

Social Welfare, Special Education & Women Empowerment Department

Government of Khyber Pakhtunkhwa



Guidelines for Departmental Engagement with Transgender Persons

Khyber Pakhtunkhwa

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Message from the Minister for Social Welfare, Special Education & Women Empowerment Department

It gives me immense pride to officially notify the Departmental Guidelines for the Protection and Empowerment of Transgender Persons in Khyber Pakhtunkhwa. These guidelines are a testament to our government's unwavering commitment to upholding the dignity, equality, and rights of all citizens—especially those who have long remained on the margins of public policy and service delivery.

Rooted in the Constitution of Pakistan and the Transgender Persons (Protection of Rights) Act, 2018, these guidelines provide a practical roadmap for inclusive governance. They outline the roles and responsibilities of each department and offer tools to ensure that transgender persons are not only protected from discrimination and violence but are also meaningfully included in every sphere of public life.

The Government of Khyber Pakhtunkhwa is determined to ensure that these guidelines are implemented in letter and spirit. We recognize that true empowerment requires not just policy but action, not just protection but participation. I am confident that with the support of all departments, civil society, and the transgender community itself, we will move toward a more just, equitable, and inclusive province.

Let us join hands in translating these commitments into real change.

Qasim Ali Shah

Minister for Social Welfare, Special Education & Women Empowerment

Government of Khyber Pakhtunkhwa



Message from the Secretary for Social Welfare, Special Education & Women Empowerment Department

It is my privilege to endorse and implement the newly approved Departmental Guidelines for the Protection and Empowerment of Transgender Persons in Khyber Pakhtunkhwa. These guidelines mark a historic milestone in our collective efforts to ensure dignity, equality, and rights for all members of our society. Aligned with constitutional guarantees and the Transgender Persons (Protection of Rights) Act, 2018, this framework provides clear directives to every department, mandating inclusive policies, grievance mechanisms, and affirmative actions tailored to the needs of transgender individuals.

Our department remains committed to facilitating implementation, monitoring progress, and enabling collaboration with civil society and transgender community representatives. By working together, we will transform these guidelines from policy into change, guaranteeing that transgender persons access essential services, opportunities, and protection without fear of discrimination.

I extend my sincere gratitude to Blue Veins and the National Commission for Human Rights for their invaluable technical support and partnership. I urge my colleagues across government to uphold these principles in letter and spirit, forging a more equitable and inclusive Khyber Pakhtunkhwa.

Syed Nazar Hussain Shah

Secretary for Social Welfare, Special Education & Women Empowerment

Government of Khyber Pakhtunkhwa

Acknowledgment

We acknowledge the outstanding contributions of Ms. Syeda Nudrat, Gender Specialist (I), Social Welfare, Special Education & Women Empowerment and Mr. Rizwanullah Shah, Provincial Coordinator, National Commission for Human Rights (NCHR), whose leadership and technical expertise played an important role in shaping these departmental guidelines.

We extend our sincere appreciation to the Blue Veins team for their commitment, field experience, and advocacy for the rights and dignity of transgender persons in Khyber Pakhtunkhwa.

We also recognize the valuable insights and active participation of transgender community focal persons Ms. Farzana Jan and Ms. Arzoo, whose voices have been central to this process.

This collaborative effort between government, NHRIs, CSOs, and the transgender community reflects a shared vision for inclusive governance and meaningful participation in policy and service delivery.

Soul of the Guidelines

These guidelines are rooted in the constitutional articles, legal obligations, and human rights principles that uphold the dignity, equality, and non-discrimination of all citizens of Pakistan, including transgender persons. They are a practical step towards ensuring that government departments in Khyber Pakhtunkhwa work cohesively to integrate transgender persons into all aspects of public life, policies, and services.

Constitutional Mandate

The Constitution of the Islamic Republic of Pakistan provides the foundational guarantee of equality for all citizens, irrespective of gender identity or expression:

Article 4: Guarantees the right of every citizen to be treated in accordance with the law.

Article 25(1): All citizens are equal before law and are entitled to equal protection of law.

Article 25(2): There shall be no discrimination on the basis of sex.

Article 26(1): Ensures access to public places and services without discrimination on the basis of sex alone.

