

Training Report of Training on Gender Responsive Municipal Services for Local Government Officers, Punjab



Implemented by the Punjab Municipal Development Fund Company (PMDFC), jointly with the Punjab Local Government and Community Development Department, Lahore

Contents

Introduction:	2
Objectives of the Training:	2
Training Agenda	2
Participants:	3
Participant Demographics	3
Brief Overview of Training Sessions:	4
Certificate Distribution & Closing	6
Training Evaluation & Post-Test	7
Overall accumulative results	7
Trainer's Evaluation	8
Recommendations & Way Forward	8
Annexure-1: Overall assessment of the training participants	9
Picture Gallery.....	12

Introduction:

The Punjab Municipal Development Fund Company (PMDFC) organized a one-day training session on ‘Gender Responsive Municipal Services’ for local government officers, including Chief Municipal Officer and Assistant Director Local Governments, within the Local Government & Community Development Department (LG&CD). The training session was one of the project activities under the grant, financially supported by the German Agency for International Cooperation (GIZ), which was aimed to equip officials with a deeper understanding on Gender Responsive Municipal Service and application of the gender responsive strategies in their daily administrative duties at local level.

The training session covered Gender Response Municipal Services strategies, its planning and implementation at the local level.

Objectives of the Training:

The primary objective of the training was to sensitize municipal officers about Standard Operating Procedures (SOPs) for Gender Responsive Municipal Service Delivery, as outlined in the manual produced by PMDFC with the aid of GIZ under the ‘Support to Strengthen Local Services by Local Governments’ project.

Specific objectives included:

1. Educating participants about core concepts of gender mainstreaming.
2. Equipping participants with the tools and skills to identify hurdles to gender inclusive municipal service delivery.
3. Providing guidelines on design and implementation of different strategies to ensure a holistic approach to gender responsive service delivery.
4. Fostering a collaborative approach to capacity-building of municipal service providers across the province.
5. Promoting the inclusion of community voices in reforms for sustainable gender sensitive service provision.

Training Agenda

Time	Topics	Facilitators:
9:00 – 10:00	Opening	Lead Facilitator
	Recitation of the Holy Quran	
	Welcome and objective of the workshop	Lead Facilitator
	Opening Remarks	Director Academy
	Introduction of participants and Program	Lead Facilitator
10:00 – 10:15	Tea break	
10:15 – 10:45	Group work on “SERVICES DELIVERED BY MUNICIPAL COMMITTEES:	Participants

10:45-12:30	Basic concept of Gender in the context of Local Services - GENDER INCLUSIVE STRATEGIES	Lead Facilitator
12:15-01:00	Group work: Key Municipal Services and Gender Role	Participants
13:00 – 14:00	Lunchbreak and prayers	
14:00 – 14:45	Implementation Of Gender Inclusive Strategies in Municipal Services	Lead Facilitator
14:45-15:30	Prioritized Projects for Women Empowerment	Lead Facilitator
15:30-16:30	Trainings on Development Project for Women Empowerment:	Lead Facilitator
16:30– 17:00	Wrap-up and feedback and Closure	Lead Facilitator

