



Qadis District Government Hotline Improves Community Vocational Training Program



With support from the Stability in Key Areas (SIKA) – West program, led by the Ministry of Rural Rehabilitation and Development (MRRD) and the Independent Directorate for Local Governance (IDLG), the Communications & Public Outreach Department established the Qadis District Government Hotline designed to improve communications between the government and district residents. Government personnel are required to answer calls from residents, record concerns/complaints and take steps to resolve these issues. This hotline is also used to as a community monitoring and evaluation tool, enabling residents to report directly to their district government on the progress and challenges of MRRD/IDLG SIKA-West grant-funded projects and assist overall program monitoring and evaluation efforts. One such project was a 6-month Female Tailoring Vocational Training Program, awarded by the Qadis DG to the Chaproodha Community Development Council (CDC). The residents were provided with the number of the DG hotline and asked to call in order to keep the government updated.

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The Chaproodha Community Development Council Female Tailoring Vocational Course employed the use of a District Government Hotline which encouraged community monitoring and evaluation practices.

“The District Government Hotline is an effective communication tool. We can quickly respond to the District problems and concerns.”

Qadis District Government Executive Manager

On October 24, 2013, the district government received a call from a community member who complained that the Chaproodha CDC had selected some female beneficiaries for the program that were not the most vulnerable members of the community. Having received this complaint, the Qadis District Government Executive Manager, in coordination with the MRRD/IDLG SIKA-West program, organized a meeting with the Chaproodha CDC on November 19, 2013, where this complaint was discussed. After lengthy discussions, the CDC leadership agreed to review their selection of students and included a number of women from more vulnerable and poorer households. The Female Tailoring Vocational Training Program then moved forward with the agreement of all parties.

Without the availability of the District Government Hotline and its use as a community monitoring and evaluation tool by residents, the vocational training program would not have been as successful. The hotline reflects the importance of community feedback with respect to MRRD/IDLG SIKA-West district programming.

Stability in Key Areas – West (SIKA-West) is a USAID-funded MRRD/IDLG led stabilization program designed to support sub-national entities to make the transition to long-term Afghan-owned and Afghan-led sustainable development.