Legal Foundation – Transgender Persons (Protection of Rights) Act 2018

- These guidelines draw direct legal authority from the Transgender Persons (Protection of Rights) Act 2018, which affirms the right of transgender persons to:
- Be recognized according to their self-perceived gender identity.
- Access education, healthcare, employment, and public services without discrimination.
- Live free from harassment, abuse, and violence.
- Protection and rehabilitation from social exclusion and denial of fundamental rights.

Supreme Court Judgments and Directions

The Supreme Court of Pakistan, in a series of landmark judgments (particularly the 2009, 2011, and 2012 orders in Constitutional Petitions No. 43/2009 and others), has affirmed the equal citizenship and human dignity of transgender persons, directing federal and provincial governments to:

- Ensure issuance of identity documents.
- Provide equal access to education, healthcare, and employment.
- Take affirmative steps for inclusion and protection of transgender persons across public institutions.

Institutional Mandate in KP – Rules of Business of Social Welfare, Special Education & Women Empowerment Department

Under the Rules of Business of the Government of Khyber Pakhtunkhwa, the Social Welfare, Special Education & Women Empowerment Department is the designated focal department for the welfare, protection, and empowerment of transgender persons in the province. It is mandated to:

- Formulate policies and frameworks for marginalized groups.
- Coordinate with other departments to ensure the implementation of inclusive programs.
- Monitor the integration of transgender persons into public services and schemes.

INTRODUCTION

Background

Transgender persons in Pakistan, including Khyber Pakhtunkhwa, face systemic discrimination, social exclusion, and barriers to accessing essential services such as education, healthcare, employment, and justice. Despite the constitutional guarantees and the enactment of the Transgender Persons (Protection of Rights) Act, 2018, the practical realisation of rights remains limited due to a lack of awareness, institutional mechanisms, and coordinated departmental action.

Objective

To operationalise the provisions of the Transgender Act through department-specific Standard Operating Procedures (SOPS), training, grievance redress mechanisms, and integration of transgender persons into mainstream policies and services.

Guiding Principles

- Respect for gender identity.
- Non-discrimination and affirmative action.
- Institutional accountability and inter-departmental coordination.
- Inclusion of transgender persons in planning, monitoring, and implementation.

LEGAL FRAMEWORK

National Law

The Transgender Persons (Protection of Rights) Act, 2018 guarantees the right to gender identity, protection from discrimination, access to education, employment, healthcare, public transport, and participation in public life.

Provincial Commitment

Khyber Pakhtunkhwa commits to upholding the rights of transgender persons through the implementation of these guidelines, reflecting the province's alignment with federal mandates and constitutional values.

DEPARTMENTAL ROLES AND RESPONSIBILITIES

1. Social Welfare, Special Education & Women Empowerment Department

- Serve as the focal department for the welfare, protection, and empowerment of transgender persons across Khyber Pakhtunkhwa.
- Establish an Endowment Fund dedicated to the support of transgender persons, ensuring sustainable financial resources for their welfare.
- Establish and manage rehabilitation centers, safe houses, and community shelters specifically for transgender persons facing violence, homelessness, abandonment, or discrimination.
- Maintain a Transgender Persons Welfare Registry and Database to enable targeted inclusion in all provincial and national social protection programs, grants, health insurance schemes, skill development programs, and emergency response measures.
- Develop and adapt all departmental schemes with a gender non-binary and gender-inclusive approach, ensuring that transgender, gender-variant, and non-binary individuals are facilitated without discrimination at all service delivery points.
- In coordination with the Child Protection & Welfare Commission (CPWC), rescue, rehabilitate, and reintegrate transgender, gender-variant, and non-binary children facing violence, neglect, abandonment, or exploitation.
- Support and facilitate other government departments (such as Health, Education, Transport, Labour, etc.) in holding awareness campaigns, sensitization sessions, and capacity-building programs to improve institutional understanding and response towards transgender inclusion.
- Lead inter-departmental coordination efforts to ensure that benefit schemes, quotas, job reservations, educational seats, and protection measures announced for the transgender community by the provincial government are properly implemented, monitored, and reported.
- Establish district-level coordination committees with transgender representation to support monitoring, grievance redress, and feedback on service access and quality.
- Conduct periodic assessments and policy reviews to adapt social welfare initiatives based on evolving needs and challenges faced by the transgender community.

- Facilitate partnerships with civil society organisations, UN agencies, and development partners to leverage technical expertise and resource mobilisation for transgender-inclusive projects.
- Advocate for legislative reforms at the provincial level to safeguard and advance the civil, political, economic, and social rights of transgender and gender-diverse individuals.