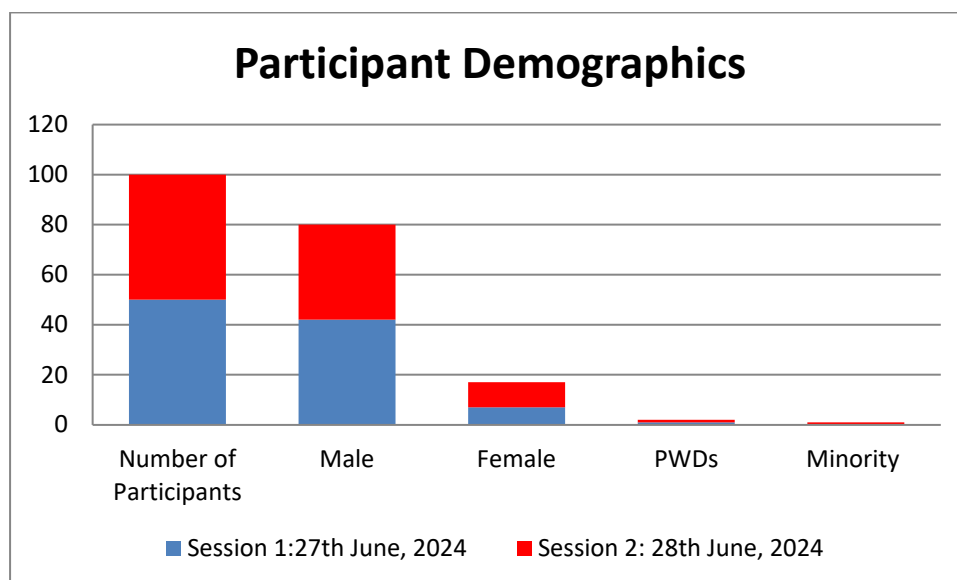
Participants:

Two, one-day training workshops for municipal officers from different municipalities were conducted at the Punjab Local Government Academy, Lala Musa.

The trainee cohorts included Chief Officers of Municipal Committees (COMC), and Assistant Directors Local Government (ADLG).

Participant Demographics

Date	Number of Participants	Male	Female	PWDs	Minority
Session 1: 27 th June, 2024	50	52	7	1	0
Session 2: 28 th June, 2024	50	38	10	1	1



Brief Overview of Training Sessions:

The trainings commenced with a round of introductions to familiarize the facilitators and participants with the socio-cultural demographics of the municipalities represented each day.

The first session began with an ice-breaker activity of 'Myth or Fact'. This brief interactive mental exercise provided a rapid understanding of the cohort's overall clarity regarding the current state of gender imbalances and their impacts on municipal services. The facilitator initiated a discussion on gender as a concept and social construct, which revealed contrasting perceptions of gender inequality between the male and female participants.

This discussion was followed by a comprehensive session on 'Services Delivered by Municipal Committees'. The participants were divided into groups and tasked with identifying the intersections of gender responsiveness and different branches of municipal services. This group activity

provided the participants with the opportunity to reassess local government services through a gender lens. The group presentations were followed by a Q&A session from their peers, who helped to further clarify any confusions about gendered impacts of various regulatory, development, and service delivery functions of local government.



The second session of the training workshop was an in-depth look at the basics of different aspects of ‘Gender mainstreaming in public service delivery’. The participants were encouraged to reflect on their experiences as providers of municipal services to identify the gaps in gender inclusiveness.

As a result, participants developed a sound knowledge of which areas of municipal service delivery require attention to improve the implementation of SOPs regarding gender responsiveness.

The third session was ‘Gender Inclusive Strategies’, introduced participants to a multifaceted approach towards designing gender responsive implementation strategies for municipal services. After a thorough discussion, participants were assigned to different groups and asked to apply the theoretical frameworks to the contexts of the communities they serve. The municipal services under discussion were: water supply, sanitation and conservancy, and solid waste management. Participants were guided on applying the principles of gender responsiveness to the following aspects of public service delivery: leadership and accountability, data-informed decision-making, education and awareness, and addressing barriers to participation. Each group delivered a brief presentation based on their collective work and justified their stance in a Q&A session with their peers.



The last session of the workshop was the development of ‘Action Plans for Gender Responsive Municipal Services’. As an individual task, it provided participants the opportunity to draw upon the collaborative exercises conducted earlier and apply their learning to a particular municipality and municipal service of their choice.

On the first day, 27 June 2024, The Secretary LG&CDD, Mr. Mahmood Masood Tamana General Manager (Institutional Development) PMDFC, DG LG&CD and Team Leader GIZ, attended a session of the training and witnessed the eagerness of the participants in improving the gender responsiveness of municipal services. They thanked the participants for their interest in this institutional capacity building measure and encouraged them to follow the SOPs for gender responsive service delivery in their respective municipalities. The Secretary LG&CD and Director PLGA Lalamusa, expressed interest in facilitating similar capacity-building endeavors in future for improved local government services. Mr. Tamana from PMDFC provided a brief overview of all the institutional strengthening measures being undertaken in this regard and thanked GIZ for their instrumental support.

