected. About 45% buildings are fully damaged, 55% buildings got significant cracks. Piles of debris closed the streets. Formation and registration of community-based organization (CBO) of the ward is under process. Mr. Tariq Butt and Akhlaq both are political persons. Community immediate need is the removal of debris and shelters as well as to restart their businesses as soon as possible

(7) Mohallah Khakrobaan, Shahnara: (Ward #13)

Shah Nara ward # 13 is located in the center of city Muzaffarabad, covering area of 2 sq.km. This ward is densely populated. Its total population comprises of 2258 inhabitants are living in 310 houses. Average family size is about 7.5 per house. Most of the people belong to Kiani and Qurashi families, speak Kashmiri and belong to Muslim Sunni sect. Residences, government buildings and small market cover the entire area of this ward. It is interlinked with roadside market. Community major economic activities are doing labor and government jobs some is involved in business. There is 100 % public facilities i.e. drinking water supply; sewerage system, electricity and telephone facility is available. Due to, earthquake government buildings, private property and market are badly affected. There are piles of

debris in the street. Community is well aware and responsive but worried about the removal of debris, construction of houses and re-establishment of business.

(8) Mohallah Chaudharian, Kachehri Road: (Ward # 14)

Ward # 14 is consisted of Mohallah Chaudharian and Kocheri Road is locate in the mid of the city Muzaffarabad, covering area of 340 Acres. This ward is thickly populated comprises of about 1500 persons (51% Female & 49% Male), living in 200 Houses. Family size is approx 7 person per house. Most of the inhabitants of ward # 14 belong to Mir and Khawaja families settled here since 1947, usually speak Hindko, Kashmiri and Punjabi. The majority belongs to Muslim Sunni sect. Community major economic activities are running shops and doing government jobs. Residences and market cover the whole area of this ward. All public facilities such as supply of potable water, sewage system, electricity and telephone etc are available. All these public facilities, government buildings, private property and commercial area are severely affected in the earthquake. The debris of collapse buildings is covering all over the area. Community Based Organization CBO formed by World Bank project is working in the area. Community is responsive but wants the immediate removal of debris and re-construction of their houses.

(9) Mohallah, Kachahri Road: (Ward # 16)

Kiani Mohallah ward # 16 is located in the center of city Muzaffarabad, covering area of 2 sq-km. This ward is densely populated, comprises of 1050 inhabitants are living in 150 houses. Average family size is about 7. Most of the people belong to Kiani and Qurashi families, speak Kashmiri and belong to Muslim Sunni sect. Community is responsive and cooperative. Residences, government offices and small market cover the entire area of this ward. The major economic activities of its inhabitants are doing labor, running shops and working as government employee. Public facilities i.e. drinking water supply, sewerage system, electricity and telephone facility is available. In earthquake public facilities, government buildings, residential and commercial areas are badly affected. About 35% buildings are badly damaged, 65% buildings got significant cracks. There are piles of debris in the streets. Community-based organization (CBO) is in process of registration. Mr. Latif Quarashi, Malik Yousaf and Mr. Iftikhar Anwer are the active persons of the ward. Main issues of the ward are to immediate removal of debris and to reconstruct the houses.

(10) Nia Muhalla, Madina Market: (Ward # 17)

Ward # 17 is consisted of Nia Muhalla and Madina Market is located in the old city of Muzaffarabad, covering area of 170 Acres. It is densely populated comprises of 1750 persons are living in 195 houses. Most of its residents belong to Sheikh and Raja families settled here since 1947, usually speak Hindko and Punjabi and belong to Muslim Sunni sect.

Major economic activity of the people is business and government jobs. Residences, government offices and commercial area cover the entire area of ward. It is associated with two famous markets named Madina Market & Bano Market. Five government departments Radio and T.V. Station, Development Authority Office, Office for electricity complaints, Skill Center is located within the vicinity of ward. All public facilities such as potable water supply, sewage system, electricity and telephone facility are available. In earthquake this ward was badly affected, about 75% houses are collapsed and 25% houses got cracks. Government buildings, private property, public facilities and commercial area are totally destroyed. There are piles of debris all around the ward. A registered CBO is working in the ward. Mr. Zahid Amin, Shaikh Nisar Ahmed and Mr. Kifayat Hussain Naqvi are the prominent personalities of the ward. The community is well informed, responsive and cooperative but is worried about shelter and business as well as removal of debris. (For detail see annex)

13.3.5. Community Awareness & response:

Community of all the visited wards was cooperative during the study. Community is willing to participate in any construction or rehabilitation activity in the area. After the earth quack in all the visited wards community actively participated in rescue and relief work in the area, with government and international NGOs. They are aware about the upcoming project regarding improvement and rehabilitation activities in the area

