PDRC
PUNTLAND
DEVELOPMENT
RESEARCH CENTER



ANNUAL REPORT

Our Dedication to Peacebuilding, Promotion of Democracy and Respect for Human Rights was a foundation for our 2021 programs





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PDRC SOMALIA MESSAGE FROM THE EXECUTIVE DIRECTOR



Amidst the unprecedented COVID-19 pandemic that has caused a global socioeconomic crisis, 2021 has been both a challenging and rewarding year for PDRC. We had the opportunity to partake in many changes happening in Puntland from peace to state-building and development. We also had the opportunity to interact closely with the international community especially development partners, protagonists of democratic systems and peace-loving stakeholders.

Being part of Somalia and as a Federal Member State, Puntland State is reviving its glory through cultivating strategies and foundation for democratization, good governance, peace, economic growth, and development. Rehabilitation and recovery from civil war, political unrest, and lawlessness, is not a smooth journey neither is it a sole responsibility of a particular segment in society. Close to three decades of misery, trauma, and limited functional government systems, all citizens and well-wishers of Puntland State of Somalia and Somalia in general, are duty-bound to work selflessly as a team to rebuild our country. Ofcourse as PDRC, we cannot exclude ourselves from this noble cause.

Our center is founded on a common goal of peacebuilding, democratization and development with vibrant men and women, willing to devote their efforts and time towards building success. Resilience under tribulations punctuated by limited resources, has been the story behind our success not only in 2021, but also in the preceding years. Our neutrality in politics, welcoming all

state building partners, has been at the helm of our success. It's only through teams, dedicated staff with a focus, supportive strategic partners, reputation, and public acceptance, that we can build our great institution.

I must acknowledge the technical and financial support from our international partners especially Embassy of Switzerland, Embassy of the Kingdom of Netherlands, Embassy of Canada, Embassy of Sweden, UN-JPLG: UNICEF, National Endowment for Democracy (NED), UNFPA, UNDP, UNHCR, EU among others. We are indebted by the nurturing of long-term partnership, Interpeace, and its entire staff. It is from the nursing, financial and technical support from Interpeace that PDRC can now breath. Locally and very importantly, we extend our sincere gratitude to State and non-State actors especially Civil Society e.g SEGTAP Partners: KAALO and PUNSAA, TPEC, Political Party Associations, line Ministries such as Ministry of Health, Ministry of Education and Higher Education, Ministry of Women Development and Family Affairs: Ministry of Interior, Federal Affairs and Democratization, Ministry of Planning and International Cooperation, our partner organizations Academy for Peace and Development, Horn Centre, youth and women umbrellas, religious and traditional leaders, local government leaders, business leaders, marginalized groups and all those who have been part of PDRC's success in 2021.

We are hopeful, 2022 will be a fruitful year, InshaAllah!

Ali Farah Ali PDRC SOMALIA EXECUTIVE DIRECTOR GAROWE PUNTLAND SOMALIA



VISION,MISSION,OBJECTIVES

WHO WE ARE PDRC IN BRIEF

Puntland Development & Research Centre (PDRC) is a successor body of former Wartorn Societies Project International (WSPI), which operated in Puntland during 1997–99. On October 30, 1999, the center was founded as an independent, nonpartisan, nonprofit research institute dedicated to peacebuilding, promotion of democracy and respect for human rights. PDRC is now celebrating its 23rd anniversary in which the centre has accumulated 23 years in research, development, policy analysis, advocacy, and educating / awareness raising.

With the long-term achievements and remarkable milestones in peacebuilding, conflict management & resolution, PDRC diversified its focus areas in 2020 to include social-economic development, a component that was non-existent in its previous programmes. Since then, the Centre has sought engaging various partners and building networks ranging from international development partners such as the Embassy of Netherlands, to local stakeholders especially youth in a bid to address the emerging society challenges in Puntland/Somalia, maximize impact and community outreach.

By 2021, PDRC had 40 contracted staff and 3 volunteers 30% of which are females.

OUR VISION

PDRC AIMS TO

BECOME A CREDIBLE

SOURCE FOR POLICY

ANALYSIS AND AN

ACTOR IN SOMALI

PEACE, STATE-

BUILDING, AND

DEVELOPMENT.

OUR MISSION

Pdrc Aspires To Participate, As An Actor And Beneficiary, In Peacebuilding And Reconstruction Of Somalia; And To Contribute To The Creation Of A Democratic System Of Government, Social And Economic Development, And Respect Of Human Rights For All.

OUR MAIN OBJECTIVES

01

To contribute to peace, and human security which could contribute to the reconstruction and development of Puntland and Somalia as whole.

