Skills Training and Rehabilitation Society

(STARS)

Kabul - Afghanistan

Policies & Procedures (2021)

ACCOUNTABILITY TO AFFECTED POPULATION (AAP) Policy

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Update History

No	History	Date	Major Changes	Remarks
1	Policy Initiated	March 2020		
2	Policy Reviewed	March 2021		**The policy was reviewed by ACBAR Twinning Program**
3	Next update	July 2022		

Acknowledgement:

This material was adopted as per the context where STARS performance and also as per the STARS objectives, program and projects. The policy is kept updated as per the progress made at the global and local level where appropriate and where needed.

Following approval by the board of directors of STARS the policy will be oriented, training was provided where deemed necessary and implemented within the organization and also integrate with project implementations.

ACCOUNTABILITY TO AFFECTED POPULATION (AAP) POLICY

Commitment:

STARS is strongly committed to ensure accountabilityfor meeting the project or program over all objectives to affected population (AAP). To STARS, AAP is understood as an active and continuous commitment to use power responsibly by taking account of, giving account to, and being held to account by the people (population) it seeks to assist. It refers to the responsible use of power in STARS' actions, combined with recognizing the dignity, safety, capacity, and abilities of communities of concern.

To add, STARS is accountable for its action to each individual that it aims to improve her/hisliving standard, let it be women or men, and places this responsibility at the core of its accountability policy.

Participation and involvement:

STARS is committed to achieve higher quality programs, with more sustainable impact by increasing the affected population's participation in identification of interventions, design, delivery and lesson learning. This way, it increases the criteria and space for the communities to be involved in their own advantages and future-building and to increases the delivery rhythm against its commitments to all the stakeholders and the resource partners who make assistance possible. Furthermore, STARS is committed that the affected communities should participate in and influence all steps of the program or project cycle comprising of initial assessments, baseline surveys, project design, beneficiary selection, implementation, monitoring and evaluation, and end-line surveys.

STARS is accountable for ensuring that the affected population plays an active role in decision making processes; means that affected populations participate as individuals or communities in the phases of a program by coming in contact with STARS through, for example, focus groups, partaking in decision-making, suggesting ideas for interventions, giving feedback, etc. STARS is also in partiality of indirect participation where it ensures that the affected community is involved through entities that are developed within them (like Community Based Organizations (CBOs), Civil Society Organizations (CSOs) etc.),

STARS seeks to establish arrangements that permit meaningful participation at all stages of the operations management cycle (assessment, planning, design, implementation, monitoring and evaluation). They should be accessible to all groups in a community. In particular, ensure that women and potentially marginalized groups are included, such as minorities, people with disabilities. Moreover, STARS ensures that all persons of concern have an equal and non-discriminatory access to interventions.

Information Sharing:

STARS believe in effective information sharing about the project to affected population and communication channels; that's why the right and required informationabout the project is shared with the affected population specially the vulnerable and marginalized group of communities throughout the project's lifecycle.STARS is open to be in touch with, or get contacted by communities through culturally accepted and accessible different mediaincluding cellular phone numbers, e-portals and in personSTARS understand that transparency and sharing information in a timely manner, make the affected population or community to get benefit, shape decisions that impact their lives.

Feedback:

To STARS, accountability to affected population also comprises of having an effective feedback channel so that, (partners and stakeholders know what outcomes and impacts the program/project is having on communities)the affected population will be able to share their concern either complaint or feedback with project team, STARS will ensure that the affected population will be informed and know from the existing of such a mechanism, part of sharing information about the project is existence of Feedback Mechanism. STARS is open to be in touch with, or get contacted by communities through culturally accepted and accessible different mediasincluding cellular phone numbers, e-portals and in person.

Dignity:

Because STARS knows that AAP is a people-centered approach, it is sensitive to the dignity of all human beings, the varying need of different segments within a community, therefore is accountable that the aid packages will be delivered to affected population with dignity and no unethical behavior or harassment or assaulting action of all kinds is tolerated during the performances of the project.

Do not harm:

STARS strictly follows and takes care of "Do no Harm" principle in its actions and interventions. To STARS, the 'Do No Harm' principle states that aid – let it be of any type of intervention – is not neutral. Aid, and how it is administered, can cause harm or can strengthen capacities for peace in the midst of affected communities. All interventions/aid programs involve the transfer of resources (food, shelter, water, health care, training, etc.) into a resource-scarce environment. Where people are in conflict, these resources represent power and wealth, and they become an element of the conflict. Some people attempt to control and use aid resources to support their side of the conflict and/or to weaken the other side. If they are successful or if aid staff fails to recognize the impact of their programming decisions, aid can cause harm. However, STARS ensures that the transfer of resources and the manner in which staff conduct the programs strengthen local capacities for peace build on connectors that bring communities together, and reduces the divisions and sources of tensions that can lead to destructive conflict.

M&E:

Last but not least, STARS learns from continuous engagement with communities of concern and adapt interventions in response to new knowledge gained through monitoring and evaluation, both in short and long-term. STARS is accountable for including objective indicators in the Monitoring and Evaluation plan of the humanitarian projects ensuring that the objectives of the project are being met as the project progresses, and is accountable for conducting participatory monitoring approach with involvement of affected population in the M&E frame work. STARS ensures that all the findings of the assessments and monitoring are shared with the affected communities for incorporating any further intervention, if needed. Moreover, it measures and improves the accountability to all the people of concern.

Gender Balanced Performance:

From STARS point of view society prescribes to women and men different roles in different social contexts. The goal of gender policy is to contribute to better living standard for both women and men, through research or need assessment, policies and programs which give due attention to gender considerations and promote equity and equality between women and men. STARS will analyses and address gender issues in planning, implementation, monitoring and evaluation of policies, programs, projects and research in order to achieve the following objectives:

- increase coverage, effectiveness and efficiency of interventions;
- promote equity and equality between women and men, throughout the life course, and ensure that the interventions do not promote inequitable gender roles relations;
- provide qualitative and quantitative information on the influence of gender on improving living standard
- Support relevant stakeholders on how to undertake gender-responsive planning, implementation and evaluation of policies, programs, and projects in Afghanistan.

Policy Implementation

STARS is ensuring and committed to the implementation of the policies through supporting its employees, by giving access to the policies, educating them, and maintaining confidentiality and privacy as a priority at all times.

Names and signatures of people including STARS's Board of Trustees membership:

Dear Mahmooda Taqwa (Chief of Board)
Signature
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Ms. Maliha Safi (Board Member)
Signature
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Dear Tuba Azami (Board Member)
Signature
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Ms. Palwasha Zarifi (Board Member)
Signature
.....

Ms. Latifa Majidi (Board Member)
Signature
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This policy reviewed and approved by board of Trustees membership