Table 13.3.3 Needs Expressed by Female

Priority of Need	Expressed/ Identified Needs
1	Removal of debris
2	Reconstruction of earthquake proof houses
3	Restoration of education for children (Reconstruction of new school buildings)
4	Restoration of sewage and water supply
5	Establishment of vocational training schools for girls
6	Establishment of counseling center for women, girls & children
7	Application of law & order to reduce the increased crime rate
8	Create job opportunities for young people both male & female

Source: JICA Study Team

Table 13.3.4 Needs Expressed by Female

Priority of Need	Expressed/ Identified Needs
1	Collection of debris
2	Reconstruction of houses
3	Improvement in water supply & sanitation system
4	Provision of soft loans to restart business & other entrepreneur activities
5	Provision of health facilities
6	Re-build schools, specifically for girls education
7	Widen street and connecting roads to access the main roads
8	Establishment of an organized market
9	Public Park for women & children

Source: JICA Study Team

13.3.6. Major Findings

- Most of the families living in combined family system.
- The process of debris removal is slow due to expensive labor, absence of owner of houses and lack of government resources.
- The loss of a mother has a negative physical and psychological impact on small children, while the loss of male head of family constitutes a serious economic blow since there are limited economic options for women outside the household.
- Strong community cohesion is a common feature of small isolated communities and particularly in ward 13-5, there is a very close social knit and support mechanism through the extended family and biradri system, which will serve as an important coping mechanism both for emotional, social and financial needs.
- According to few people If government will compel them to relocate them from there area than, government should provide alternate land for building houses and shops, timely compensation to rebuild the houses/shops, assistance in relocation (transportation fare), proper arrangement for their children education and assistance should be provided in re-establishment their business.
- Collapse of buildings was due to their very poor quality of construction and lack of seismic consideration in their design.
- Most of the houses and shops have damaged, remaining got cracks not safe to live.
- Community immediate need is to reconstruct of their houses, anxiously waiting government permission to rebuild their houses even by themselves.
- Community immediate need is to remove the debris.
- Community is ready to cooperate in debris removal.

- Widows and single headed households present a particular vulnerability, as they have to deal with their psychosocial distress as well as caring for children on their own. The loss of a mother has particularly negative physical and psychological impact on small children and infants.
- Most of the people are involved in running their own business and in government jobs.
- People's response about the project was very positive.
- Some families are removing debris by themselves.
- People don't have enough clean water to drink.
- There is lack of health and educational facilities.
- Removal of the debris is causing air and noise pollution.
- Public services like electricity, water supply, gas slanders and telephone lines are provided to the majorities of wards and working properly.
- There was a full participation of male and female community members during group interview.
- Community demanded free education and health facilities and vocational training centers for women.
- Khawaja Mollaha ward # 12 and its associated 3 wards, 13, 14 & 16 are badly affected by the earthquake. About 35% houses and shops are collapsed, 60% got significant cracks whereas 5% got minor cracks where families are living.
- Community immediate need is to remove the debris. They are in frustration due to slow process of debris removal by the government.
- Community is anxiously waiting for the design of earthquake proof houses. They want to reconstruct their houses by themselves.
- Community is worried to live in tents, in the in coming moon soon and summer seasons.
- Piles of debris are seen in the old part of city, quite difficult to remove due to narrowness of streets, lack of labor, absence of owner of houses and lack of existing government resources. Most of the streets have closed because of debris. Due to narrowness of the street it is quite difficult to collect debris using tractors-trolleys or trucks (dumpers). During daytime it is collected by small

single wheeled manual trolleys, accumulated outside the street at a temporarily dumping point allocated by the Municipal Corporation Muzaffarabad, later during night it is collected by MC tractor-trolleys to dump it in to the nearest dumping point Makri.

- Some families are hiring labor by themselves to remove debris by themselves, only getting transportation support from MC, Muzaffarabad.
- Most of the affected families have installed tents on the roofs of their cracked houses, in the courtyard of their damaged houses or on the empty plot of same vicinity.
- Male members of migrated families have come back to look after their property, to supervise the removal of debris. They are looking for the possibility to reconstruct their houses and to re-establish their economic activities. Some have restarted their business i.e. running the shops.
- Education system is badly affected as all government and private school buildings have demolished. Some families sent their children especially girls to their relatives so that they can continue their education in a safe and healthy environment.
- Government has started tent schools in some wards.
- People of ward # 11 expressed their willingness to relocate if government will provide any alternate place for residence;
- In Ward 16 the city police station is established in tents installed, in the courtyard of civil court. It has restricted the women mobility, due to which women and girls, spend day in their cracked houses and sleep in tents at night.
- People are not satisfied by the financial assistance provided by the government. They are not sure that government will support in reconstruction of their houses and to restart their business.
- Due to limited economic activities and unemployment, dependency on relief agencies has been increased.
- In ward # 11 Oxfam, an international NGO provided water supply scheme with the participation of local community after the earthquake.
- Due to the presence of large number of peoples coming from other parts o the country cultural and economic problems has increased in the area.