Certificate Distribution & Closing

After a full day of intense discussions and intellectual stimulation, the participants were applauded for their active engagement in the training workshop.

All participants received certificates as an acknowledgment of their efforts and active interest in enhancing the gender responsiveness of municipal services.



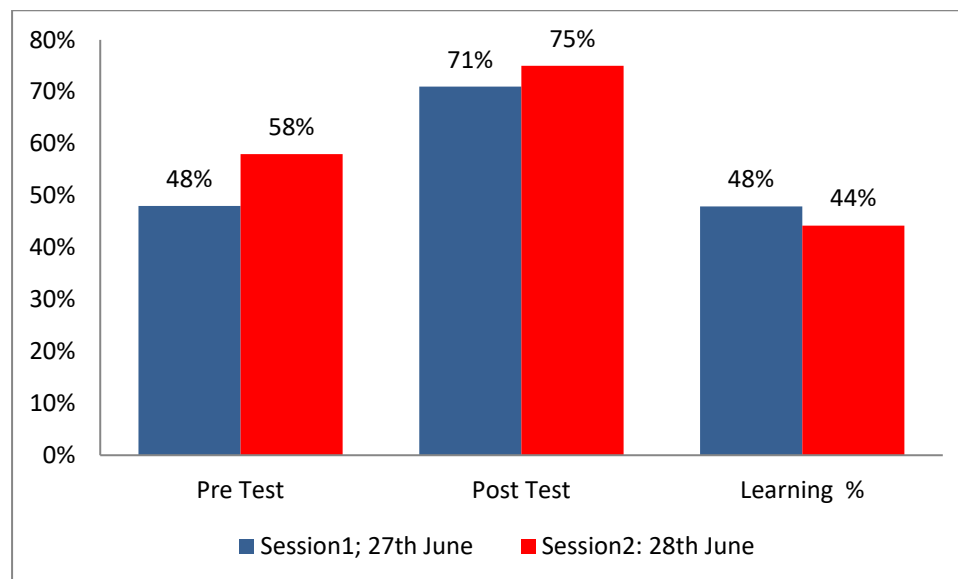
Training Evaluation & Post-Test

At the end of the workshop, the participants were requested to complete a post-training form to self-evaluate any perceived change in knowledge. For the training evaluation we used a paired-sample t test to determine the improvement in the knowledge of the same participants after the training like;



Pre- and Post-Training Assessment Results

Date	Pre Test	Post Test	Learning %
27 th June	48 %	71%	48%
28 th June	58 %	75 %	44 %



Overall accumulative results

Total Participants	Pre-test result (correct Answer)	Post test result (person with more than 80% score)
100	32	78
100	32 %	78%

A total of 100 officials of local governments, including 18% female officials, attended the training sessions on June 27 and 28, 2024. The participants came from the targeted partner local governments in Punjab: Jhelum, Sheikhupura, Toba Tek Singh, and Lahore. By the end of the

training, 78% of the participants are secured more than 80 % scores in a post-training assessment and showed that their understanding of gender-responsive municipal services had improved. They are now capable of implementing standard operating procedures in their respective fields.

Trainer's Evaluation

At the end of each day's session, the trainers appreciated feedback on the training methodology and overall training experience. The trainers shared that this feedback is crucial for their continuous improvement and can contribute to the effectiveness of the training. Overall, participants have expressed satisfaction with both the topics covered and the methodologies used. They particularly appreciated how the trainers contextualized the topics to local issues.

Additionally, participants found the trainers' knowledge, communication skills, and delivery methods beneficial. They also valued the interactive group work, which helped cover all aspects of the comprehensive topic in the one-day sessions.