02

To provide a neutral forum for peace building and reconciliation through dialogue among key actors (government authorities, civil society, private sector & international actors).

03

To conduct evidence-based research and analysis that identifies development problems and priorities facing the Puntland government and its people.

04

To inform public policy and to help develop conscious strategies and options for inclusive and sustainable development.

APPROACHES

The center has adopted Participatory Action Research (PAR) as a responsive consultative tool to induce collective and collaborative broad-based stakeholder participation in research and on-going interventions/processes. PDRC conducted a wide range of Participatory Action Research (PAR) throughout Puntland, leading to a build-up of confidence, ownership of processes and, above all, consensus on issues

discussed. Throughout the year, PDRC Audio Visual Unit served as a proven complementary tool to the research programmes in providing evidence-based research, films for dissemination, communication & dissemination of key research findings, raising awareness, and soliciting stakeholder feedback for a common goal.

To further broaden the participation and outreach, PDRC continued with its strategic use of PDRC Talks, Citizens' Forums and Mobile Audio-Visual Unit (MAVU) Platforms. A combination of these platforms has proven to be a powerful engagement tool to unlock various channels of communication, ignite communal exchange of ideas on issues of common interest, reach out hard-to-reach areas and bridging the gap between citizens and government. These platforms are intertwined with the research component to invoke public opinion for inclusion in evidence-based policy briefs with pragmatic policy recommendations shared with policy makers and implementers.

Using its neutrality in partisan politics, PDRC has provided a platform for the government, political party associations, Transition Puntland Electoral Commission (TPEC), Non-State Actors and International stakeholders to reach amicable agreements. PDRC's success in convening high profile forums and conferences, is premised on its wealth of expertise in conflict resolution, political space management coupled with its earned reputation and political neutrality.

2021 IN A **SNAPSHOT**

- Covid-19 remained a challenging pandemic but not a roadblock to PDRC activities
- Key beneficiary categories during the year included: youth, IDPs, women, marginalized groups, refugee communities, traditional elders, religious leaders, feuding communities under wrangles over resource ownership and control, female candidates in local government elections, young female researchers, early marriage victims, political party associations, youth-led businesses, and business leaders.
- brought about a reformed Galkacyo.
 One that allows the coexistence of two communities, a thriving business sector, and a hopeful youth. We are thankful for the community structures that contributed to this peace and the maturity of the two administrations of Puntland and Galmudug for their collaboration in maintaining peace.

- Academy of Peace and Development (APD) based in Somaliland on how to strengthen the connectors between the two communities. Our belief that Somalis, wherever they live, have more that connects them than divides them is the basis of our engagement.
- PDRC consolidated its partnership efforts by including Horn Centre (HC), Galmudug. This was majorly in the Pilot phase of the Road to Sustainable Peace Programme, implemented by a consortium of PDRC, APD and HC with PDRC as the Lead Partner.
- Many success stories were witnessed in PDRC's peace interventions in Galkacyo and larger Mudug region; but also, in Boocame, and its surroundings. The community structures that were set up and supported have been instrumental in providing early warning and working on a sustainable peace.
- PDRC fully participated in civic education, voter mobilization and training of polling staff in conjunction with TPEC and other democratic elections stakeholders. The center thus engaged in the preelection, during and post -election activities in the early election districts of Eyl, Uffeyn and Qardho. 25th October, the election day in Puntland, was historical.

Finally, from a development angle, we 80 had the opportunity to provide access to skills and jobs to youth from hardto-reach areas of Puntland. Showing these youth, the potential of their rural or coastal areas in livestock, farming, frankincense, and fisheries in the hopes of reducing migration to major cities where the skills and employment opportunities are different was a major milestone. Business incubation was implemented as a new youth development initiative. Several youths with entrepreneurial ideas were provided with seed funding, mentorship, and business monitoring to enhance their business growth and sustainability.

In 2021, PDRC received Funding and Technical Support from: Interpeace, Embassy of Switzerland, Embassy of the Kingdom of Netherlands, Embassy of Canada, Embassy of Sweden, UNJPLG: UNICEF, National Endowment for Democracy (NED), UNFPA, UNDP, UNHCR and EU.

