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UNDERSTANDING RISK  
GLOBAL FORUM 2024

TRADITION • INNOVATION • RESILIENCE

# Transforming Disaster Response: Impact of Rescue-1122 in Sindh

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UNDERSTANDING RISK GLOBAL FORUM

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THE WORLD BANK



SFERP

SINDH FLOOD EMERGENCY REHABILITATION PROJECT



RESCUE 1122

REHABILITATION DEPARTMENT  
GOVERNMENT OF SINDH



# Speakers



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Moderated by: Yoko Okura, Disaster Risk Management Specialist, World Bank



**Setting the  
Stage:**

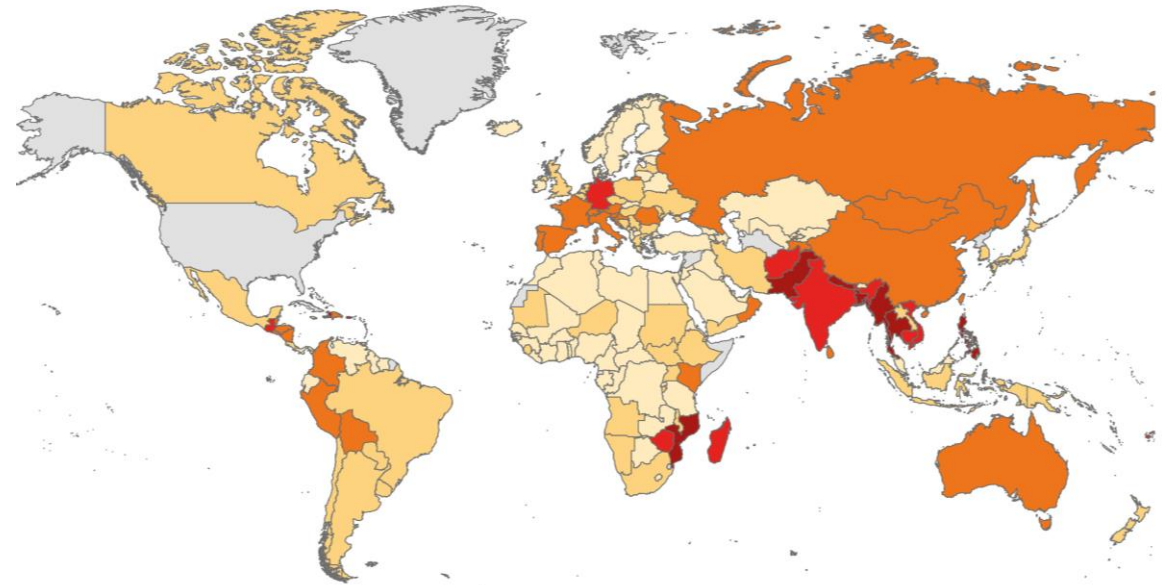
**Pakistan's  
Climate &  
Disaster  
Vulnerability**



# Pakistan's Climate and Disaster Risks



- Among the **top 10 countries** worldwide most affected by climate change and natural hazards.
- Extreme pressure on **food production and security**.
- Decline in labor productivity due to **extreme heat**.
- Negative impact on riverine ecology, water security, and hydropower production due to **precipitation change and declining water availability**.
- Salinization of soil and coastal erosion due to **sea-level rise**.
- Worsening monsoon floods and landslides due to **glacial melt** in the northern mountains.