2. Health Department & Provincial HIV/AIDS Control Program

- Ensure that trans-inclusive healthcare services are available at all public hospitals, Basic Health Units (BHUs), Rural Health Centers, and tertiary care facilities across the province.
- Provide comprehensive gender-affirming healthcare, including hormone therapy (if medically indicated), gender-affirming surgeries where available, psychological counseling, and primary healthcare services delivered with dignity and respect.
- Integrate transgender persons, particularly those living with HIV and other sexually transmitted infections, into all HIV/AIDS prevention, testing, treatment, counseling, care, and support programs, ensuring that services are stigma-free and accessible.
- Establish dedicated transgender health desks and mobile health clinics especially in underserved and remote areas to bridge service delivery gaps and ensure outreach to marginalized transgender individuals.
- Ensure the provision of dedicated wards and separate spaces for transgender persons in major public hospitals, in compliance with the directives issued by the Provincial Government wherever feasible and necessary.

Undertake curriculum reforms at medical colleges, nursing schools, and paramedical

- training institutes to incorporate transgender-inclusive healthcare practices into formal education and training syllabi, with modules on gender diversity, non-discrimination, privacy rights, and respectful service provision.
- Conduct mandatory training and sensitization sessions for all healthcare providers, support staff, ambulance staff, and hospital administrators on transgender health needs, human rights principles, and anti-discriminatory practices.
- Develop and disseminate national and provincial clinical guidelines on transgender-specific healthcare needs, including mental health, HIV care, hormone therapy, reproductive health, and general healthcare for transgender and gender-diverse populations.
- Establish a monitoring mechanism through district health officers to routinely assess and report on the accessibility, quality, and inclusivity of healthcare services provided to transgender persons, ensuring regular feedback from the transgender community.

- Partner with transgender-led community organizations and networks to design community-driven healthcare outreach, peer navigation, and patient referral models that empower transgender individuals to access public health services safely and confidently.
- Ensure confidential record-keeping that respects the individual's chosen name and gender identity, and guarantee that no transgender patient is subjected to invasive questioning or discrimination based on their gender status in any healthcare setting.

3. Elementary & Secondary Education Department (E&SED)

- Ensure equal access to education for transgender students without harassment or exclusion.
- Enable transgender students to enrol using their self-identified name and gender.
- Amend administrative forms and examination records to recognize gender diversity.
- Train teachers and school management to support a safe learning environment.

4. Higher Education Department

- Ensure non-discriminatory admissions processes across all public and private colleges and universities, with systems designed to recognize and respect transgender applicants' self-identified name and gender.
- Create affirmative quota policies specifically for transgender students in higher education institutions to promote inclusion and correct historical marginalization.
- Establish gender-neutral hostels, reserved accommodations, and gender-inclusive facilities, ensuring that transgender students can reside in safe, respectful, and welcoming environments without fear of discrimination or harassment.
- Form transgender support societies and networks on every campus, tasked with providing peer support, advocacy, counselling referrals, and safe spaces for transgender and gender-diverse students.
- Designate trained focal persons in all colleges and universities to serve as contact points for transgender students needing assistance related to admissions, student services, academic counselling, or grievance redress.
- Include transgender-specific quotas where applicable, not only in admissions but also in scholarship schemes, exchange programs, and academic leadership initiatives.

- Ensure admissions and enrollment processes are conducted in a gender-sensitive and culturally appropriate manner, taking into account the social realities, vulnerabilities, and diverse experiences of transgender applicants.
- Revise institutional policies, codes of conduct, and disciplinary procedures to specifically prohibit discrimination, bullying, harassment, or exclusion of transgender students based on gender identity or gender expression.
- Facilitate faculty and staff development programs aimed at promoting understanding of transgender inclusion, gender diversity, and rights-based academic practices.
- Support research, seminars, conferences, and publications that advance knowledge on transgender issues, gender diversity, and social inclusion in higher education.
- Collaborate with transgender-led organizations and student groups to continuously improve the campus environment and co-develop programs that respond to the evolving needs of transgender students.

5. Labour Department

- Promote inclusion of transgender persons in the formal labour market.
- Prevent workplace harassment and ensure equal pay for equal work.
- Facilitate skill mapping and link transgender workers with economic opportunity schemes.

