



## AAP Policy

Organization of literacy support for independent Afghanistan

# 2025

# ACCOUNTABILITY TO AFFECTED POPULATIONS POLICY

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# ACCOUNTABILITY TO AFFECTED POPULATIONS POLICY

## Board Approval

The board of director of OLSIA, by resolution duly adopted by unanimous vote at a meeting duly called and held and not subsequently rescinded or modified in any way, has duly determined that this policy is workable and fair to and in the best interests of OLSIA, the board, approve this policy, recommended for use and directed that the amendment be submitted for consideration by OLSIA board members and ED at the OLSIA board meeting.

Each member of the board agrees to perform such further acts and execute such further documents as are necessary to effectuate the purposes hereof. This policy manual shall be understood and enforce in accordance with and governed by the laws of the government of Afghanistan.

The OLSIA Board Approval constitutes approval of this policy manual undersigned.

Abdul Qaum Almas

Signature

Fazal Rabani

Signature

Abdul Jabar Ameri

Signature

Farhad Naderi

Signature

Haroon Ahmadi

Signature



# ACCOUNTABILITY TO AFFECTED POPULATIONS POLICY

## Policy Update

In order to provide flexibility and operate within this policy, the policies and procedures in this manual are subject to review and updates on regular basis. This policy was created in March 2024 and reviewed in April 2024. The changes in rules and regulation, and implementation of new Accountability measures and practices are subject to changes in regulations and the existed processes or policies of OLSIA will need to be modified accordingly. Added this, it's important that any best practices or 'lessons learned' are regularly incorporated into the policies and procedures for continual improvement in regards to accountability to affected population.

Any changes and updates will be incorporated in this manual on annual basis and will be effective for implementation after the approval of the OLSIA board. The next review of the policy will be performed in Jan 2027.

## Policy Implementation

The Executive Director, supported by the accountability to affected population focal point, is responsible for developing, reviewing and implementing policies and procedures, as well as monitoring existing project and organizational based practices. OLSIA believes that all relevant staff receive access and necessary trainings about AAP practices and this policies and procedures of the organization, so the benefits the document creates can be realized.

The OLSIA board has a fiduciary duty to the organization to ensure that its staff understands and takes into consideration the proper use of the document and its implementation in practice. This includes making sure that there are good documented policies and procedures to accountability to affected population and management of OLSIA is responsible for ensuring these policies and procedures are communicated, followed, monitored, and corrected as needed.

## Policy Orientation

The purpose of this policy is to ensure accountability to affected population at workplace organization and promote AAP consideration and responsibilities to the community. This manual includes policies and rules that align with the overall goals of the organization that are written with enough clarity to be understood by individuals throughout the organization.

It is important that all staff, volunteers and clients understand the importance of AAP consideration and the policies and procedures adopted in this document. To effectuate, OLSIA AAP focal point is responsible to conduct an orientation about the policy and all the updates and changes incorporated in this manual.

## Background of the Organization

The Organization of Literacy Support for Independent Afghanistan (OLSIA) was founded in 2024 with the conviction that education is the cornerstone of lasting peace, economic stability, and social inclusion in Afghanistan. Grounded in the belief that every person—regardless of age, gender or circumstance—deserves the opportunity to learn and grow, OLSIA is committed to building a brighter future for Afghan communities.

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From its inception, OLSIA has positioned education as “first and for all,” directing its efforts toward increasing access to literacy, computer skills, vocational training and the English language. By mobilizing educated Afghan youth and partnering with local communities, OLSIA strives to overcome barriers that have long limited opportunities, especially among women and underserved populations.

Operating across multiple provinces, OLSIA implements projects that combine classroom learning with practical skill-building: establishing computer learning centers, delivering soft-skills training, and facilitating vocational pathways. These initiatives are designed not only to educate but to empower learners to participate meaningfully in the economy and society.

OLSIA’s vision is of a united and prosperous Afghanistan where development opportunities are accessible to all, thereby fostering social inclusion and stability. Its mission centers on building a collective movement of educated Afghan youth who champion education for all ages and all genders—with no discrimination. The ultimate goal is to enhance livelihoods, create economic opportunities, and contribute to the country’s long-term development.

Through transparent governance, community-centered design and partnerships that link education with employment, OLSIA seeks to ensure that every Afghan has a chance to unlock their potential. We believe that when people lead their own learning and development, the benefits ripple outward—strengthening families, communities and the nation.

## Our Vision:

A united and prosperous Afghanistan where education and development opportunities are accessible to all, fostering social inclusion and stability.

## Our Mission:

We aim to build a collective movement of educated Afghan youths to support education above all, education for all ages and all genders without any discrimination of any kind.

## Goal

To improve access to education, vocational skills, and economic opportunities, enhancing the livelihoods of Afghan communities and contributing to the country’s long-term development.