2021: ACHIEVEMENTS IN NUMBERS



PEACEBUILDING AND GOVERNANCE

01. TALOWADAAG PROGRAMME

The Talo-wadaag was a four-year programme started in Puntland in 2017 and built on the gains of Dialogue for Peace (DfP) and Pillars of Peace (PoP) programs which operated in Puntland between 2005/10 and 2011/2016, respectively. It was a four-year programme funded by SIDA through Interpeace and jointly implemented in Puntland, Somaliland, and South-central Somalia by Puntland Development and Research (PDRC), Academy for Peace and Development

(ADP) and Interpeace Peacebuilding Team (PBT), respectively from 2017 to 2021. The objective of the programme was to contribute towards sustainable peacebuilding and good-governance in Puntland-Somalia by supporting inclusive, participatory, citizencentred processes and mechanisms in governance, conflict management and peacebuilding through increased participation of citizens in governance, conflict prevention, and management processes at local, State, and federal levels. On the peacebuilding front, the programme has achieved tremendous successes in form of numerous supported communal reconciliation processes. It has realized this through technical, logistical, and capacity support provisions to, and creation of indigenous structures for building and maintaining peace and security from within and at community' level.

The programme commenced at an opportune time in Puntland a year after-and-before the signing of Galkayo Political Peace Agreement between Galmudug and Puntland Administrations in Galkayo. This was slightly before the signing of the Peace Agreements between Puntland and Galmudug administrations, and the Omar Mohamud and Bah-ararsame sub-clans in February 2018. A number of relevant programme entry points were adopted to support the consolidation of peace throughout the subsequent years to further consolidate peace agreements and cement relations between concerned communities and authorities. The programme also succeeded in exchanging and replicating bestpractices and experiences from the supported contextual peacebuilding processes and practitioners whereby previously supported peace committee members from Burtinle communities are currently involved in a neighboring communal conflict between Isse Mohamud and Hassan Ugas border between Nugal and Sool regions.

Remarkable achievements and success stories of the Programme's 2021 interventions are highlighted in the following subsections: Over the years, the programme

supported and facilitated the reconciliation of more than a half-dozen communal conflicts within and beyond the borders of Puntland.

During the year 2021, the programme prioritized Civic and voter education, as there has been limited public understanding of the democratization process in Puntland. The project has contributed towards improvement of citizens' understanding of one-person one-vote using several tools including local media (radios and TVs) social media platforms, public forums and furthermore, the PDRC's Mobile Audio-visual Unit (MAVU) to facilitate valuable discussions in urban and rural settings.

The advocacy and awareness raising of women's participation in one-person one-vote has always been priority for the project. It has been closely following the women in the political associations and female candidates to document the progress, challenges as well as what can be learned from the three (3) early election districts. This saw:

- More than 600 (50% women and youth) engaged directly in film-screening forums in Eyl, Qardho and Ufeyn districts and/ or indirectly through media campaigns, thereby increasing public understanding of the Puntland democratization process, particularly on the three pilot districts where the election happened.
- TPEC assisted in the identification of voters, voter registration and organizing/setting up of polling stations in the three early election districts, through provision of logistical and facilitation support.
- Inclusive elections organized in the early election districts, through advocacy and awareness, the project has contributed inclusive election for the three districts (Eyl, Qardho and Uffeyn) where women played a significant role. Women won 26% (23 out of 87) of the local council seats.

Thus, the details and progress status for each of the other Talo-wadaag-supported processes in 2021 will be discussed and presented separately in below sections.

A). GALKACYO PEACE BOOK FAIR - #GPBF2021

PDRC co-organized the first Galkayo peace book fair conference under the theme of Nabad-waarta (literally meaning Sustainable peace) and brought together over 250 prominent personalities from across Somalia and foreign representatives to mark the 5th anniversary of 2016 Galkayo peace agreement between Galmudug and Puntland administrations. The conference was the first of its kind to be held in both sides of Galkayo (belonging to two different

State administrations) interchangeably and collectively in approximately three decades and has had symbolic significance for the conflict-divided people and the peace in Galkayo. The major objectives were to i) Showcase the positive change in peace and social relations between the two antagonistic societies and administrations in Galkayo

by reflecting on the success stories, key achievements/ milestones and lessons learnt from the past four years of concerted peacebuilding efforts in Galkayo, ii) strengthen the joint peace committees' efforts towards the sustainability of 2016 Galkayo Peace Agreement.

The conference realized its objectives by using panel discussions, keynote speeches, poems, book review discussions, storytelling as well as presentation of relevant films, research papers, personal experiences, Q&A sessions. It is through these, that members of local joint peace committees, Somali academicians, politicians, poets, authors, journalists, peacebuilders, government officials, civil society representatives and international partners discussed and exchanged ideas. Knowledge and experience sharing were the major motivators of the discussion sessions.