- People of Muzaffarabad city got less relief support; compare to people who came from rural areas.
- Registered CBOs are working in six among 10 wards that are selected for survey, whereas in remaining four wards active groups of youth are working before and after the earthquake.

13.3.7. Recommendation/Suggestion

- Provision of shelter and removal debris for affected people need to be addressed urgently. Material support and guidance (technical, location) should be given to individual households with ability to erect shelter for themselves.
- Housing assistance Package should be developed based on principles of community consultations and household driven reconstruction as well as minimum relocation. Community based organization (CBO's) may facilitate the reconstruction process.
- A comprehensive package (grants /loans/micro finance) should be developed to assist affected households in recovering their lost assets and means of livelihood.
- Community participation will be essential in most sectors for the success of the reconstruction efforts and it is essential to preserve existing social networks which form the basic of support and mutual aid among the affected households Local communities will need to be actively involved in the decision making for and implementation of reconstruction activities, including decisions about rebuilding, relocation, housing types of services and so on.
- Need to take immediate steps regarding removal of debris before ht summer season.
- Need to resolve community problem regarding construction of earthquake proof houses; delay can cause more frustration among them.
- Need to provide soft loans on long term to re-establish business and to reconstruct houses.
- Need to revive proper education and health facilities to the affected community
- Need to take immediate steps, keeping river water safe from any pollution, which could be caused by debris.
- Need to start counseling sessions with women especially young girls of earthquake affected areas

- Need to focus mobilize of local resources both human and financial in the process of reconstruction/rehabilitation.
- Need to implement development project getting support and services of local CBOs.
- Need to create job opportunities for those who have lost their jobs due to earthquake.
- Need to establish school for disabled people where they can learn skills.
- Need to restore and regulate public facilities such as potable water supply, sewage system, telephone and electricity.
- Government and NGOs have to prepare master plans for long-term sustainable development.
- Need to provide economic support to the people to re-start their business and to re-build their houses.
- The Most visible consequence of the earthquake is the enormous amount of debris and rubble resulting from damaged and destroyed structures. Disposal of rubble in the area where structures are constructed of mud (Kaccha houses) and stones (pacca houses).
- For safe housing sustainable, promotion of hazard resistant standards and design must relate to use of readily available materials, familiar modes of construction and cultural preferences in design must be considered.
- A significant amount of Public infrastructure was severely damage by the earthquake. Safety of Public buildings such as schools and hospitals is particularly important, and their reconstruction should incorporate improved building standards to reduce their risk of future collapse or damage in the event of a subsequent disaster
- It is crucial to coordinate multiple reconstruction initiatives and to ensure full coverage and reduce the risk of beneficiary double counting or any effected household being must.
- The sustainability of housing solutions offered will largely be determined by complimentary efforts to restore livelihoods and rehabilitate physical and social infrastructure.
- Home owners should be in charge of rebuilding of their houses.

- Most households to be build on their original plot of land.
- Such attempts should not be citywide but instead focus on pockets of strategic urban areas.
- Immediate need of the people is permanent shelter and the removal of the debris from streets.
- There is a need to resolve community problem for the construction of the earthquake proof houses; delay can increase more frustration among the affected community.
- There is a need to provide soft loans on long term basis to restart business and to reconstruct houses.
- Severe shock and trauma are widespread among the affected population in the area. Psycho-social support is therefore, needed for surviving family members, particularly widows, single-parent children, orphans, and the elderly.
- There is a need to provide education and health facilities to the affected community as soon as possible.
- There is a need to take immediate steps, to keep the river water safe from any pollution. There is need to start counseling sessions with women especially young girls of earthquake affected areas.
- There is need to provide in time information regarding construction of earthquake proof houses
- Any development project can successfully be implemented, using support and services of local CBO's.
- There is an immediate need to take steps for the removal and dumping of the debris.
- There is need to create job opportunities for those who have lost their jobs.
- People want permanent shelter with regular supply clean water, free education, vocational training center and health facilities.
- Need to establish school for disabled people where they can learn skills.
- Need to restore water supply system.
- People want to form CBO in their ward.
- Need to establish counseling center to solve the psychological problems.

- People of the area said that we need shelter and free education for our children.
- Government and NGOs have to prepare master plans for sustainable development.
- There is a need to take immediate steps towards collection and dumping of debris.
- There is a need to resolve the immediate problem of the community regarding reconstruction of their houses.