Recommendations & Way Forward

Based upon the issues highlighted by the participants in the multiple interactive sessions and group activities, the following recommendations are put forth as a guide to improve municipal service delivery:

1. Regular citizen awareness campaigns about civic responsibilities as well as role of local government/officers in ensuring gender responsive municipal services.
2. Equipping municipal officers with the skills and technology for the collection of gender disaggregated data in municipalities.
3. Ensuring the public's right to information regarding municipal services is upheld and implemented.
4. Deputation of officers from different municipalities to the 3 pilot project locations of the Women's Facilitation Desk to learn and assess feasibility of replicating the initiative in their respective municipalities.

Annexure-1: Overall assessment of the training participants

S. No	Designation of the official	Total Questions	Pre test				Post Test			
			Correct	%	Incorrect	%	Correct	%	Incorrect	%
1	Assistant Director LG	16	6	38	10	63	11	69	5	31
2	Assistant Director LG	16	7	44	9	56	13	81	3	19
3	Assistant Director LG	16	5	31	11	69	10	63	6	38
4	Assistant Director LG	16	7	44	9	56	10	63	6	38
5	Assistant Director LG	16	5	31	11	69	10	63	6	38
6	Assistant Director LG	16	6	38	10	63	12	75	4	25
7	Chief Officer MC	16	7	44	9	56	13	81	3	19
8	Assistant Director LG	16	4	25	12	75	11	69	5	31
9	Assistant Director LG	16	5	31	11	69	13	81	3	19
10	Deputy Director LG	16	3	19	13	81	15	94	1	6
11	Chief Officer MC	16	7	44	9	56	13	81	3	19
12	Municipal Committee Service (MOS)	16	6	38	10	63	12	75	4	25
13	Assistant Director LG	16	4	25	12	75	11	69	5	31
14	Assistant Director LG	16	5	31	11	69	12	75	4	25
15	Assistant Director LG	16	3	19	13	81	13	81	3	19
16	Assistant Director LG	16	4	25	12	75	11	69	5	31
17	Chief Officer MC	16	7	44	9	56	15	94	3	19
18	Chief Officer MC	16	6	38	10	63	12	75	4	25
19	Chief Officer MC	16	7	44	9	56	13	81	3	19
20	Deputy Director LG	16	5	31	11	69	15	94	1	6
21	Deputy Director LG	16	7	44	9	56	13	81	3	19
22	Assistant Director LG	16	6	38	10	63	12	75	4	25
23	Assistant Director LG	16	4	25	12	75	10	63	6	38
24	Chief Officer MC	16	6	38	10	63	12	75	4	25
25	Assistant Director LG	16	3	19	13	81	13	81	3	19
26	Assistant Director LG	16	4	25	12	75	11	69	5	31
27	Chief Officer MC	16	5	31	11	69	13	81	3	19
28	Chief Officer MC	16	7	44	9	56	14	88	2	13
29	Assistant Director LG	16	5	31	11	69	13	81	3	19
30	Assistant Director LG	16	7	44	9	56	13	81	3	19
31	Assistant Director LG	16	7	44	9	56	12	75	4	25
32	Assistant Director LG	16	6	38	10	63	13	81	3	19
33	Assistant Director LG	16	4	25	12	75	11	69	5	31
34	Chief Officer MC	16	6	38	10	63	13	81	3	19
35	Chief Officer MC	16	3	19	13	81	12	75	4	25
36	Assistant Director LG	16	4	25	12	75	11	69	5	31
37	Assistant Director LG	16	4	25	12	75	11	69	5	31