A big team of PDRC led by the executive director attended the conference and shared audiences with a glimpse of major timelines in the peace and conflict history of Galkayo of the past 100 years along with two research papers and films documented from the 2016/17 conflict and 2020/21 peace situation in Galkayo.

B) BURTINLE PEACEBUILDING ENGAGEMENT

Since 2007, PDRC and its partner Interpeace have been engaged in the Burtinle peacebuilding process. They have been working closely and continuously with the Early Warning and Peace Maintenance Committee and Information Gathering Committee mainly through provision of logistical and financial support that enabled them to organize periodic meetings and travelled to each other's territory in pursuit of cross-communal awareness raising, restitution of lost animals and other property, exchange of situational and security updates. All these have contributed

prevention of conflicts in and across communities. Inspired by the gains from previously supported processes and as part of the continuous capacity-building and facilitation support for the local/joint peace committees, PDRC assisted members of the joint Information Gathering Committee to convene a conference in Maygaagle village between 10th and 20th of June 2021. The conference was intended to address and settle claims of properties

and livestock lost during the conflict through mobile Sharia court services. It was a follow-up to a previously supported exercise within which property claims were partially documented. Thus, it was aimed at completing the documentation, verification, and settlement of property related claims with a view of satisfying

victims through fair and trusted hearing process under the Sharia law and prevent potential escalation of conflicts.

The second round of the documentation exercise coincided with a rainy season where nomadic pastoralists are relieved and readily available to converge for case hearing at Magaclay

village conference. Under the leadership and organization of the joint information gathering committee, the conference brought from each of two sides a delegation of 15 traditional elders along with victims of lost/damaged properties to witness for the registration, verification process, and the final settlement of all presented claim cases by a field-level mobile Sharia court with an independent jury of religious scholars deployed from regions outside PDRC's geographical jurisdiction.

C) BOCAME PEACEBUILDING ENGAGEMENT

In early July 2021, armed-clashes broke out between two brotherly sub-clans living together in Sah-maygag and Sange-Jabiye area on the border between Nugal and Sool regions. The two clans share many things in common and had peacefully co-existed. The main reason for their recent armed conflicts in which seven people died and many others wounded is attributable to disagreements over the establishment of a new settlement in the Saah-maygaag and Sanagga

Jabiye area. This has turned into eventual armed conflicts that initially erupted between the two sub subclans of Isse Mohamud and Hassan Ugas by the name of Hassan Ugaas and Mohamed Ugaar, respectively. Despite that Isse Mohamud and Hasan Ugas had co-existed for so long without experiencing a conflict of such magnitude. Given their nearness in terms of proximity with regional and tribal neighborhood connecting across Sool and Nugaal regions and between Dhulbahante and the Majerteen clans, they are victims of full-scale armed conflicts. Following the outbreak of the armed conflict, concerted efforts were made by Puntland State, traditional

elites, and religious leaders to end the violence. with the support of non-governmental organizations.

PDRC, which has a wealth of experience in peacebuilding, strived with its support on the efforts to deter the tension between the two brotherly sub-clans. Despite having massive experience in peacebuilding and previously participated in numerous successful reconciliation and mediation process, PDRC could not directly involve in the wrangle. It chose to channel its support through self-organized groups of elders, providing

them with necessary logistical and facilitation support to counteract the loggerheads and brokering peace between disputants.

There was a Peace-making Committee from Omar Mohamud and Bahrarsame (two clans that were previously at war), that served as a joint local peace committee to resolve conflict between their respective sub-clans. They were accorded logistical and capacity building support by

PDRC and have achieved significant success in their peace-making mission. In addition to their success in bringing peace in their communities, they have gained vast experience in solving such communal conflicts with the skills, knowledge, and resource sharing from PDRC

II. ROAD TO SUSTAINABLE PEACE PROGRAMME

The "Road to Sustainable Peace and Reconciliation Between the Communities of Puntland & Somaliland and Puntland & Galmudug" was/is based on the assumption that conflicts whether clan-based or politically motivated, destabilize the affected regions, its economy and does not allow the community, especially its youth and women, to live a meaningful life where they participate in the political, social, and economic sectors.

The program ran on two tracks:

Puntland and Galmudug: Since 2016, a lot has changed from the political landscape of Galmudug since the election of incumbent Puntland and Galmudug Presidents in 2019 and 2020 respectively. This has subsequently resulted into remarkable improvement in the overall stability of the divided city of Galkayo and the relationship between the two peoples and administrations co-residing in Mudug region.