13.3.8. Annex

(1) Tables

Table 13.3.5 Job structure of the Visited Wards

Jobs	%	W# 5	W# 6	W# 7	W# 9	W# 11	W# 12	W# 13	W# 14	W# 16	W# 17
Off-farm labor/employee (non-Gov't.)	%	20	55	20	50	17	10	3	10	35	15
Self-employed (Shopkeeper/Workman)	%	20	10	10	15	21	40	2	40	40	40
Company Executives/Investor	%	-	-	-	-	5	2	-	-	-	6
Govt. employee	%	50	15	42	30	39	40	85	45	20	25
Industrial	%	-	-	-	-	1	-	-	-	-	1
Property rented out	%	3	-	-	1	5	1	-	2	-	7
Farming/livestock	%	-	10	16	-	1	-	-	-	-	1
Un-employed	%	5	10	12	4	10	2	10	3	4	5
Others (Overseas)	%	2	-	-	-	1	5	-	-	1	-

Source: JICA Study Team

Table 13.3.6 Status of the Public Services in the Visited Wards

Public service	Beneficiary household (%)									
	W# 5	W# 6	W# 7	W# 9	W# 11	W# 12	W# 13	W# 14	W# 16	W# 17
Electricity	100	100	100	100	100	100	100	100	100	100
Public water supply	100	25	25	99	99	100	100	100	100	100
Public gas supply	-	-	-	-	-	-	-	-	-	-
Telephone line	50	25	10	80	60	100	100	80	80	97
Public sewage	100	10	-	95	95	100	100	95	100	100

Source: JICA Study Team

Table 13.3.7 Public/Economic facilities in the Visited Wards

Facility	No	W# 5	W# 6	W# 7	W# 9	W# 11	W# 12	W# 13	W# 14	W# 16	W# 17
Nursery school		-	1	3	4	15	-	3	4	-	8
Primary school		4	4	3	4	15	6	-	4	1	1
Middle school		-	3	1	4	3	2	1	-	-	2
High school		1	1	1	-	3	-	1	-	-	2
College		1	-	-	1	1	-	-	-	-	1
Basic health unit		1	-	-	-	-	-	-	-	-	-
Hospital/clinic		-	-	-	-	1	-	-	3	1	-
Population welfare center		-	-	-	-	-	-	-	-	-	-
Bank		-	-	-	-	-	-	-	2	1	3
Post office/agency		1	-	-	-	-	-	-	1	1	-
Mosque		7	7	6	2	14	1	4	2	1	4
Church		-	-	-	-	-	-	-	-	-	-
PCO (Telephone)		6	-	3	2	4	6	5	3	1	20
Public Market		-	-	-	1	-	3	-	1	1	25
Retail shop/grocery store		6	20	22	100	150	5	12	40	12	575
Restaurant/eating house		7	-	-	-	30	2	-	6	4	15
Grain (wheat/rice) mill		-	-	-	-	-	-	-	-	-	-
Workshop (car/tractors)		1	-	-	-	-	-	-	-	-	-
Factory/cottage industry		-	-	-	-	-	3	-	-	-	-
Petrol pump/agency		2	-	-	-	-	-	-	-	-	-
Grave yard		6	6	-	1	13	4	2	2	1	5
Bus Stand		1	1	-	1	-	1	-	1	1	-
Police station		-	-	-	-	-	-	-	1	1	-
Other (Cinema)		-	-	-	-	-	-	-	1	-	1

Source: JICA Study Team

Table 13.3.8 Damage Assessment - Affected Structures & Installations (Private Only)

Ward. No	Ward Wise Detail of Earthquake Affected Houses, Families and Population									
	Total Population	Total Houses	Total Families	Pacca Houses		Kacha Houses		Present Residence		
				Complete	Partial Destroy	Complete Destroy	Partial Destroy	In House	In Tent	Migrated
5	2210	360	400	250	46	65	-	10	224	20
6	3915	575	725	247	272	55	15	245	480	-
7	7560	1147	1475	445	545	95	-	425	955	95
9	4500	797	910	510	281	6	20	350	460	100
11	4950	960	1021	595	290	95	-	50	950	21
12	1650	275	390	240	35	-	-	75	300	15
13	2258	310	465	120	186	4	-	97	242	125
14	1750	190	260	59	127	4	-	60	80	150
16	1050	150	210	85	61	4	-	26	95	89
17	1350	195	250	50	104	5	-	95	125	30

