SAIFROOD

Unity and Aid Organization

Humanitarian assistance and community development

ANNUAL REPORT 2023

Supporting communities in Herat and Ghor

Earthquake response, livelihood assessments and youth learning



Herat earthquake response | Cash assistance to 300 families in 2023



Beneficiary verification



Cash assistance distribution

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1. Management Message

The year 2023 was an important period for Saifrood Unity and Aid Organization (SUAO), as communities across Afghanistan continued to face humanitarian needs, economic pressures, and limited access to essential services and livelihood opportunities.

SUAO remained committed to supporting vulnerable individuals and communities through humanitarian assistance, community-based development, livelihood support, youth engagement, and organizational development. The organization continued working with partners, local authorities, community representatives, staff, and volunteers to respond to identified needs and promote community participation.

One of the major humanitarian concerns during the year was the earthquake emergency in Herat Province. The earthquakes created urgent needs among affected families and highlighted the importance of timely, coordinated, and accountable humanitarian assistance. Through its earthquake-relief project, SUAO completed two rounds of cash assistance distribution, reaching 300 affected families during the reporting period.

Alongside emergency response, SUAO engaged in preparatory activities for the Agriculture and Livestock Development project in Ghor Province. These activities included coordination with relevant institutions, preliminary surveys in 11 villages, initial identification of potential eligible households, and assessment of agricultural and livestock-related needs.

SUAO also began implementing the youth development project, *Empowering the Young in Afghanistan Through Sport*. English-language and computer courses commenced in November 2023 for a group of 60 male students in Firozkoh City, Ghor Province. These educational activities provided an initial opportunity to strengthen young people's learning and skills.

The organization's experience during 2023 reinforced the importance of accurate beneficiary information, transparent assistance procedures, effective complaints handling, community engagement, and proper documentation of project activities and results.

SUAO expresses its appreciation to its donors, partners, local authorities, community representatives, staff, and volunteers for their cooperation and contributions throughout the year. Their support remains important to the organization's efforts to provide responsible humanitarian assistance and promote sustainable community development.

Management: Saifrood Unity and Aid Organization (SUAO)

2. About SUAO

Saifrood Unity and Aid Organization (SUAO) is an Afghan humanitarian and development organization established in 2014 and registered with the Afghanistan Ministry of Economy under registration number 3234.

SUAO works to improve the well-being of vulnerable communities through humanitarian assistance, emergency response, education, livelihoods development, community infrastructure rehabilitation, health support, youth engagement, and organizational capacity development.

The organization seeks to strengthen community resilience and self-reliance by working with local communities, partner organizations, relevant institutions, and other stakeholders.

2.1 Mission

To improve the lives of vulnerable communities by delivering inclusive humanitarian assistance, expanding access to education, and providing emergency support, while promoting dignity, resilience, and sustainable development across Afghanistan.

2.2 Vision

To build resilient, self-reliant communities where every individual has equal access to opportunities, essential services, and a safe environment, enabling people to live with dignity, hope, and long-term prosperity.

2.3 Core Values

SUAO's work is guided by the following core values:

1. Humanity
2. Integrity
3. Accountability
4. Transparency
5. Inclusion
6. Neutrality
7. Local Impact
8. Gender Equality
9. Innovation
10. Sustainability

2.4 Main Areas of Work

SUAO's main areas of work include:

- Emergency response and humanitarian relief
- Agriculture, livestock, and livelihoods development
- Youth education and sport
- Health support and community health initiatives
- Community infrastructure rehabilitation
- Community participation and development
- Organizational development and capacity building

2.5 Organizational Information

Item	Details
Organization Name	Saifrood Unity and Aid Organization (SUAO)
Established	2014
Registration Authority	Ministry of Economy, Afghanistan
Registration Number	6261
Head Office	Street 11, Karte Amin, Soofi Abad, Herat City, Afghanistan
Email	info@saifrood.org
Website	www.saifrood.org

3. Organizational Overview

SUAO's work combines humanitarian response with community-based development. The organization seeks to address immediate needs while supporting initiatives that contribute to longer-term community resilience and self-reliance.

During 2023, SUAO's programme engagement focused on three principal project areas:

- **Humanitarian response:** Emergency cash assistance to earthquake-affected families in Herat Province.
- **Agriculture and livestock development:** Preparatory activities for the Agriculture and Livestock Development project in Ghor Province

- **Youth development:** Educational activities through English-language and computer courses under a youth development project in Firozkoh City.

These initiatives involved cooperation with donors, grant holders, local authorities, relevant institutions, schools, community representatives, and local communities.