The newly elected Puntland and Galmudug presidents replaced the signatories of 2016 Galkayo peace agreement between Galmudug and Puntland States. They had inherited a polarized context in which the aftermath of the conflict is still noticeable with no progress achieved from the implementation of the agreed peace terms during incumbency of the then Puntland and Galmudug leaderships. Hence, the new leaderships that assumed office in Galmudug and Puntland had come with new mindset and interests to patch and restore the broken intra-state's relations and cooperation. Their goal was to maintain peace and security in Galkayo. This bred opportunities to implement and further consolidate the agreed peace terms. Since the peace and stability in Galkayo were downtrodden by absence of physical, meaningful, and functional presence of Galmudug State institutions, it's worthy to mention that its rejuvenation following the election of President Qoor-goor made it an equal partner in the peace and security of the region and Galkayo in particular. It enhanced correction of the imbalance in the powerplay and the sharing of security maintenance responsibility between the coadministering authorities.

The role of the Road to Peace Programme in this context interposed by the collaboration between PDRC and Horn Center (HC), the Galmudug partner, is to maintain the peace momentum by bridging the communities to keep the dialogue going with the aim of attaining sustainable peace solutions in the region mainly through fostering citizen's participation in peacebuilding processes. Peace in the city/region serves an exemplary role for other regions within Somalia.

Puntland and Somaliland: The perennial dispute between Somaliland and Puntland, which brings about elements of territory, clan affiliation and natural resources, has continued to simmer for decades. There is, however, more that unites the communities of Puntland and Somaliland than divides. With PDRC collaborating with the Academy for Peace and Development (APD)-Somaliland, the program is intended to avoid any political or conflictual theme and to focus on what Somaliland and Puntland share, strengthening the peace connectors between the two communities. If the communities feel closer to each other through the connectors, we believe it could lead to a more political understanding in the long run especially through inclusive peacebuilding processes.

III. YOUTH PARTICIPATION IN LOCAL PEACEBUILDING PROCESSES: NUGAAL AND SOOL PROGRAMME

PDRC implemented this project with support from United Nations Population Fund (UNFPA) through its youth peace and security portfolio and was aimed at strengthening the participation and role of youth in local peace building processes. The overall goal was to dissuade youth from engaging in violence through provision of both moral encouragement and means to lead with and/ or participate in peace-building initiatives at community levels. This project was initially designed for the youth to participate in the peacebuilding and resolving conflicts between Hassan Ugaas of Dhulbahante sub-clan (in Boocame and Faridhidin) and Cise Mohamud of Majerten sub-clan (in Beritadele Kalabayre). It was a timely intervention that did not only support to a process in which youth were both the actors and beneficiaries of peace, but also benefited everybody else and eased tension between feuding communities.

Peace awareness and communal exchange of peace messages was conducted between the two conflicting communities using the PDRC Mobile Audio-Visual Unit (MAVU). Film screening and awareness were used to complement and spice up the peace building processes resulting in film-based peace discussions.

The PDRC/MAVU team was accompanied to the field by two youth peace activists selected from previously supported processes in Rako, Bari region. Their role in this endeavour was to contribute towards peacebuilding as well as demonstrating documentaries in visited youth and communities especially in the conflict hotspots through films and one-onone narrations including sharing of personal stories and experience to steer peace-building efforts between feuding communities. The messages shared comprised of descriptions of the bad consequences from civil unrest/ conflict and only encouraged youth and other peace building stakeholders to devote their efforts towards preventing and curbing any form of conflict. From the peace discussions, tension erased down between Hassan Ugaas and Cise Mohamud sub clans though they need consistent follow to prevent further conflict eruptions. Community Peace Committees will play their role in this context under the support and guidance of PDRC and Interpeace.

There were 1520 youth participants reached in all the locations, with 630 being females and 890 males all aged between 18-35 years. The disaggregated list of participants is shown below:

DISTRICT	MALE	FEMALE	TOTAL
Fardhidin	120	80	200
Boocame	400	300	700
Birtadheer	70	50	120
Kalabayre	300	200	500
Total	890	630	1,520

Source: Field Data, October 2021

IV. SUPPORT TO JOINT GALKACYO YOUTH COMMITTEE

This project sought to enhance youth capacity to participate, advocate and influence change in the peacebuilding process in Galkayo, Somalia. Galkayo has been a divided city since 1993, though there is renewed conflict in the region driven by a struggle for land and other resources, exacerbated by the implementation of the federal system. Despite the efforts of various peacebuilding initiatives, progress towards peace is slow and the different stakeholders involved have failed to be inclusive, leaving out important actors like women and youth. As such, support to this project enhanced youth participation in the Galkayo peacebuilding process, to ensure longer-lasting stability.