Source: JICA Study Team

Table 13.3.9 Ward wise CBO status

Ward NO	Name of CBO	CBO Status		No of Office Bearers	Name of President
		Registered	Functional		
5	Jalalabad	Yes	Yes	6 (4 M & 2 F)	Syed Khalid Gilani
6	Ranjata	Yes	Yes	7 (5 M & 2 F)	Muhammad Sulaiman Niaz
7	Tariqabad	Yes	Yes	7 (5 M & 2 F)	Muhammad Bashir Awan
9	-	-	-	-	-
11	-	-	-	-	-
12	Mohallah Chaudhran	Yes	Yes	7 (M)	Mr. Sheikh Maqsood
13	Muhallah Shehnara	Yes	Yes	7 (M)	Mr. Tariq Iqbal Butt
14	Muhallah Khuwaja	Yes	Yes	7 (M)	Mr. Arif Mir

Source: JICA Study Team

Table 13.3.10 Removed Debris Plan Municipals Corporation Muzaffarabad

S.No	Area	Transportation	Officer In charge	Supervisor	Worker	Dumping Site
1	Khawaja Mohallah, Kiani Mohallah, Main Bazar	10 Tractor Trolleys	Jamil Rathore	Asraf, Rizwan Wani, Manzoor Kaddo, Kh. Manzoor	60	Makri
2	Madina Market, New Mohallah	8 Tractor Trolleys		Amin Naz, Adil Kabir		Makri
3	Upper Plate, Lower Plate	4 Tractor Trolleys	Basit Sheikh	Raja Shahid	20	Nuleem Park
4	Sethi Bagh, Eid Gha Road	2 Tractor Trolleys	Raja Tariq	Asif Sheikh	20	Makri
5	Chala Bandi	2 Tractor Trolleys	Arif Naqvi	Nasir	20	Nuleem Park

Note: This information is provided by the Municipal Corporation Muzaffarabad

Source: JICA Study Team

(2) Survey Questioner

**Social Experimental Survey
Under
The Urgent Development Study on Rehabilitation and
Reconstruction in Muzaffarabad City
In the Islamic Republic of Pakistan**

GROUP INTERVIEW

Date: ___ / ___ /2006

Serial ID No.:

This checklist will be used to guide group discussion for data collection in all wards. Venue of the meeting will be appropriate neutral place in the area where all persons can gather without any hesitation and restriction. This may require one or more meetings to ensure participation of all stakeholders, particularly potential beneficiaries of the project must participate in these discussions. Keep notes of all discussions and describe your observations in detail. Ask probing questions to understand the dynamics of poverty, inequality, social exclusion.

1.0 Location:

Name of Ward: _____ Name of Public representative: _____

Name of Community representative: _____

Total Number of respondents: Male _____ Female: _____

Place of Meeting: _____

2.0 Profile of the area

2.1 Total area: _____

2.2 Total Population/Household of the area before the earth quake: -----

Population			Number of Household
Male	Female	Total	

2.3 Distance from the main city: _____

3.0 Ward History/Remarkable incidents

Year	Incident	Year	Incident

4.0 Job structure of the Area

Job	(%)
Off-farm labor/employee (non-Govt.)	
Self-employed (Shopkeeper/Workman)	
Company executives/Investor	
Govt. employce	
Industrial	
Property rented out	
Farming/livestock	
Un-employed	
Others	
Total	

5.0 Public/Economic facilities in the area

	Number	Distance(km)	Total
Nursery school			
Primary school			
Middle school			
High school			

2

Findings of Social Experimental Survey

College			
Basic health unit			
Hospital/clinic			
Population welfare center			
Bank			
Post office/agency			
Mosque			
Church			
PCO (Telephone)			
Public Market			
Retail shop/grocery store			
Restaurant/eating house			
Grain (wheat/rice) mill			
Workshop (car, tractor, etc.)			
Factory/cottage industry			
Petrol pump station/agency			
Grave yard			
Bus Stand			
Police station			
Other			

6.0 Public services in the area

Public service	Yes / No	Beneficiary household (%)
Electricity		
Public water supply		
Public gas supply		
Telephone line		
Public sewage		

7.0 Major economic activities of the people

8.0 Damage Assessment - Affected Structures & Installations (Private Only)

No.	Description of Structure/Installation	Specifications		Total No.	No. of Affected Persons			Estimated Replacement Cost (Rs.)
		Built Type (K/P/K+P)	Size (Marla)		Owners	Rental	Total	
1								
2								
3								
4								
5								
6								
7								

House, Shop, petrol pump etc

9.0 Affected Community Structures & Installation (if any)^(a):

No.	Description	Type	Rel. Size	Count	Est. Rehabilitation Cost (Rs.)
1					
2					
3					
4					
5					
6					
7					
8					
9					