6. Technical Education and Vocational Training Authority (TEVTA)

- Create reserved seats and scholarships for transgender persons in technical and vocational institutes.
- Ensure all instructors receive gender sensitivity training.
- Partner with the private sector to facilitate transgender-friendly apprenticeships and placements.

7. Transport Department

- Ensure all public and private transport services uphold anti-harassment policies for transgender commuters.
- Mandate visible display of non-discrimination signage in buses, terminals, and railway stations.

- Sensitise transport officials, conductors, and drivers through certified training programs.

8. Police Department & Probation Services

- Apply the UNDP-endorsed Police Engagement Guidelines for transgender persons, ensuring that policing practices align with human rights standards, national legislation, and best practices in gender-sensitive law enforcement.
- Provide gender-appropriate treatment to transgender individuals during all stages of police interaction, including arrests, detentions, searches, transportation, investigations, and court appearances, upholding their dignity, safety, and privacy at all times.
- Develop and implement comprehensive Standard Operating Procedures (SOPs) across all police stations, units, and field operations specifically addressing the respectful engagement, protection, and support of transgender persons.
- Introduce transgender rights and identities modules into the official training curriculum of the police academies and training centers, ensuring all police recruits and serving officers receive formal education on gender diversity, legal rights, anti-discrimination principles, and respectful conduct.
- Conduct regular sensitization and capacity-building trainings for all police officials, especially those deployed at checkpoints, patrol units, lockups, and investigation wings, to prevent discriminatory practices and promote affirmative engagement with transgender communities.
- Ensure the establishment of dedicated cells or safe spaces in lockups, detention facilities, and jails for transgender individuals, in accordance with the Transgender Persons (Protection of Rights) Act, 2018 and provincial government directives.
- Establish a dedicated Transgender Coordination Desk at the District Police Officer (DPO) level in every district, serving as the first point of contact for transgender persons seeking protection, lodging complaints, or reporting incidents of violence, harassment, or discrimination.
- Include transgender persons in the Dispute Resolution Councils (DRCs) at district and tehsil levels, as mandated under the KP Police Act 2017, to ensure their representation in community-based conflict resolution mechanisms and promote inclusive justice practices.
- Coordinate with Probation Services to develop gender-sensitive rehabilitation and reintegration programs for transgender persons placed under probation, ensuring respect for gender identity in supervision and community service placements.

- Monitor and evaluate police response and service delivery to transgender persons through dedicated complaint mechanisms, community surveys, and partnerships with transgender-led civil society organizations.
- Promote transgender recruitment into the police force, encouraging qualified transgender candidates to apply for various police roles, thereby promoting diversity and representation within the law enforcement system.

9. Child Protection and Welfare Commission (CPWC)

- Prevent exploitation and abuse of gender variant / transgender children and adolescents.
- Include transgender youth in case management systems, protection shelters, and family mediation processes.
- Sensitize child protection units and teachers about gender identity and safe disclosure.

10. Right to Public Services (RTS) Commission

- Ensure service delivery timelines and quality standards apply equally to transgender citizens.
- Include transgender community members in RTS awareness campaigns.

11. Right to Information (RTI) Commission

- Guarantee access to public information for all transgender persons without discrimination, ensuring that requests made by transgender individuals are processed with the same priority, confidentiality, and respect as any other citizen's request.
- Ensure that public notices, information materials, and official publications produced by government departments, public bodies, and autonomous institutions use non-discriminatory, inclusive, and gender-sensitive language, reflecting the recognition and respect for diverse gender identities.
- Encourage and enforce data transparency by requiring all public bodies to publish, regularly, disaggregated data on transgender persons' access to services, benefits, educational quotas, job reservations, and social protection schemes.
- Issue formal directions to all administrative departments, instructing them to proactively disclose information related to transgender welfare schemes, affirmative action policies, educational and employment quotas (where applicable), and specialised services.

- Mandate that all government department websites must have a dedicated, easily accessible section highlighting transgender-inclusive initiatives, policies, schemes, and application procedures, updated every quarter.
- Organise periodic public awareness campaigns to sensitise transgender persons about their right to information under the KP RTI Act, and how to use RTI laws to advocate for their rights, with specific outreach activities in transgender community centres and safe spaces.
- Train Public Information Officers (PIOs) on handling RTI requests filed by transgender persons in a sensitive, respectful, and confidential manner, ensuring no inadvertent disclosure of gender identity.
- Collaborate with transgender civil society organisations to develop simplified RTI request formats and helplines that assist transgender individuals in filing information requests.
- Monitor and evaluate the responsiveness of administrative departments to RTI requests from transgender persons and publish an annual performance report highlighting compliance levels and gaps in transgender information access.
- Advocate for legislative amendments, if necessary, to strengthen proactive disclosure obligations for marginalized and vulnerable groups, including transgender persons, within the RTI regulatory framework.