This involved training sessions for young men and women on peacebuilding and conflict management, community dialogue forums and advocacy campaigns in Galkayo. Following the trainings, the youth in turn used the knowledge, skills and tools acquired to create peace messages, connect with the communities, and work closely with other peacebuilding stakeholders. They also recruited youth peacebuilders in the villages and towns near Galkacyo as an early-warning system.

OTHER KEY PROJECTS

V. SOMALI ELECTION GOVERNANCE TRANSPARENCY AND ACCOUNTABILITY (SEGTAP) PROGRAMME

On 26th February, PDRC in a consortium with KAALO Aid & Development and PUNSAA commenced the Somali Elections Governance, Transparency and Accountability Project (SEGTAP), a 30 month- project funded by the European Union. The overall aim of the project is to promote accountable and inclusive socio-political and electoral governance in



Photo: Voter Education in Rural Areas.

Puntland that is responsive to the socio-political and economic development needs of the State of Puntland. The programme is aimed at enhancing the stakeholder awareness and voter knowledge on democratization, strengthen the capacity of civic society actors to monitor accountable and transparent democratization processes and to promote multi-stakeholder dialogues in Puntland giving emphasis and attention to special interest groups such as women, youth and the disadvantaged/marginalized. At least 50, 000 citizens are targeted to be reached by the project. By the end of 2021, PDRC conducted

a training of 20 trainers for community civic and voter education. The objective of the training was to equip knowledge and information for the ToTs on voter and civic education awareness related to Puntland democratization process spearheaded by TPEC. Due to the limited awareness of citizens on the democratization process, it was inevitable to train 90 voter education promoters in the early election districts. The purpose was to dispatch these champions to villages to deliver the election messages to the voters as a tool of voter mobilization PDRC also developed and distributed 1500 IEC materials (under

this programme) for which the 90 trained promoters/ champions were assigned to distribute across each district's polling stations and voter registration centres while conducting civic and voter education awareness-raising at the same time. The printed IEC materials included posters, information leaflets, and stickers that articulated issues on the electoral process and more specifically on the voting registration process. Prior to the elections, the PDRC mobile cinema produced film-based awareness raising in Eyl, Uffeyn and Qardho, the public screening forums were intended to send out general information about elections and the registration process. At least 200 people comprising youth, women, and the elders participated in each forum. Finally, in September, the AV team held 9 community meetings where mock elections were demonstrated by a team that was pre-trained. The electorate were also given achance to vote to instill confidence in them and pass over the knowledge to other citizens in their communities.

VI. SUPPORT TO PUNTLAND DEMOCRATIZATION PROCESS PROGRAMME

PDRC, with funding from the Swiss Embassy in Nairobi, Kenya, launched the Support to Puntland Democratization Process Project, which is a top-up to the already existing Somali Electoral Governance Transparency and Accountability Project (SEGTAP) funded by the EU.

To support the overall Puntland democratization process, the project, more specifically, aimed to (i) Support the Political Associations in visibility and communications materials, (ii) Create Voter Education Material, (iii)

Conducting Mock Elections in Eyl, Uffeyn and Qardho (iv) Mobile Cinema Based Voter Education (v) Capacity building for Polling Staff, and (vi) Conducting Post-election Study to highlight the achievements and lessons learnt from the local government early elections.

By the end of the programme, PDRC produced and handed over materials comprising of IEC, Audio-visual, hats, craves, cups, notebooks, brochures to each of the 9 political association with messages and logos for citizens to identify them. Moreover, the AV team produced 7 Voter Education (VE) audio-visual material, 4 IEC VE material, held voter education sessions in three districts of early elections, held 9 mock elections and finally disseminated VE materials through tvs and radios. TPEC trained 170 polling stations staff who were engaged on election day. To conclude the program, PDRC conducted a post-election study on the performance of the Puntland Early Local Government Elections held at the three districts of Eyl, Qardho and Uffeyn. The goal of the assignment was to produce an analytical research report encompassing the implementation approach of the elections, challenges, and opportunities, drawing relevant conclusions, lessons learned and suggesting possible actionable policyrecommendations.



VII. STRENGTHENING CITIZENS ENGAGEMENT IN LOCAL GOVERNANCE THROUGH CIVIC EDUCATION PROGRAMME (I & II)

The first phase was a 4 months' project funded by UNICEF. The project was conducted in districts of Banderbeyla, EYL and Jariban. It was aimed strengthening citizen engagement in promoting accountability governance and people-centered leadership among local government leaders. It involved massive mobilization of citizens, school children, traditional leaders, women, marginalized groups and included intensive sensitization campaigns and dialogue between local government leaders and the citizens.