For example Community center, Mosque, hospital, schools

10.0 Awareness and Response:

No.	Description	Description
10.1	Are you aware of upcoming Project involving improvement/rehabilitation of this area?	Yes – Fully Aware
		Yes – Somewhat Aware
		No – Not Aware
10.2	Do you know that it may involve clearing of yours structures/encroachments from the area?	Yes
		Not Sure
		No
10.3	What effects do you anticipate on your business and living conditions?	Very Adverse Effects (Everything Lost)
		Moderate Adverse Effects (Not Severe)
		Somewhat Adverse (Limited Impacts)
		Highly Positive Effects (Very Beneficial)
		Somewhat Positive Effects (Beneficial)
		Both Negative & Positive Effects
10.4	Do you think that this project is necessary under local conditions?	No Idea - Don't Know what will happen
		Yes – Very Much Needed
		Yes – Beneficial for Communities
		No Need – No Problems
10.5	What kind of environmental effects of this project can you foresee? (Multiple Answers)	No Idea / No Response
		Loss Fertile Agricultural Lands
		Loss of Trees/Vegetation
		Increase in Drainage Problems
		Increase in Water-Borne Diseases
		Difficulties in Livestock Mobility
		Wildlife Extinction/Difficult Mobility
		Increased Air Pollution (Smoke)
		Construction Spoils and Dust
		Noise Pollution
No Idea / No Response		

11.0 Project Impacts and Restoration:

- 11.1 Have you been informed/ notified of impact of new Master Plan on your property/community?
 (1) Yes – Clearly (2) Yes But Not Clearly (3) No Such Information Yet

- 11.2 If Yes (to 3.1), then: Who Informed/Notified you? (Multiple Responses Possible):
(1) C&W Dept. Administrator (2) Revenue Dept. (3) District
(4) Village Elders/Leaders (5) NGO/CBO (6) Don't Know
- 11.3 If you were required to move, where would you like to move/resettle your family/business?
(1) Move Back & Rebuild (2) Resettle nearby (3) Don't Know Yet
- 11.4 Is Income likely to be affected by the move (Evacuation)?
(1) Yes (2) No (3) Don't Know
- 11.5 If Yes (to 3.4), then: How? (Multiple Responses Possible):
(1) Loss of Business Opportunities (2) Loss of Rent from House/Shop
(3) Loss of Employment (Labor) (4) Other: _____
- 11.6 If you are required to move from your residence, what would be your main concerns?
(01) Fair Compensation (02) Timely Compensation
(03) Restarting Business (04) Replacement Land House
(05) Loss of Income (06) Future Employment
(07) Education of Children (08) Assistance for Relocation
(09) Social Disturbances (10) Other: _____
- 11.7 Would you like to "Self-Relocate" (Making your own choice for relocation/resettlement)?
(1) Yes, I will make my own choice & move independently
(2) Yes, but I will need financial assistance (loan/grant) from the Government/NGO
(3) No, The Government Should Arrange for our Relocation/Resettlement
(4) Do Not Know Yet (Have Not Decided Yet)
(5) Other: _____
- 11.8 What kind of Assistance would you need from the Project (Government/NGO)?
- 11.8.1 Good Compensation (at Replacement/Rehabilitation Cost)
- 11.8.2 Compensation before moving (Timely Manner)
- 11.8.3 Assistance for Relocation (Transport/Cash)
- 11.8.4 Arrangement for Alternate Land for Resettlement
- 11.8.5 Assistance for re-establishment of Business
- 11.8.6 Provision of Alternate Job Opportunities
- 11.8.7 Other: _____

12.0 Social organisation

12.1 Is there any community organisation in the area? If yes what is it, who organised and what is it doing?

12.2 Who are the community leaders – identify characteristics

12.3 Pattern of leadership –Political leaders, religious leaders

13.0 Conflict resolution

13.1 Is there any dispute in the area? Explain in detail what the dispute is and why it is not resolved?

13.2 Was there any violent conflict in the area in past five years? Has that resolved amicably? How bit was resolved?

13.3 How minor disputes are resolved – who are the main agent s in dispute resolution?

13.4 Is there any litigation in courts by the community, if yes give details of cases in courts?

14.0 Role of Government Institutions?

14.1 What problems were addressed by the local government institutions?

14.2 Type of Development efforts by govt institutions.

15.0 Needs assessment

15.1 Needs expressed by women and identify and prioritise?

15.2 Ask the group to prioritise these needs by their importance and urgency?

16.0 Needs expressed by men – prioritise needs

16.1 What are the main needs of the area?

16.2 Ask group to prioritise these needs by their importance and urgency?

16.3 What are the area needs in housing?

16.4 What are the area needs in Sanitation?

16.5 What are the area needs in Health (Hospital)?

16.6 What are the area needs in School/Colleges?

16.7 What are the area needs in access roads?

16.8 What are the area needs in counselling centres?

16.9 What are the area needs in water supply?

16.10 What are the area needs in access roads?

16.11 What are the area needs in marketing and enterprise development?

16.12 Public Parks

16.13 Market

16.14 Any Other Please specify-

17.0 Proposal for Interventions

17.1 What are the main problems of the peoples in the area?

17.2 What kind of assistance can help solve their problems?

17.3 Brain storming is needed -- Let the group find out what is required and how this should be implemented by the government?