12. Local Government Department & NADRA

- Facilitate the registration and modification of NICs, birth certificates, and death certificates for transgender and intersex individuals in accordance with their self-identified gender, respecting the right to identity under the Transgender Persons (Protection of Rights) Act, 2018.
- Launch regular mobile registration drives targeting underserved, rural, and remote communities, ensuring that transgender persons who face mobility challenges, economic barriers, or discrimination have easy access to registration services.
- Collaborate with local government bodies to create inclusive ward committees and establish transgender-friendly community spaces, such as community centers, support hubs, and service desks where feasible and applicable, to promote civic participation and inclusion at the grassroots level.
- Ensure that NADRA runs extensive awareness campaigns, including social media campaigns, radio broadcasts, and community-based outreach, to inform transgender and intersex persons about the benefits of registration, updating their NIC with their self-claimed gender identity, and their constitutional rights related to citizenship documentation.

- NADRA must maintain close coordination with the Social Welfare Department regarding the registration issues, challenges, and emerging needs of transgender persons, in line with the laid down policies and guidelines of the Federal Government and the National Database and Registration Authority (NADRA) regulations.
- Simplify the administrative procedures for transgender persons by minimising documentation barriers and ensuring that no medical or psychological certification is required to register or update gender identity, in compliance with national law.
- Designate trained Gender Focal Persons at NADRA centres to assist transgender applicants in a respectful, supportive, and confidential manner.
- Collect disaggregated data on transgender registrations (while maintaining privacy and confidentiality) to support evidence-based planning for health, education, employment, and social welfare programs at the provincial and national levels.
- Ensure grievance redress mechanisms are available and easily accessible for transgender persons facing discrimination, mistreatment, or denial of services during the registration process.
- Collaborate with transgender-led organisations to identify unregistered transgender individuals and support mass awareness and facilitation initiatives across Khyber Pakhtunkhwa.

13. Law, Parliamentary Affairs & Human Rights Department

- Review, revise, and amend outdated provincial laws, rules, and administrative procedures that conflict with or fall short of the spirit and letter of the Transgender Persons (Protection of Rights) Act, 2018, ensuring full legal recognition, protection, and rights of transgender and gender-diverse persons.
- Collaborate closely with civil society organizations, transgender-led groups, legal experts, and the National Commission for Human Rights (NCHR) to conduct inclusive, participatory consultations on proposed legal reforms, policy guidelines, and rights-based frameworks.
- Provide free legal aid and ensure access to justice for transgender persons through dedicated mobile legal aid units, legal awareness camps, community paralegal programs, and free legal clinics operating at the district and tehsil levels.
- Launch mass awareness campaigns across the province to educate the general public, legal professionals, law enforcement agencies, and civil servants about the legal rights of transgender persons, the protections guaranteed under national and provincial laws, and the procedures for accessing legal remedies in cases of discrimination, violence, or denial of rights.

- Establish a Transgender Rights Cell within the Department to monitor compliance with human rights obligations related to gender identity and gender expression and to liaise with other departments to address human rights violations against transgender persons in a coordinated manner.
- Promote the inclusion of transgender rights modules in ongoing human rights education programs, capacity-building workshops for lawyers, judges, prosecutors, and human rights defenders.
- Track and report annually on the status of legal reforms, case law developments, and human rights conditions affecting transgender persons in Khyber Pakhtunkhwa, with recommendations for continuous legal improvements.