The citizens were able to fully interact with their leaders and held them accountable for their actions. This would later result in improved service delivery, accountability, and peoplecentered leadership at local government level. At the end of the project, participants were asked to provide their honest evaluation of whether the project was implemented in line with their expectations and its set outputs or not. In total, the project directly reached 4340 participants including.

The project reached 4,340 direct participants (including 1657 males and 2683 females) and included feedback on citizens' concerns about local government leadership, accountability and service delivery. In fact, this previous project was conducted largely in schools where community education committees, parents, teachers, and children were also sensitized on their rights and responsibilities which are legally highlighted by the constitution of Puntland and how they can hold their local government leaders accountable. Several workshops, trainings, theatre sessions, poetry, and sensitization campaigns as well as policy dialogues were held for community education committees (CECs), teachers, school headteachers, parents and children from Grade 5 to grade 8 classes.

With its successful implementation beyond the expectation of UNICEF, PDRC was granted a new long-term partnership with UNICEF to continue with civic engagements where citizens are sensitized on how to hold their leaders accountable and promoting good governance and service delivery whose implementation in 9 districts in addition to the first 3 districts making a total of 12 districts. The new districts where the programme is being implemented include: Qardho, Eyl, Garowe, Galkayo, Burtinle, Galdogob, Bosasso (including Uffeyn), Alula & Iskushuban districts of Puntland Somalia stretching for a period of 17 months up to February 2023.

The first quarter of the second phase of this project (between October-Dec 2021), saw 49 potential female candidates attending dialogue with 41 traditional leaders in Eyl, Uffeyn and Qardho, 53 female candidates dialogued with 37 representatives of Political Party Associations, awareness raising conducted among 1500 participants, 30 potential female candidates coached and supported, 2,088 stickers distributed, and 6 billboards with election messages mobilizing voters especially to vote for women, installed. From the 23 successful candidates in the early election districts, 14 of them had been coached, supported, or attending PDRC civic education sessions.

#	District	No. of Slots for female candidates	No. of successful candidates supported by PDRC-UNJPLG- UNICEF	Per [%]
1	Eyl	6	5	83.3
2	Uffeyn	8	4	50
3	Qardho	9	5	55.5
	Total	23	14	60.9%

A COMBINATION OF MOBILEAUDIO VEHICLES MOBILIZING
VOTERS TO VOTE FOR
WOMEN, USE OF STICKERS
AND BILLBOARDS LARGELY
ATTRACTED CITIZENS TO VOTE.
NOTABLY, THE MOBILE AUDIO
VEHICLES AND BILLBOARDS
CREATED AN EXCITING MOOD
OF CITIZENS IN ALL THE EARLY
ELECTION DISTRICTS AND WERE
COMMENDED AS A GOOD
PRACTICE TO EMULATE DURING
ELECTION PERIODS IN OTHER
DISTRICTS IN FUTURE.

VIII. EARLY MARRIAGE AWARENESS THROUGH RESEARCH AND MEDIA IN PUNTLAND

Early and child marriage is one of the commonnest global negative social norms. Most children dropout of school, become idle and exposed to early marriages and domestic violence. However, the victims fear to open up and hence suffer without revealing their challenges. But it is clear millions of children and young people suffer from the negative consequences of early marriage particularly girls. In Somalia, Early marriage is a rampant practice especially worsened by the religious doctrines. To a larger extent, it happens in remote areas moreso in nomadic communities where girls/children have limited access to education opportunities. This practice has

become usual, and parents are accustomed to it without being inquisitive of its possible repercussions in relation to the future of their children particularly girls since they tend to be the major victims.

Due to the insufficient society awareness and sensitization about the dangers of early marriage, it was imperative for PDRC and UNFPA (funding

partner) to organize awareness raising activities to prevent and mitigate this unpopular social practice. Awareness raising messages were recorded as one of the program campaign approaches to conduct gender-based sensitizations at community level. PDRC blended the project with a research component. Thus, the project was aimed at (i) Assessing the level of community awareness about early marriages especially in rural areas, (ii) Conducting awareness raising about early marriage and its impact to socio-economic development of Puntland State, (ii) Collecting evidence-based data about early marriages citing responses from victims and influential citizens especially in remote areas, (iii) Training young female researchers to act as champions against early marriages in Puntland, (iv) Creating room for mindset change against early marriages in Puntland and its neighbouring states, (v) Capturing experiences and success stories from the former victims of early marriages including girls and their parents/families, and (vi) Suggesting evidence-based policy recommendations to combat early marriages in Puntland.