17.4 What kind of strategies can help solve these problems?

17.5 Brain storming is needed -- Let the group find out what are the appropriate strategies to help solve these problems by the government?

17.6 Assess potential for local resource mobilisation in the area?

17.7 To what extent they will be willing to share the cost of development?

17.8 Is there any indication of their commitment?

18.0 Names of participants in Discussion

Write names of all participants and the group of stakeholders they belong to.

19.0 Observations of the Surveyor

Interviewed by: _____ Checked by: _____

13.4. Appendix-4: Transition Urban Area

Figure 13.4.1 shows the building damage map developed by the CBO of Ward 13.



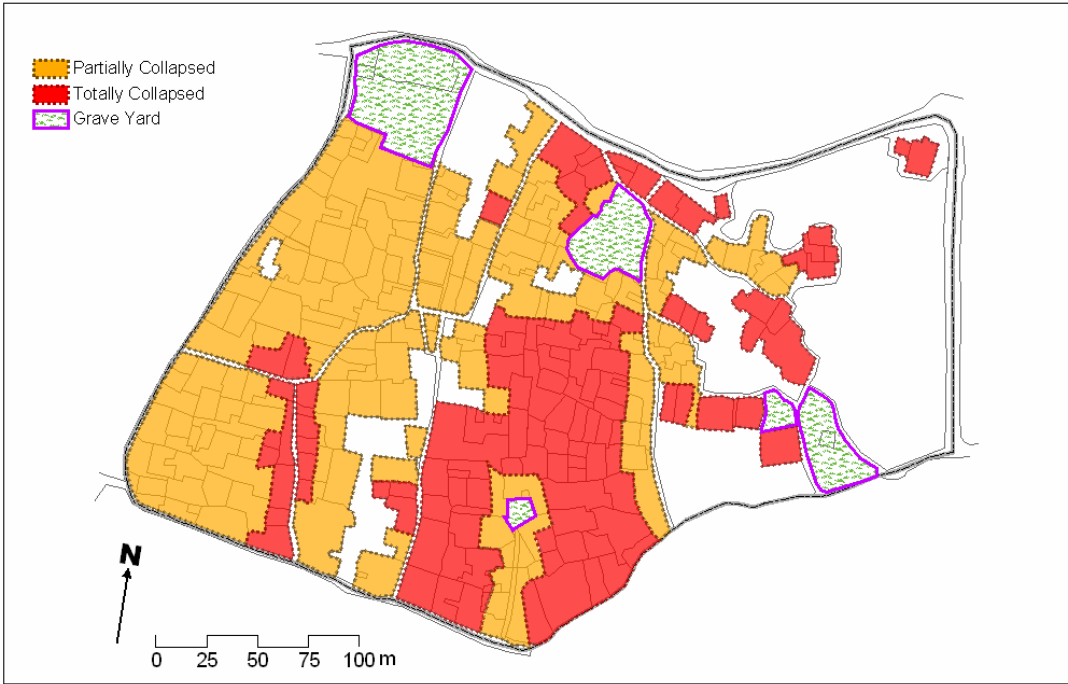
Figure 13.4.1 Building Damage Map Developed by CBOs of Ward 13

The meeting with CBO members revealed that when building damage assessment was first implemented, the original buildings in Ward 13 numbered about 269; 159 buildings, or 59%, were partially damaged, and 110 buildings, or 41%, were fully damaged. Field surveys further confirmed that partially damaged buildings do not necessarily mean that these buildings are safe to live in. Fully damaged buildings refer to the buildings with no structures left – all that remains are debris. These numbers are quite similar to the building damage assessment result done by MCM. Based on the CBO’s damage assessment, a damage map was prepared for their ward.

The area represented by yellow in the map (Figure 13.4.1) is where partially damaged structures are distributed, red represents the areas where totally collapsed buildings are distributed, pink represents graveyards, and green represents open spaces.