SUAO recognizes the importance of maintaining reliable project documentation, recording beneficiary information accurately, ensuring transparency in assistance delivery, and distinguishing annual achievements from overall project targets.

4. Year at a Glance

During the 2023 reporting period, SUAO engaged in humanitarian response, livelihood development, and youth education activities.

Key Programme Highlights

Programme Area	Main Activities and Results in 2023
Humanitarian Response	Two rounds of cash assistance completed for 300 earthquake-affected families in Herat Province.
Female-Headed Households	59 female-headed households received cash assistance.
Agriculture and Livestock	Preliminary surveys and needs assessments conducted in 11 villages in Firozkoh District, Ghor Province.
Youth Development	English-language and computer courses commenced on 22 November 2023 for 60 male students aged 14–17.
Partnership and Coordination	Cooperation with donors, grant holders, local authorities, relevant institutions, schools, and community representatives.



Figure 1. Main programme areas and activities during the 2023 reporting year.

A consolidated annual beneficiary total is not presented because the activities across the different programme areas do not provide a single comparable and verified annual beneficiary figure. The report therefore presents the confirmed results and activities separately under each project.

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5. Project Implementation and Activities

This section presents SUAO's principal project engagements during 2023. For projects extending beyond the calendar year, activities completed during the reporting period are distinguished from activities planned for the remaining project period.

5.1 Herat Earthquake Relief: Providing Urgent Aid to Victims

Project Information

Item	Details
Project Title	Herat Earthquake Relief: Providing Urgent Aid to Victims
Donor	Danish Emergency Relief Fund (DERF)
GRANT HOLDER	Rebuild Aid Forening
Local Implementing Organization	Saifrood Unity and Aid Organization (SUAO)
Location	Kushk-e-Robat Sangi District, Herat Province, Afghanistan
Project Period	16 November 2023 – 15 March 2024

Families Assisted During 2023	300 families
Female-Headed Households	59
Male-Headed Households	241

Background

Earthquakes in Herat Province created urgent humanitarian needs among affected families. Damage to homes and household assets, together with disruption to normal living conditions, increased the vulnerability of communities and the need for emergency assistance.

In response to these needs, SUAO implemented an earthquake-relief project in Kushk-e-Robat Sangi District to provide cash assistance to affected families and support their ability to address immediate household needs.

Project Objectives

The main objectives of the project were to:

- Respond to urgent needs among earthquake-affected families.
- Provide cash assistance to vulnerable households affected by the disaster.
- Support families in addressing their immediate basic needs.
- Ensure transparent beneficiary identification and assistance delivery.
- Strengthen coordination with local authorities and community representatives.

Needs Assessment and Beneficiary Identification

SUAO coordinated with district authorities, local representatives, community elders, and other relevant stakeholders to understand the needs of affected communities and facilitate the identification of eligible households.

Beneficiary identification and verification were conducted to support fair and transparent assistance delivery. Households were informed about the assistance criteria and the household-based nature of the cash support.

Cash Assistance Distribution and Coverage

During 2023, SUAO completed two rounds of cash assistance distribution, reaching a total of **300 earthquake-affected families** in Kushk-e-Robat Sangi District. The total of 300 families represents the combined number of unique households assisted across both distribution rounds, not 300 households in each round.

The beneficiary breakdown was as follows:

Household Category	Number of Families
Female-Headed Households	59
Male-Headed Households	241
Total	**300**

Both distribution rounds were completed during the 2023 reporting year.

The distribution process included beneficiary verification and the collection of signed or fingerprinted assistance-receipt records. SUAO's team monitored the distribution activities, while representatives of Rebuild Aid Forening attended and observed the process.