Global Climate Risk Index: Ranking 2000 - 2019





# Climate change is already having devastating effects Unprecedented floods in 2022 following an unprecedented heatwave

1/3

of the country under water

1,700

casualties

33M

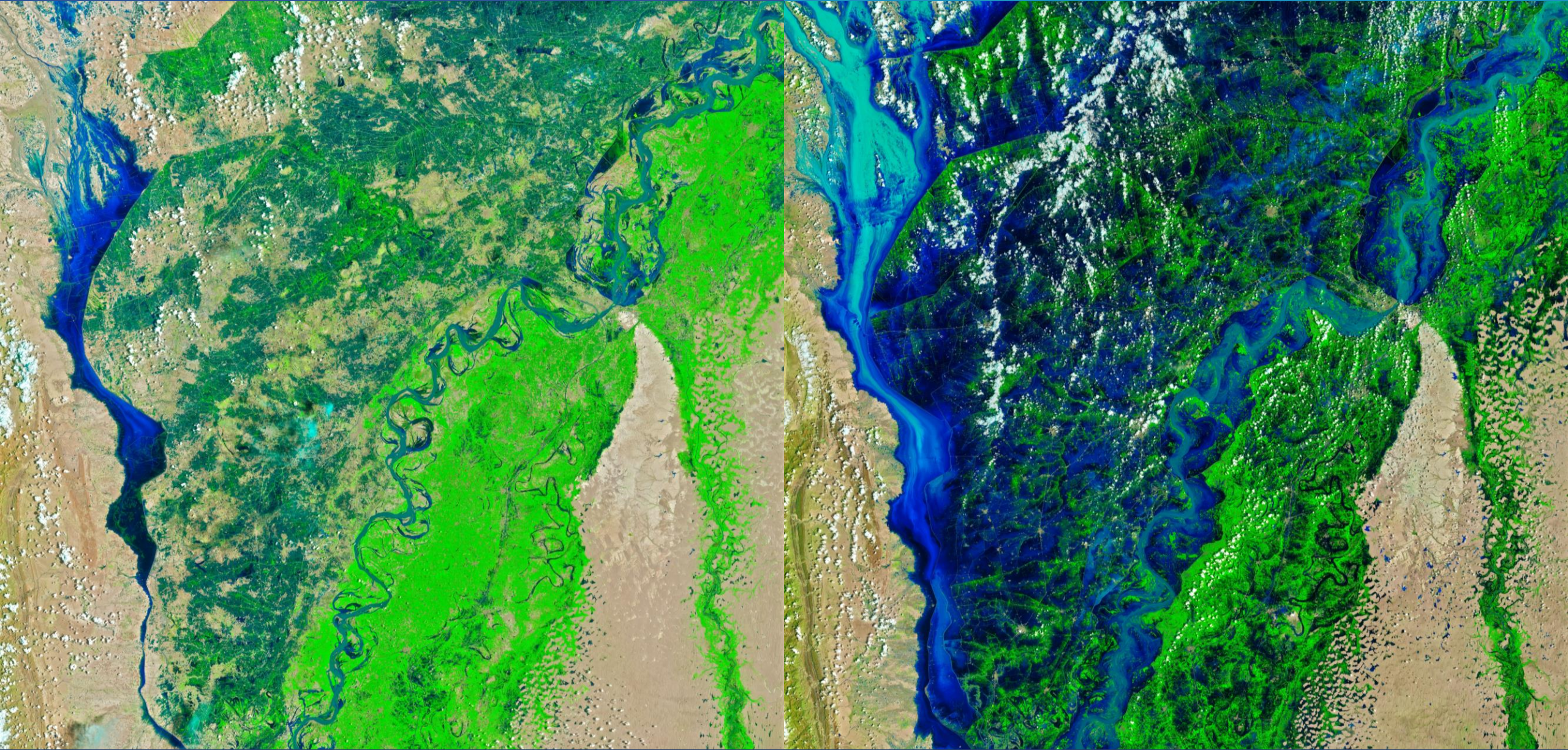
people affected

\$16Bn

recovery needs

**August 4, 2022**

**August 28, 2022**



**Sindh Province was the most affected**



# Sindh Emergency Rescue Service (Rescue 1122)



Initiated under Sindh Resilience Project



# Imperative for an Emergency Rescue Service in Sindh

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## Siloed government structures

- Fire fighting services managed by local governments.
- Ambulance services operated by private organizations.
- Difficult and complex coordination amongst departments.