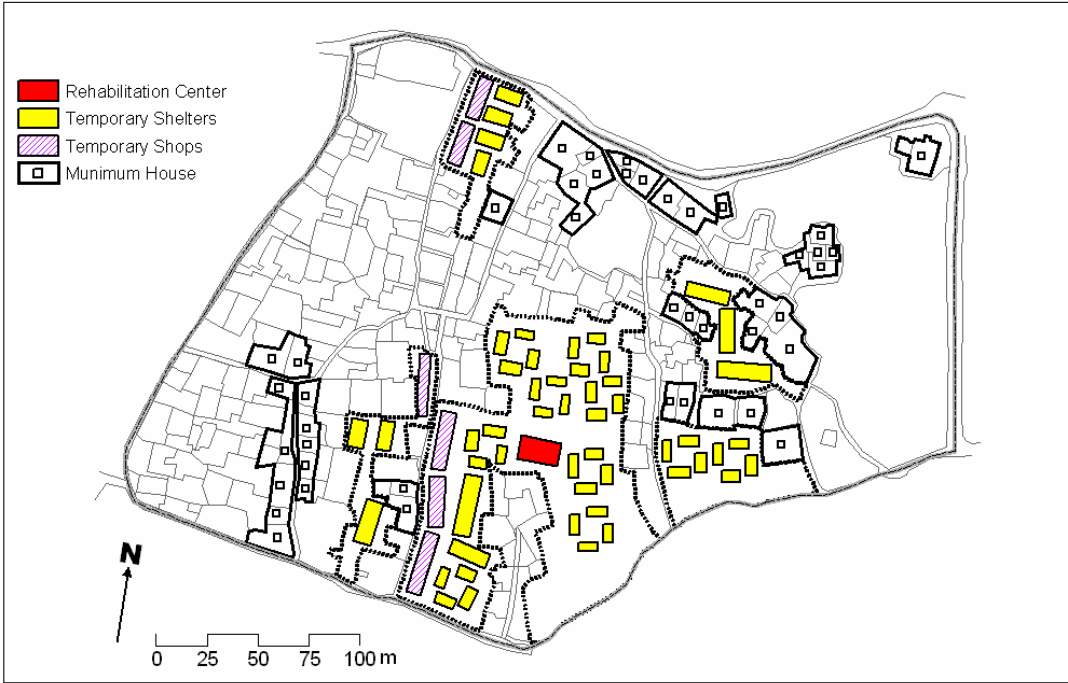
This accurate damage information, which is more accurate than the one provided by MCM, was then interpreted by the professionals (Source: JICA Study Team

Figure 13.4.2), and this led to the development of Ward 13’s transitional urban reconstruction layout plan (Figure 13.4.3).



Source: JICA Study Team

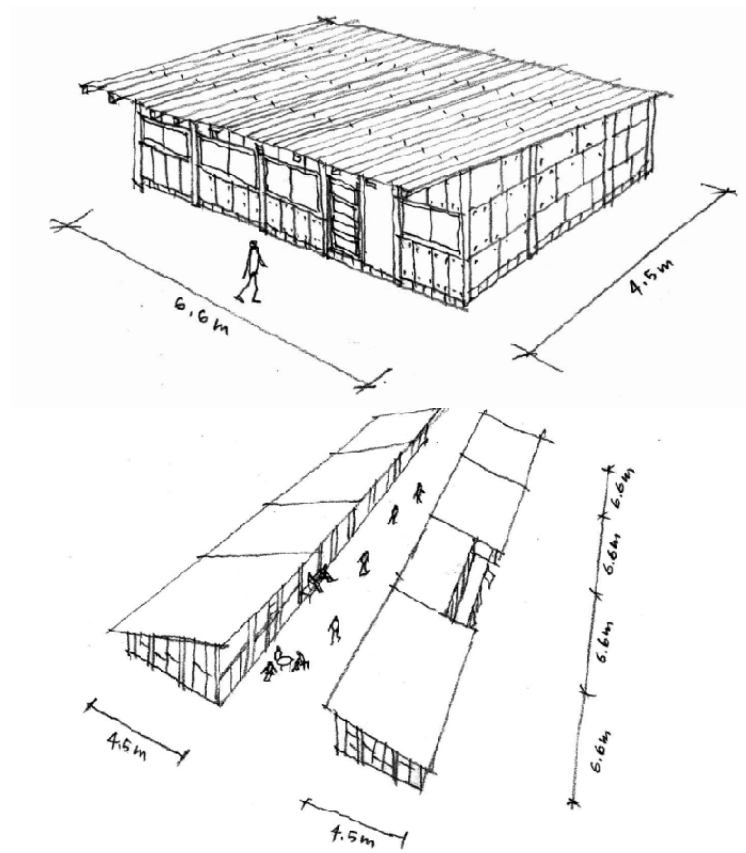
Figure 13.4.2 Re-sketched Building Damage Map by Professionals



Source: JICA Study Team

Figure 13.4.3 Transitional Urban Reconstruction Layout Plan of Ward 13

As this process illustrates, local incentives provided by governments and supported by professionals will nurture better opportunities to reconstruct a locality, in the transitional urban reconstruction process.



Source: JICA Study Team

Figure 13.4.4 Example of Transitional Urban Reconstruction Housing of Ward 13

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