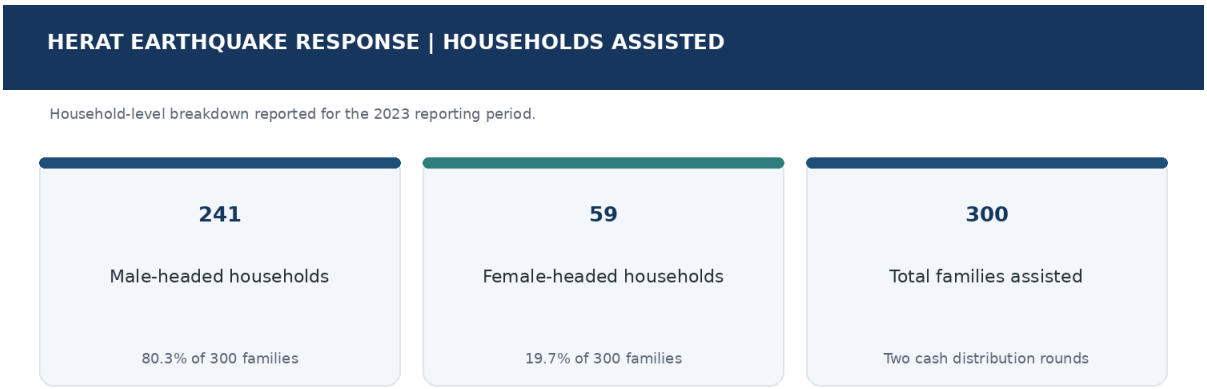

Figure 2. Household breakdown of the 300 families assisted in 2023.

Accountability and Complaints Handling

SUAO received **16 complaints** through telephone and written channels during the project implementation.

Of these complaints:

- **7 cases** required practical follow-up and were reviewed and addressed by SUAO.
- **9 cases** were addressed through explanations and clarification, particularly concerning beneficiary eligibility and the household-based assistance criteria.

Some complaints concerned an attempt by a community representative to obtain a share of the cash assistance provided to two widowed women. SUAO followed up on the matter in coordination with

district authorities. The organization's Director visited the community, met the women concerned, and discussed the issue with the Community Development Council chairperson.

The individual concerned was addressed in the presence of the District Governor and expressed regret regarding the matter.

Other complaints related to the condition of AFN 1,000 banknotes, particularly worn edges. Beneficiaries were advised to check the cash they received before leaving the distribution area and to report any concerns immediately.

Some households also raised questions about the household-based assistance criteria. Certain individuals believed that assistance should be calculated according to the number of household members. Other concerns related to family members working in Iran who were not included in household records. SUAO explained the applicable criteria and clarified the basis for beneficiary selection.

The four complaints concerning family members in Iran were included among the nine cases addressed through explanation and clarification; they are not counted separately.



Figure 3. Complaints received and response categories during the 2023 earthquake response.

Monitoring and Follow-up

SUAO's team directly monitored both cash assistance distribution rounds and maintained contact with relevant community representatives throughout the process.

Household follow-up and communication with beneficiaries formed part of the response to ensure that assistance was delivered appropriately and that concerns raised by affected families received attention.

Key Learning

The earthquake response highlighted several important lessons:

- Timely coordination with local authorities and communities supports effective humanitarian response.
- Clear communication of beneficiary eligibility criteria helps reduce misunderstandings.
- Accurate beneficiary records and signed or fingerprinted receipts strengthen accountability.
- Accessible complaints mechanisms allow affected people to raise concerns.
- Prompt follow-up and coordination with relevant authorities are important when complaints involve possible misconduct.
- Beneficiaries should be encouraged to check cash assistance before leaving the distribution area.



Photo- 1SUAO Representative Providing Project Information and Explaining Distribution Procedures to Community Members.



Photo- 2 Cash Assistance Distribution to Beneficiary Families.



Photo- 3 Documentation of Distribution Lists through Fingerprint Verification in the Presence of a Representative/Monitor from Rebuild Aid Forening.

5.2 Agriculture and Livestock Development

Project Information

Item	Details
Project Title	Agriculture and Livestock Development
Donor / Partner	United Nations Development Programme (UNDP)
Local Implementing Organization	Saifrood Unity and Aid Organization (SUAO)
Location	11 villages, Firozkoh District, Ghor Province, Afghanistan
Project Period	4 November 2023 – 5 May 2024

Background

Agriculture and livestock are important sources of food security and income for many rural households in Ghor Province. However, rural communities face challenges related to climate conditions, seasonal limitations, agricultural production, and livestock management.

The Agriculture and Livestock Development project was designed to strengthen household gardening practices, promote vegetable production, and improve livestock feeding and shed management among vulnerable rural households.

Preparatory Activities During 2023

The project officially commenced on 4 November 2023. During the reporting period, SUAO undertook preliminary administrative, assessment, and coordination activities to prepare for implementation. These activities were primarily preparatory in nature. Direct distribution of agricultural inputs, greenhouse materials, livestock equipment, or household assistance had not started by 31 December 2023.

The main activities included:

- Initial coordination with relevant institutions and local authorities.
- Conducting preliminary surveys in 11 villages in Firozkoh District.
- Initial identification of potential eligible households.
- Preliminary assessment of agricultural and livestock-related needs.
- Reviewing local conditions affecting household gardening and livestock production.

- Preparing and submitting the Memorandum of Understanding (MoU) to the relevant institution for review and approval.