## Humanitarian Principles:

OLSIA is committed to the principles that are central to establishing and maintaining the provision of humanitarian response to the affected people in natural disasters and complex emergency situations and/or implementation of human development interventions. The main humanitarian principles defined by UN have been adopted by OLSIA. The four core principles are:

- Humanity
- Neutrality
- Impartiality and,
- Independence
- Accountability to Affected Population Policy

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## Accountability to Affected Population Policy

OLSIA as humanitarian organization is committed to crisis-affected population to use the resources which are entrusted to them in an accountable manner by taking and giving account through involving the affected population in decision making process of the intervention.

## What do we mean by crisis-affected population?

Crisis Affected populations” are those populations which OLSIA is providing humanitarian assistance either IDPs or host communities and communities affected by disaster or conflict.

## OLSIA’s statement of Accountability:

We are accountable to affected population to provide the assistance in a responsible manner in accordance with the needs and desires of beneficiaries and obliged to respect, fulfill and protect human rights and dignity.

Based on two main approach:

- Understanding the context, people’s needs and local capacities
- Systematic, objective and ongoing analysis of the situation and people involved

This will happen through social inclusion, communication, participation and feedback and also addressing needs assessment, coordination, learning and partnership.

## Information Sharing / Transparency:

The OLSIA is committed to provide and share accurate and comprehensive information about the project to affected population. The information will be accurate and throughout of the project, through and appropriate mechanism which will be reachable to all spectrum of the population especially vulnerable people including women.

## Inclusion:

OLSIA will ensure inclusion of all spectrum of the population in the humanitarian emergency projects; no one will be left behind. The inclusion will take place in all phases of the project.

## Do not harm:

The provision of humanitarian emergency assistance normally results in power dynamic that can enable abuse, competition, conflict, misuse or misappropriation; they may lead to negative economic, social or environmental consequences. In order to prevent negative impact of the intervention OLSIA acknowledge its responsibility by carefully considering how programs may affect not just the people directly affected but also the broader community, the environment or the local economy and takes appropriate preventative measures accordingly.

The Your Voice Organization(OLSIA) is committed to ensuring that people are not abused in the whole process and that professional and respectful treatment of people and victims is provided during the relief program so that peoples respect and humanity are not violated. To control this process, our monitoring

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teams monitor the process from time to time and provide specific and relevant feedback to employees and project managers.

## Dignity:

- One of the principles of working in the field of humanity is to protect human dignity, dignity and honor of a person, families and people during the provision of services and assistance in an emergency.
- This objective is maintained throughout all phases of the project including assessment, beneficiary selection, distribution and all others. In order to ensure that there will be no breach of this concept the monitoring plan of the project will include indicators, in case of any violation disciplinary action will be taken against the offender including dismissal of contract.

## Feedback and Complaint:

- In this policy, we pave the way for people to provide us with their complaints and opinions on a continuous basis without fear. With regard to registered complaints, urgent necessary action will be taken.
- A functional complaint response mechanism is established and maintained during the age of the project. OLSIA allocate resources for the purpose of integrating APP in the project development process including personnel, the magnitude of the resource for integrating.

## AAP will be appropriate to the total magnitude of the project.

**OLSIA has established a CRM committee which is composed of the following staff.**

1. Deputy Director
2. Program Manager
3. Finance Manager
4. Project Manager

## Gender balanced performance:

Considering the Gender Policy requirements of the organization, the gender concerns will be addressed as cross cutting issues in the whole process. The gender concerns will be given preference and women will be able to participate in the decisions, meetings and process of the assistance program.

## Participation:

Involvement of vulnerable people, people and women is inevitable in the process of providing assistance. If the affected people actively participate in programs, the level of accountability and transparency will increase and services will be provided in a better way. Therefore, in accountability and transparency, public participation is considered as a principle and the OLSIA Institute adheres to it.

## Monitoring and Evaluation:

- Since it is clear that the heart of an organization is its monitoring and evaluation system, therefore, continuous monitoring and the comprehensive role of vulnerable people in this process is effective and vital which will prevent misuse of programs, diversify the program and manifest accountability and transparency. The people have the right to monitor the entire process of the aid program and to share their views with the leadership.
- In addition, OLSIA is accountable to include high standard or objectives indicators in the M&E plan of the project with the aim to track the process of achieving the project objectives.

## Focal Point:

OLSIA appoints a focal point for APP for every project especially for emergency humanitarian projects. The tasks of the focal point are to provide information about the existence of such a process to affected population also will be responsible for integration of the APP to the project; in addition, the focal point will deal with all concerns and complaints in relation to AAP.

## Update/review:

The Human Resource manager is responsible to update and review the policy every six months.

## Awaz-e-Afghanistan:

During the implementation of the humanitarian response project OLSIA will inform about Awaz-e-Afghanistan with all stakeholders especially the beneficiaries, if deemed necessary they may share their feedback and concern through this platform with the humanitarian response team in the country.

End.