14. Provincial Disaster Management Authority (PDMA)

- Ensure that all disaster preparedness, response, relief, and rehabilitation plans in Khyber Pakhtunkhwa are transgender-inclusive, addressing the needs and vulnerabilities faced by transgender persons.
- Integrate transgender persons into all vulnerability assessments, emergency risk reduction plans, and contingency strategies, ensuring disaggregated data collection and inclusive planning at the district and provincial levels.
- Designate trained Gender and Inclusion Focal Persons within PDMA and District Disaster Management Units (DDMUs) to oversee the protection and support of transgender persons during all phases of disaster management.
- Develop transgender-sensitive guidelines for evacuation, temporary sheltering, and aid distribution that respect gender identity and ensure safety, privacy, and dignity in relief camps and emergency shelters.
- Ensure that relief kits and services—including food, water, sanitation, hygiene products, and medical supplies—are responsive to the needs of transgender individuals.
- Conduct capacity-building sessions for PDMA and DDMU staff, volunteers, and humanitarian workers on gender diversity, human rights-based disaster response, and respectful engagement with transgender individuals and non-discriminatory service delivery.
- Collaborate with Social Welfare Department, Local Government bodies, and transgender-led community-based organizations to identify at-risk individuals, disseminate early warning messages, and co-design community preparedness and resilience programs.

- Develop Standard Operating Procedures (SOPs) that explicitly include transgender persons in disaster response protocols and grievance redress systems, ensuring timely, respectful, and dignified service provision.
- Monitor and evaluate the implementation of inclusive disaster management practices through participatory approaches and community feedback mechanisms, and publish periodic reports.

15. Planning and Development Department

- Mainstream transgender inclusion in all provincial development planning documents, including Annual Development Plans (ADPs), Medium-Term Development Frameworks (MTDF), and Sectoral Policies, ensuring that the needs of transgender persons are considered across all sectors.
- Ensure all PC-1 documents submitted by line departments include details on how the development projects address the needs of marginalized groups, including transgender persons.
- Allocate and monitor dedicated budget lines for transgender-inclusive initiatives across all development sectors, encouraging other departments to do the same through gender-responsive budgeting mechanisms.
- Ensure collection of disaggregated data (including gender identity) in all surveys, feasibility studies, and impact evaluations conducted through the P&DD or by line departments.
- Collaborate with the Bureau of Statistics KP to include transgender persons in household and demographic surveys for informed policy-making.
- Develop and circulate gender inclusion screening checklists and M&E indicators for use by line departments during project design, implementation, and evaluation stages, to ensure that transgender persons are beneficiaries of public development programs.
- Build the capacity of planning officers and section heads on transgender inclusion, through training on human rights-based approaches, gender-sensitive planning, and inclusive budgeting.
- Facilitate participatory planning processes by including representatives from the transgender community in consultation forums, planning workshops, and development review boards.
- Require that all new development schemes submitted to the PDWP (Provincial Development Working Party) and DDWPs (Departmental Development Working Parties) be screened for social inclusion, including accessibility and benefits for transgender persons.

- Ensure that third-party evaluations and performance audits of major projects include an assessment of their inclusivity and accessibility for transgender individuals.
- Ensure inclusion of transgender-specific components in donor-funded programs, especially in health, education, social protection, and livelihoods.
- Update departmental planning toolkits to include transgender-inclusive checklists and design principles.

16. Finance Department

- Institutionalize gender-responsive budgeting practices that specifically account for the needs and priorities of transgender persons across all departmental budgets and development schemes.
- Mandate all administrative departments to create dedicated budget lines for transgender inclusion initiatives within their Annual Development Programs (ADPs) and recurrent budgets.
- Conduct periodic audits of provincial budgets to assess the allocation and utilization of funds benefitting transgender persons.
- Ensure transgender persons are considered in public sector reform efforts such as pension, tax, and payroll reforms by providing legal recognition and identity-sensitive systems in payroll databases.
- Collaborate with the Social Welfare and Revenue Departments to simplify financial documentation and eligibility verification for transgender persons to access grants, subsidies, and compensation.
- Ensure that Medium-Term Budgetary Framework (MTBF) templates and performance indicators include measures related to transgender welfare, financial inclusion, and equitable service delivery.
- Include transgender-led enterprises and cooperatives in public procurement schemes by encouraging inclusive vendor registration policies and fair access to government contracts.
- Partner with international development partners and financial institutions to access technical assistance and funding support for transgender-inclusive fiscal policy reforms.