## Increasing disasters

- Climate induced extreme weather events such as 2022 floods, recurring heatwaves, and droughts.
- Urban building collapse and flooding due to rapid urbanization.
- Industrial disasters.
- Public health emergencies such as COVID-19.





# Sindh Emergency Rescue Service (Rescue 1122)

## Vision

**Safer communities where all citizens are provided the right to timely emergency response and care without discrimination.**

## Mission

**Establishment of an effective system for emergency preparedness, response, protection & prevention, while contributing towards building socially responsible, healthy, resilient and safer communities.**



# Sindh Emergency Rescue Service (Rescue 1122)

- Unified **“one-window” service** for all types of emergencies and disasters through **one-dial helpline “1122”**.
- Operationalized in May 2022 through World Bank support.
- **“The Sindh Emergency Rescue Service Act, 2023”** notified in August 2023, officially making Rescue 1122 part of the Government of Sindh.





# Rescue 1122 Services

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**Medical Emergency Response:** Provides advanced life support and medical care during emergencies.



**Fire Fighting Service:** Responds to fire emergencies and conducts technical rescue operations.



**Water Rescue Service:** Performs rescues in water body calamities such as floods or drowning incidents.



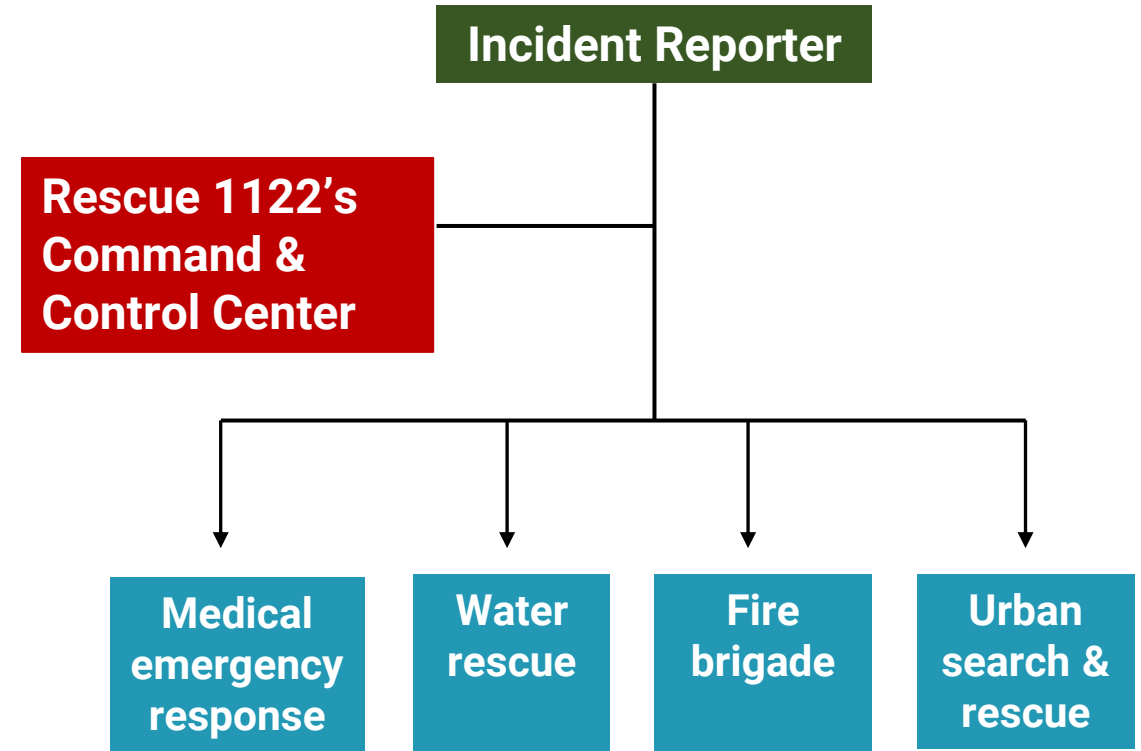
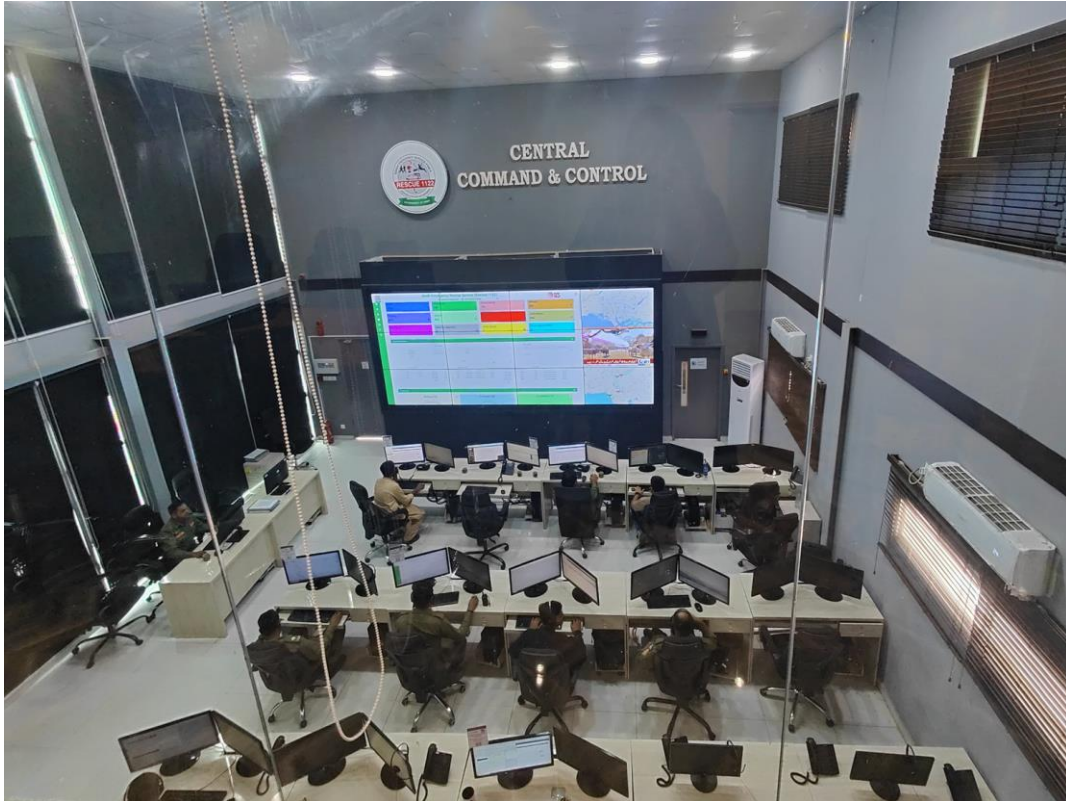
**Urban Search and Rescue:** Locates and rescues victims trapped in collapsed buildings or other disaster zones.



**Community Awareness and Training:** Provides community disaster preparedness training (First Aid, Search and Rescue) at school and community levels.



# Command and Control Center



- Operational 24/7 with call operators and wireless Operators.
- Oversees communication for entire province and responds to 10,000+ calls per day.
- Fully integrated with key entities including District Administration and Law Enforcement Agencies.
- Priority Dispatch System used to dispatch emergency rescue vehicles for efficiency and accuracy.