38	Assistant Director LG	16	4	25	12	75	13	81	3	19
39	Assistant Director LG	16	6	38	10	63	12	75	4	25
40	Assistant Director LG	16	4	25	12	75	11	69	5	31
41	Assistant Director LG	16	6	38	10	63	14	88	2	13
42	Chief Officer MC	16	7	44	9	56	13	81	3	19
43	Chief Officer MC	16	8	50	8	50	10	63	6	38
44	Chief Officer MC	16	9	56	7	44	12	75	4	25
45	Assistant Director LG	16	3	19	13	81	13	81	3	19
46	Assistant Director LG	16	5	31	11	69	13	81	3	19
47	Chief Officer MC	16	7	44	9	56	11	69	5	31
48	Assistant Director LG	16	4	25	12	75	12	75	4	25
49	Assistant Director LG	16	4	25	12	75	12	75	4	25
50	Chief Officer MC	16	5	31	11	69	13	81	3	19
51	Chief Officer MC	16	6	38	10	63	14	88	2	13
52	Chief Officer MC	16	7	44	9	56	13	81	3	19
53	Chief Officer MC	16	6	38	10	63	13	81	3	19
54	Chief Officer MC	16	5	31	11	69	15	94	1	6
55	Chief Officer MC	16	7	44	9	56	14	88	2	13
56	Municipal Officer Finance	16	2	13	14	88	12	75	4	25
57	Chief Officer MC	16	5	31	11	69	10	63	6	38
58	Chief Officer MC	16	7	44	13	81	14	88	2	13
59	Chief Officer MC	16	8	50	8	50	13	81	3	19
60	Municipal Officer Finance	16	3	19	13	81	12	75	4	25
61	Chief Officer MC	16	5	31	11	69	13	81	3	19
62	Chief Officer MC	16	9	56	7	44	15	94	1	6
63	Municipal Officer Infrastructure	16	6	38	10	63	14	88	2	13
64	Municipal Officer Planning	16	5	31	11	69	12	75	4	25
65	Chief Officer MC	16	8	50	8	50	15	94	1	6
66	Chief Officer MC	16	9	56	7	44	14	88	2	13
67	Municipal Officer Finance	16	4	25	12	75	13	81	3	19
68	Municipal Officer Regulation	16	3	19	13	81	11	69	5	31
69	Municipal Officer Regulation	16	4	25	12	75	10	63	6	38
70	Deputy Director LG	16	5	31	11	69	12	75	4	25
71	Assistant Director LG	16	4	25	12	75	13	81	3	19
72	Director (I/S)	16	4	25	12	75	11	69	5	31
73	Municipal Officer (I	16	7	44	9	56	15	94	1	6

	&S)									
74	Municipal Officer Finance	16	5	31	11	69	13	81	3	19
75	Municipal Officer Finance	16	6	38	10	63	12	75	4	25
76	Municipal Officer Finance	16	3	19	13	81	11	69	5	31
77	Chief Officer MC	16	4	25	12	75	15	94	1	6
78	Assistant Director LG	16	5	31	11	69	14	88	2	13
79	Chief Officer MC	16	4	25	12	75	11	69	5	31
80	Chief Officer MC	16	4	25	12	75	11	69	5	31
81	Assistant Director LG	16	4	25	12	75	12	75	4	25
82	Assistant Director LG	16	5	31	11	69	13	81	3	19
83	Assistant Director LG	16	6	38	10	63	13	81	3	19
84	Assistant Director Training	16	4	25	12	75	12	75	4	25
85	Chief Officer MC	16	5	31	11	69	11	69	5	31
86	Chief Officer MC	16	4	25	12	75	11	69	5	31
87	Deputy Director LG	16	4	25	12	75	15	94	1	6
88	Deputy Director LG	16	5	31	11	69	12	75	4	25
89	Chief Officer MC	16	4	25	12	75	13	81	3	19
90	AVO	16	4	25	12	75	13	81	3	19
91	Chief Officer MC	16	6	38	10	63	15	94	1	6
92	Assistant Director LG	16	3	19	13	81	12	75	4	25
93	Assistant Director LG	16	4	25	12	75	14	88	2	13
94	Assistant Director LG (training)	16	3	19	13	81	14	88	2	13
95	Assistant Director LG	16	6	38	10	63	12	75	4	25
96	Chief Officer MC	16	3	19	13	81	14	88	2	13
97	Chief Officer MC	16	4	25	12	75	10	63	4	25
98	Chief Officer MC	16	5	31	11	69	13	81	3	19
99	Chief Officer MC	16	6	38	10	63	12	75	4	25
100	Chief Officer MC	16	4	25	12	75	13	81	3	19

Picture Gallery