17. Home & Tribal Affairs Department

- Integrate transgender concerns in all policy documents, internal security planning, and operations, including counter-terrorism and conflict response frameworks, ensuring that transgender persons are not subjected to arbitrary profiling or harassment.
- Conduct regular sensitization and capacity-building programs for staff involved in internal security, border management, and intelligence work to reduce bias and ensure respectful engagement with transgender individuals.
- Develop and disseminate standard operating procedures (SOPs) for ID checks and documentation verification that ensure transgender persons are treated with dignity, especially at checkpoints, during travel, or within tribal districts.
- Identify and support transgender persons residing in conflict-affected, border, and tribal areas by ensuring their inclusion in rehabilitation schemes, peacebuilding efforts, and community safety initiatives.
- Establish a confidential grievance redress mechanism at the divisional and district levels where transgender persons can report abuse, extortion, or threats from security or law enforcement personnel.
- Direct all border control and detention units to ensure the provision of gender-inclusive facilities.
- Encourage secure and confidential data collection mechanisms on incidents of violence, hate crimes, or displacement affecting transgender persons, particularly in volatile or tribal areas.
- Create safe and equitable recruitment opportunities for transgender individuals in civil defense and volunteer protection forces under the department's purview, ensuring fair treatment and zero discrimination.

18. Information & Public Relations Department

- Use inclusive terminology in public communication and content production including press releases, notices, public service messages, and advertisements etc.
- Develop transgender-sensitive communication guidelines for all the public relations officers.
- Design and launch targeted awareness campaigns in collaboration with the Social Welfare Department to promote transgender rights, dignity, and inclusion.

- Conduct regular sensitization workshops for media professionals and journalists on responsible and respectful reporting of transgender issues.

19. Auqaf, Hajj, Religious and Minority Affairs Department

- Ensure equitable access for transgender persons to the religious sites, with clear instructions issued to caretakers and administrators regarding non-discrimination and respectful treatment.
- Engage religious scholars in awareness-raising on gender diversity and human dignity.
- Ensure that transgender applicants are not denied access to Hajj and Umrah facilitation services based on gender identity, and are supported respectfully throughout documentation and processing stages.
- Ensure the inclusion of transgender persons from minority religious communities in interfaith dialogues, peacebuilding efforts, and minority welfare programs run by the department.

INSTITUTIONAL STRUCTURES AND MONITORING

Focal Persons

- Each department must designate a gender inclusion focal person, responsible for implementing the guidelines.

Inter-Departmental Taskforce

- Form a Provincial Coordination Taskforce led by the Social Welfare Department with representation from all relevant departments.
- Hold quarterly meetings to review progress, address challenges, and share updates.

Data and Monitoring Tools

- Develop Key Performance Indicators (KPIs) for each department.
- Collect gender-disaggregated data on service access, complaints, redress, and outreach.
- Conduct annual audits and third-party evaluations.

GRIEVANCE REDRESSAL

Institutional Complaint Mechanisms

- Set up accessible complaint channels in all departments.
- Allow complaints to be filed using adopted names, without requiring a legal ID change.
- Train grievance redress officers on trauma-informed, respectful handling.

Focal Person for the Transgender Persons

- Appoint a dedicated officer (or give additional charges to an existing officer) as the focal person for transgender persons who will coordinate with the department, other government departments and civil society organisations.

CAPACITY BUILDING AND AWARENESS

Staff Training

- Develop mandatory transgender inclusion training modules for civil servants and frontline workers.
- Conduct annual refresher sessions, including case studies and simulation exercises.

Public Campaigns

- Launch province-wide campaigns to challenge stereotypes, reduce stigma, and celebrate diversity.
- Partner with media houses, influencers, religious scholars, and local leaders.
- All departments shall use social media platforms and their Facebook pages to raise awareness about the services with a transgender-inclusive approach

RESOURCE MOBILIZATION AND FUNDING

Budget Allocation

- Each department shall allocate a dedicated annual budget line for transgender inclusion activities, where required and where such funds are available.

Donor Engagement

- Engage with UN agencies, CSOS, INGOS, and bilateral donors for technical and financial support.

ENFORCEMENT AND LEGISLATIVE LINKAGES

Legal Notification

- These guidelines shall be notified under the authority of the Social Welfare Department.
- Non-compliance shall be considered administrative misconduct.

Legislative Integration

- The Social Welfare Department shall initiate necessary steps towards adoption of the Provincial Transgender Protection Policy and comprehensive legislation into provincial frameworks.

LIVING POLICY FRAMEWORK

This document stands as a living policy framework to be updated regularly with community feedback, emerging challenges, and evolving jurisprudence. All administrative departments must ensure compliance and promote an inclusive, just, and equitable Khyber Pakhtunkhwa for transgender citizens.