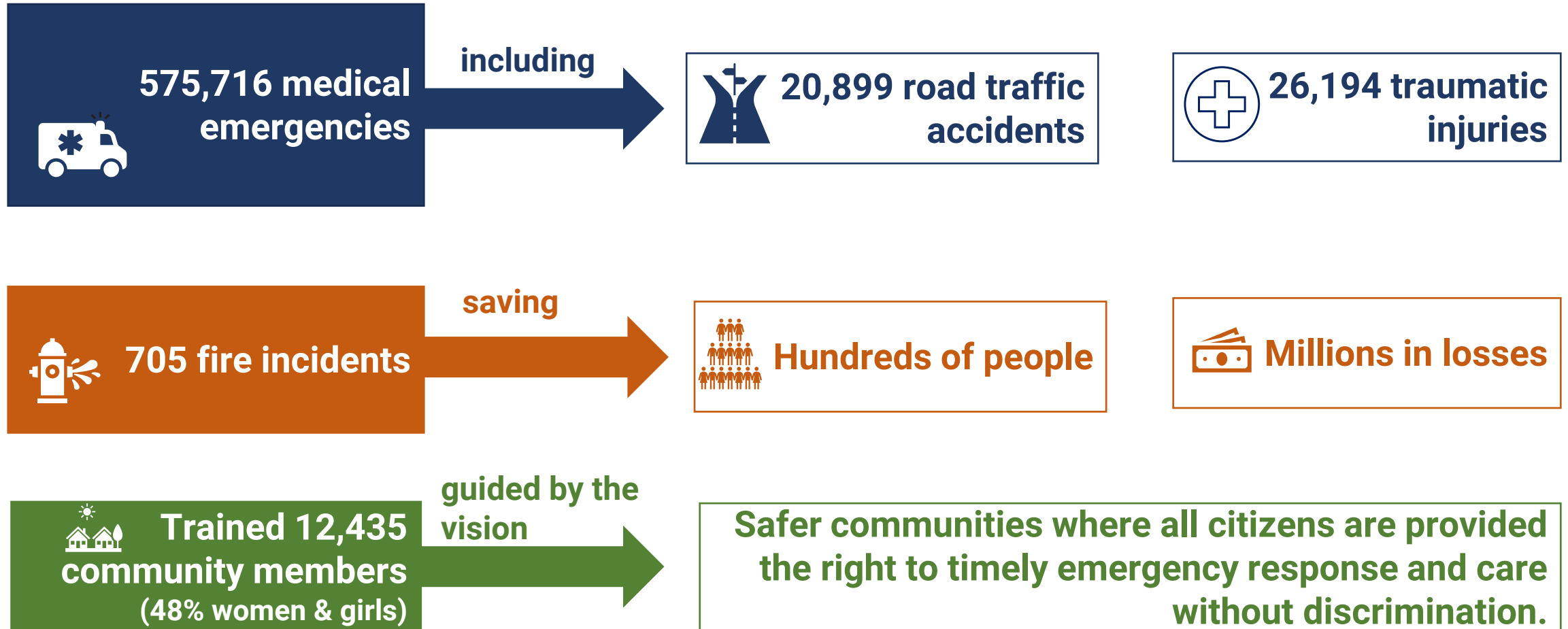




# Rescue 1122's Impact



# Impact of Rescue 1122 in two years





# Enhanced preparedness to respond to emergencies



- **Operational across whole province** with 6 divisional HQs and 13 district stations. 16 satellite stations across main highway also under operationalization.
- As soon as an **advisory or alert regarding any natural disaster is initiated by the National/Provincial Disaster Management Agency**, the Central Command & Control of Sindh Emergency Rescue Service declares a state of emergency: **50% of operational staff are mobilized to the affected areas** and establish on ground operational command post and camps.
- **Joint exercises and drills are conducted** on a regular basis at local government and community levels, especially for flood emergencies.





# Gender inclusion at Rescue 1122





# Imperative of women in the rescue service



Rescue 1122's Goal: Increase women rescuers & staff to 30% from 13% by 2028.

## Improved access to survivors

Cultural sensitivities exist in emergencies for women and children. **Women responders can better gain access and build trust**, ensuring they receive necessary support.

## Stronger team through diversity

Women bring unique perspectives, skills, and experiences to the team - **enhancing problem-solving and decision-making** during critical situations.

## Inspiring the community

Seeing women in vital roles **challenges traditional stereotypes and empowers young girls**. More women can also confidently seek help from emergency services.