By 31 December 2023, the MoU was still awaiting approval.

No greenhouse materials, agricultural inputs, livestock equipment, or direct household assistance were distributed during the 2023 reporting period.

Overall Project Targets

The project was designed with the following targets for implementation across its overall project period:

Planned Output	Overall Project Target
People to be trained in household vegetable gardening	660
Household greenhouses to be established and distributed	330
Livestock owners to be trained in livestock feeding and shed management	330
Livestock sheds to be renovated across 11 villages	33

These figures represent the overall planned targets of the project and are not achievements completed during 2023.

Expected Contribution to Community Development

The initiative was designed to promote practical livelihood skills, improve household-level agricultural production, and strengthen livestock management practices.

Through planned household vegetable-gardening support and livestock-related activities, the project aimed to help vulnerable rural households diversify their livelihoods, improve food production, and strengthen their resilience to seasonal and climate-related challenges.

5.3 Empowering the Young in Afghanistan Through Sport

Project Information

Item	Details
Project Title	Empowering the Young in Afghanistan Through Sport
Donor	Civil Society in Development (CISU), Denmark
Grant Holder	Rebuild Aid Forening, Denmark

Local Implementing Organization	Saifrood Unity and Aid Organization (SUAO)
Location	Firozkoh City, Ghor Province, Afghanistan
Project Period	16 September 2023 – 15 September 2024
Target Group	60 male students aged 14–17
Participating Schools	Sultan Shahabuddin High School and Sultan Alauddin High School

Background

Youth development plays an important role in building confidence, encouraging positive social interaction, and supporting educational and recreational opportunities.

The project "Empowering the Young in Afghanistan Through Sport" was designed to combine educational activities with sports training and community participation for young people in Firozkoh City.

The project aimed to create opportunities for young participants to improve their educational and practical skills while promoting teamwork, discipline, confidence, and constructive engagement in their communities.

Project Activities

The project was designed to include the following activities:

- English-language lessons.
- Computer lessons.
- Theoretical and practical football training.
- Life-skills development and teamwork.
- Voluntary cleaning of school courtyards and project activity areas.

The project targeted a combined group of 60 male students aged 14–17 from Sultan Shahabuddin High School and Sultan Alauddin High School. The same group of 60 students participated in both the English-language and computer courses. Therefore, the figure of 60 represents the total number of unique students, not separate groups of 60 students for each course.

Activities Commenced During 2023

During the initial implementation phase, SUAO coordinated with the Department of Sports, the Department of Education, and the participating schools to facilitate project activities.

English-language and computer courses commenced on **22 November 2023**. The courses were planned to run for four months, continuing into 2024.

By 31 December 2023, the English-language and computer courses were ongoing. The remaining educational and sports activities were planned to continue during the following project period.

Contribution to Youth Development

The project was designed to provide young participants with opportunities to strengthen their educational skills and participate in constructive recreational activities.

The combination of English-language learning, computer education, football, and life-skills activities was intended to promote:

- Educational development and practical skills.
- Teamwork and positive social interaction.
- Discipline and personal confidence.
- Youth participation in community activities.
- Voluntary contribution to the maintenance of shared spaces.

6. Cross-Cutting Issues

SUAO recognizes that accountability, community participation, inclusion, and organizational learning are important elements of responsible humanitarian and development programming.

These considerations were reflected in the organization's project activities and coordination efforts during 2023.

6.1 Accountability and Documentation

Accurate beneficiary records, activity documentation, and accessible feedback mechanisms are important for responsible project implementation.

During the earthquake response, SUAO maintained beneficiary information, collected signed or fingerprinted assistance-receipt records, and received complaints through telephone and written channels.

The project received 16 complaints, including seven cases requiring practical follow-up and nine cases addressed through explanation and clarification.

These experiences highlighted the importance of clear communication, proper documentation, and timely responses to concerns raised by affected communities.

6.2 Community Participation

Community participation supports the identification of local needs and encourages shared responsibility in project implementation.

During the earthquake response, SUAO coordinated with district authorities, community elders, local representatives, and community members.

For the Agriculture and Livestock Development project, preliminary surveys and coordination activities were conducted in 11 villages in Firozkoh District.

The youth project also involved coordination with relevant government departments and participating schools to facilitate educational activities.

6.3 Inclusion and Vulnerability

SUAO's humanitarian and development activities focused on supporting vulnerable individuals and households.

The earthquake response reached 300 affected families, including 59 female-headed households.

The agriculture and livestock initiative was designed to support vulnerable rural households through planned livelihood-development activities.