# Challenges of gender inclusion for Rescue 1122

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## Low female labor force participation

- **Only 21 percent of working age women are employed in Pakistan**—far lower compared to countries at a similar level of development, which average 58 percent.

## Mobility limitations

- **Commuting long distances without male family members can be a challenge.** Safety concerns are an obstacle.
- Rescue academy facilities are in Lahore (1200km away), in another province.

## Social norms

- **Social norms around housework and childcare persist** – research shows women are also more likely to participate in the labor force if men in the household agree that women should be allowed to work outside the home.

# Initiatives to recruit more women

## Gender sensitive recruitment and mobilization

- Separate female advertisements (180 positions currently under recruitment).
- Advertisements shared with universities/colleges.
- Social media campaigns.
- Discussions with parents and male family members for candidates who qualified for training.

## Training module modification and incentive creation

- Modified training modules from 6 months to 4 months.
- 25% additional allowance provided during training period to support their families.

## Establishment of rescue academy in Karachi, Sindh

- Encourages more women to take part in training (no need to travel far to Lahore).
- Academy also includes hostels specifically for women.

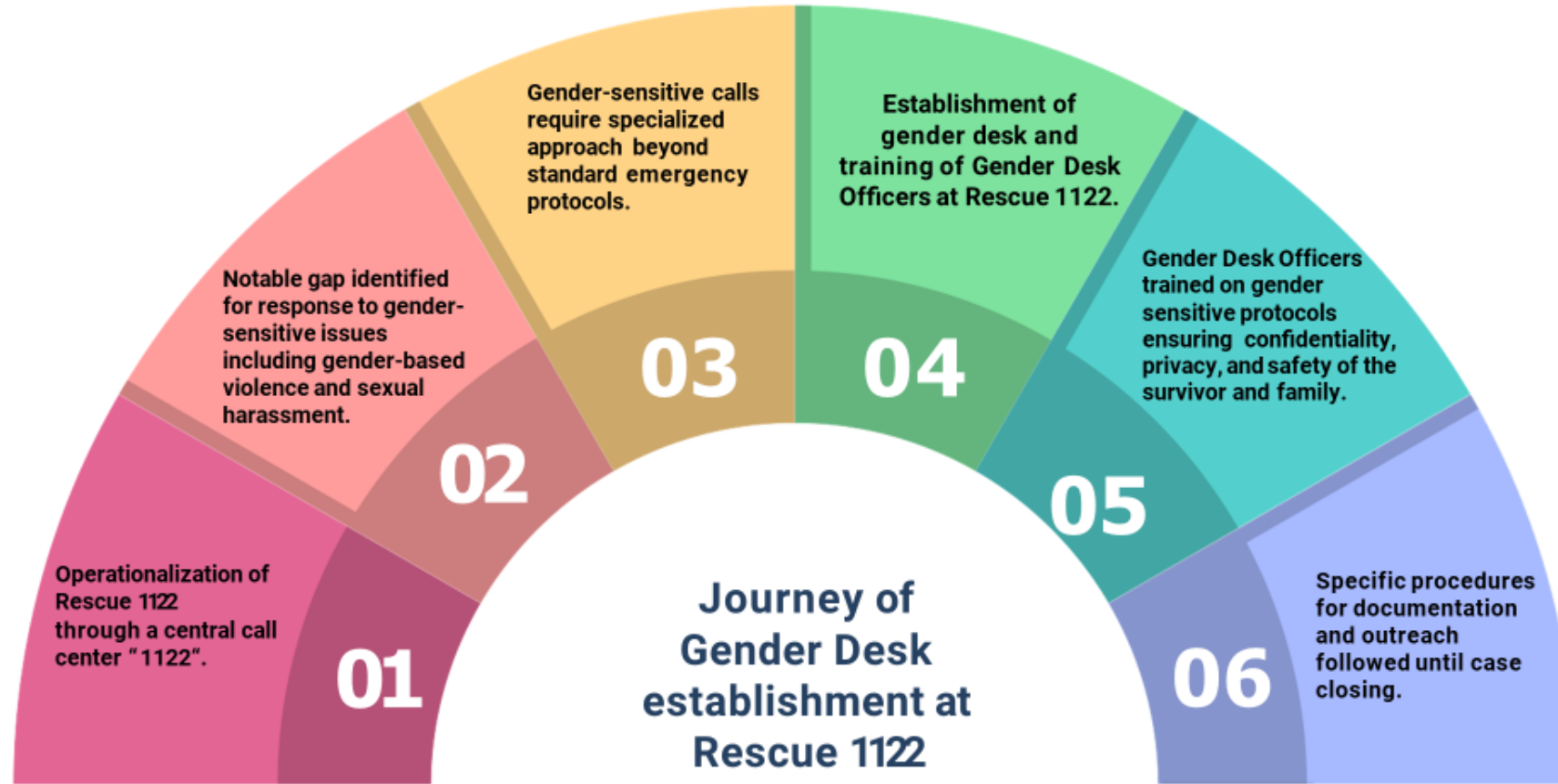


**Women in Rescue 1122 service increased to 13%.**

**78 women working in key roles including emergency officers, EMTs, control center officers, station desk officers, paramedics and rescuers.**



# Operationalization of Gender Desk in Rescue 1122

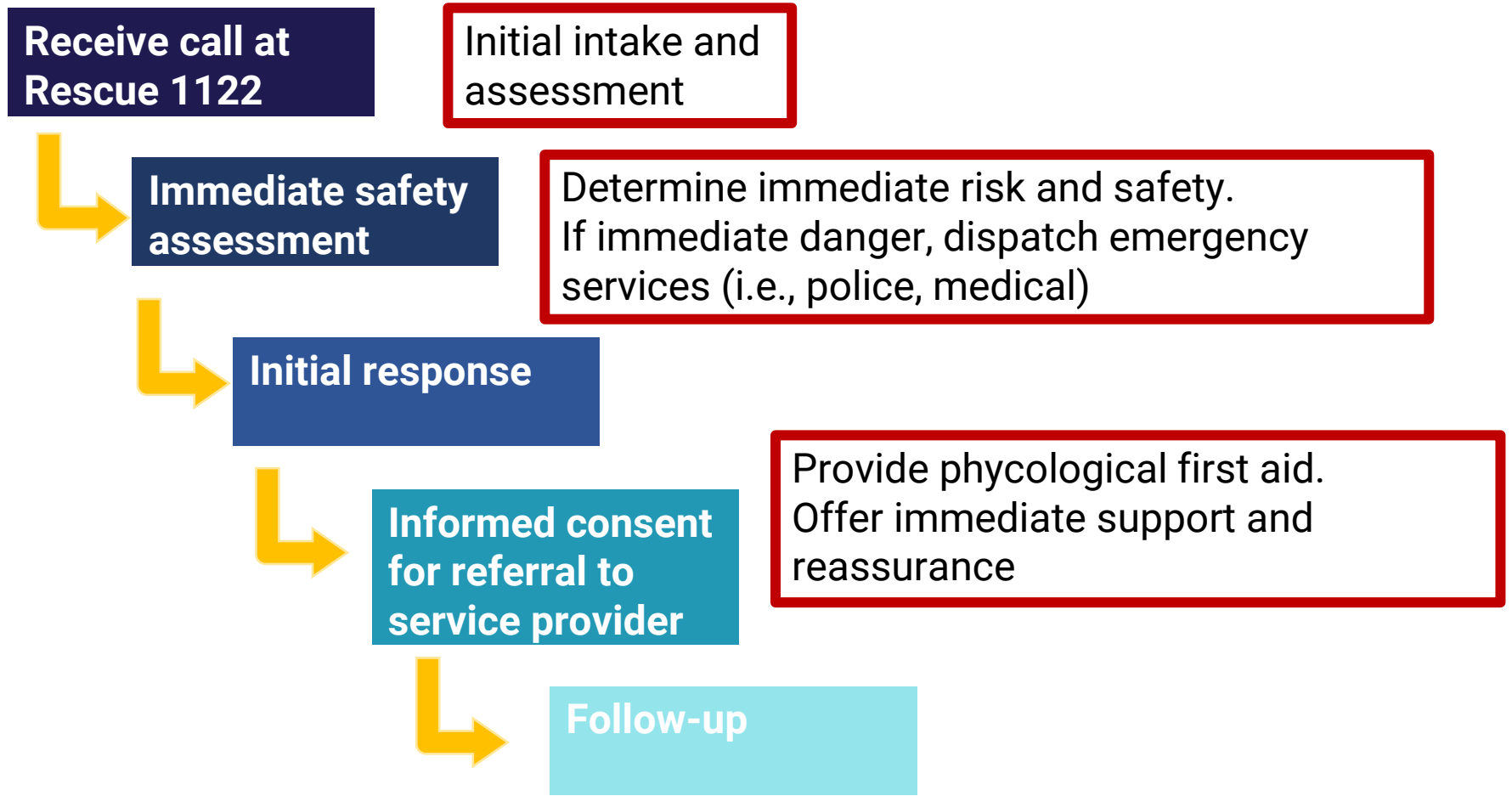


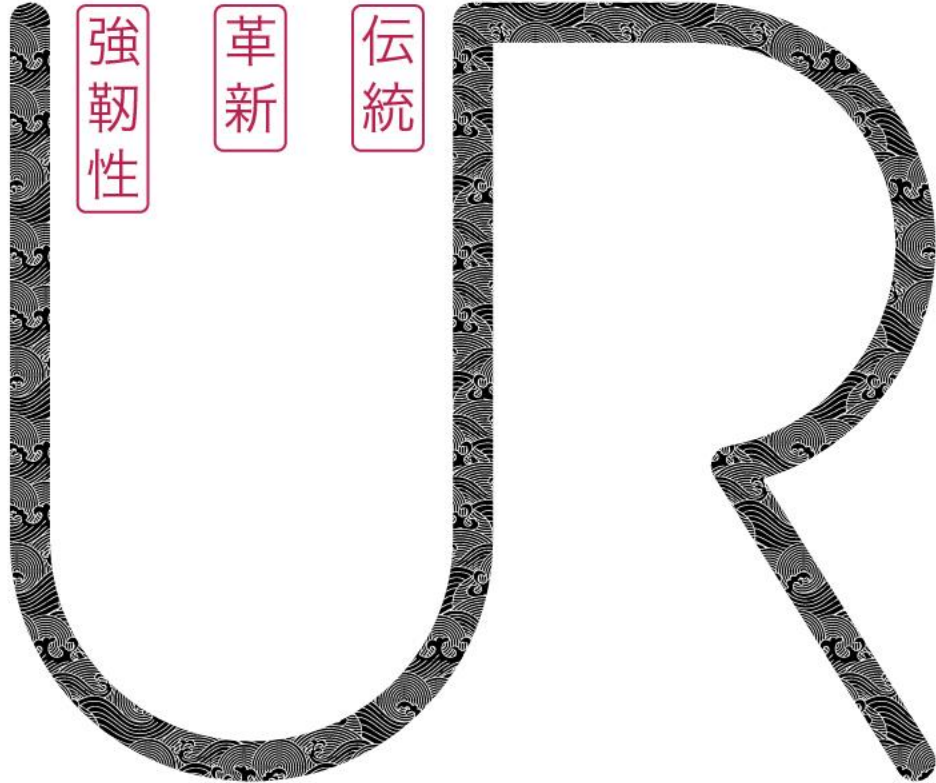


# Referral pathways for gender-based violence, sexual harassment, sexual exploitation and abuse



## Key Considerations: Confidentiality, Survivor-Centered Approach, Cultural Sensitivity





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