The youth project targeted 60 male students aged 14–17, providing opportunities for educational development and constructive participation.

SUAO recognizes the importance of fair beneficiary selection, consideration of vulnerability, and transparent communication throughout project implementation.

6.4 Learning and Capacity Development

Project implementation during 2023 provided opportunities for organizational learning and strengthening operational practices.

The earthquake response highlighted the importance of beneficiary verification, cash distribution procedures, complaints handling, field monitoring, and coordination with local authorities.

The Agriculture and Livestock Development project emphasized the importance of preliminary needs assessments, community consultation, and administrative coordination before project implementation.

The youth project demonstrated the value of coordination with schools and relevant institutions when organizing educational activities for young people.

SUAO recognizes that continuous learning, staff development, and consistent project documentation contribute to improved organizational performance and accountability.

7. Challenges and Lessons Learned

During 2023, SUAO's project activities involved several operational and coordination challenges. These experiences provided important lessons for strengthening future humanitarian and development interventions.

Key Challenges

1. Beneficiary Awareness and Assistance Criteria

Some beneficiaries raised questions about household-based cash assistance criteria, particularly the calculation of assistance and the inclusion of family members working outside Afghanistan. Clear communication of eligibility criteria was important in addressing these concerns.

2. Complaints and Community-Level Concerns

The earthquake response included complaints concerning a community representative's attempt to obtain part of the assistance provided to two widowed women. The issue required follow-up and coordination with district authorities and community representatives.

3. Cash Quality and Distribution Procedures

Some beneficiaries raised concerns about worn edges on AFN 1,000 banknotes. This highlighted the importance of checking cash before beneficiaries leave the distribution area and addressing concerns immediately.

4. Administrative and Coordination Requirements

The Agriculture and Livestock Development project required coordination with relevant institutions and the submission of an MoU for review and approval. The approval process remained pending at the end of 2023.

5. Multi-Year Project Implementation

Some projects extended beyond the calendar year. Maintaining clear distinctions between activities completed during 2023 and activities planned for 2024 was important for accurate reporting and project management.

Lessons Learned

The following lessons were identified through SUAO's work during the reporting period:

- Maintain separate annual records for multi-year projects.

- Distinguish planned targets, registered participants, and actual beneficiaries.
- Explain beneficiary eligibility and assistance criteria clearly.
- Maintain accurate beneficiary lists and signed or fingerprinted distribution records.
- Document feedback and complaints, including follow-up actions and outcomes.
- Strengthen coordination among implementing partners, communities, and relevant stakeholders.
- Retain attendance sheets, activity reports, photographs, and relevant implementation documentation.
- Record implementation challenges, corrective actions, and lessons learned.
- Ensure that annual reports present only activities and results attributable to the relevant reporting year.

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8. Conclusion and Future Priorities

During 2023, SUAO continued its commitment to humanitarian assistance and community development through its engagement in emergency response, livelihood development, and youth education.

A significant achievement during the year was the completion of two rounds of cash assistance distribution to 300 earthquake-affected families in Herat Province, including 59 female-headed households and 241 male-headed households. The response also strengthened SUAO's experience in beneficiary verification, distribution monitoring, complaints handling, and coordination with local authorities.

In Ghor Province, SUAO initiated preparatory activities for the Agriculture and Livestock Development project. Preliminary surveys, community assessments, initial household identification, and coordination with relevant institutions were undertaken in 11 villages to prepare for the planned livelihood-support activities.

SUAO also commenced the youth development project *Empowering the Young in Afghanistan Through Sport*. English-language and computer courses began on 22 November 2023 for 60 male students aged 14–17 in Firozkoh City.

These activities reflected SUAO's commitment to addressing immediate humanitarian needs while supporting educational opportunities, livelihood development, and community resilience.

Future Priorities

Looking ahead from the end of 2023, SUAO identifies the following priorities:

- Strengthen project monitoring and documentation.
- Maintain accurate beneficiary and activity records.
- Strengthen accountability and complaints follow-up mechanisms.
- Improve coordination with donors, partners, local authorities, and communities.
- Continue the planned implementation of livelihood-support activities following the required administrative approvals.
- Continue educational activities and planned sports components under the youth development project.
- Strengthen staff development and internal administrative and management systems.
- Ensure that published annual results are supported by accurate project information and appropriate documentation.

SUAO acknowledges the cooperation and support of its donors, partners, staff, volunteers, community representatives, local authorities, and other stakeholders throughout 2023.

SAIFROD UNITY AND AID ORGANIZATION (SUAO)

Annual Report 2023

Herat, Afghanistan

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