The major participants from whom messages were included religious leaders, researchers, gender experts and health professionals such as medical doctors all of whom presenting their views on early marriages in Puntland. Discussion was largely based on the Islamic view on early marriages, socioeconomic impact of early marriages especially to the victims such as children, families, and the society in general.

Early marriage awareness raising training for 20 university and highschool female students was conducted in October 2021. These were recruited from local universities and high-Schools from seven districts i.e. Goldogob, Baran, Laascanood, Ufeyn, Bandar-Beyla, Qardh and Garoowe. The selection criteria were based on accessibility to early marriage victims to ease the collection of empirical data that empowers PDRC's data-driven awareness campaign. These young female researchers were trained to become Female Champions for data-driven advocacy against early marriage practices in Puntland State. The training included: journalism and mass communication skills such as storytelling and film making for media use for early marriage incidents specifically to aid reporting for advocacy, awarenessraising and public pressure-building, hands-on section on using camera for storytelling photos, researchbased awareness such as case study reporting and analysis, data collection and data analysis techniques.

DEVELOPMENT DEPARTMENT

I. NEXUS SKILLS AND JOBS PROGRAMME

The Nexus Skills and Jobs was a pilot programme funded by The Kingdom of Netherland which focused on providing skills and jobs for youth aged, under two age brackets i.e 15-24 and 25-35 (for skilling and entrepreneurial support respectively though training and entrepreneurial support was open to both groups). The need for gender sensitivity programming by providing equal opportunities for young men and women was also important. This was one of PDRC's first socio-economic development projects since it remodeled its focus areas beyond peacebuilding and democratization. The project goal coincides with Sustainable Development Goal 1 (No Poverty), Goal 8 (Promote sustained inclusive and sustainable economic growth, full and productive employment & decent work for all), and Goal 10 (Reduced Inequality within and among countries).

PDRC's piloting focused on rural and coastal communities in Puntland with high prevalence of skills mismatch in the job market. Youth business opportunities identified included: animal husbandry, crop farming, and fisheries sectors but the challenges were numerous i.e limited business management and value chain skills, insufficient tools and equipment, limited access to market worsened by inadequate

capital. The aim of the programme was to increase the skills of these youth and improve their economic participation through waged and self-employment. The set of skills needed depended on the labour market needs for potential employers and equally, the existing economic sectors. These varied from specific skills in farming, fishery, and frankincense to basic skills in entrepreneurship partially spiced with technical and vocational skills. For sustainability reasons, PDRC recommends involvement of government (specifically the Ministry of Education & Higher Education, Ministry of Labour, Employment, Youth & Sports, Puntland Chamber of Commerce, Industry and Agriculture), educational institutions (formal and TVET), private sector, international and local partners in youth development priorities to correct the mismatch between skills possessed by entrepreneurs and what is needed on the job market. Combined efforts by these players would lead to development and implementation of functional youth development policies to enhance their financial and social inclusion. The success of any pilot and future programming depends on these set of

actors being engaged to provide timely and adequate education and market services that match. As such, the pilot phase engaged line ministries, TVET institutions, universities, private sector companies and the banking sector. PDRC thus signed memorandums of understanding with youth-led businesses to co-finance them using PDRC's core fund. Besides financial support, the center extends free business incubation services including but not limited to: training in financial records management, business financial performance analysis, marketing, and quarterly follow-ups to ascertain their financial health. This has been one of the success stories for youth-business support. The Embassy of the Kingdom of Netherlands pledged to continue financing the project for the next 3 years stretching from 2022 to maximize impact in form of sustainable youth financial inclusion and contributing to Puntland/Somalia's overall economic growth & development.

II. BUILDING RESILIENCE IN CRISIS THROUGH EDUCATION (BRICE) PROGRAMME

Building Resilience in Crises through Education (BriCE) is a 3-year project jointly implemented by PDRC, University of Sussex, Plan International, Relief International, Gambella University (Ethiopia) and the Puntland Ministry of Education. PDRC, together with University of Sussex (UoS), completed the second phase of the research component of the BriCE project in 2021. The research component of the project tracks cohort learners and their teachers over three years and seeks to examine teaching and learning for children displaced by conflict and other disasters in Puntland and living in camps for internally displaced people. The research, whose third phase is currently underway, started in 2019 with Grade 3 learners and their teachers in 9 IDP camps. The research tools and questions are used in relation to the wider school environment, the home and community, and the broader policy context.

^{1.} Technical and Vocational Education and Training (TVET) is aimed at skilling and knowledge development for work, hence youth are trained for work (employability) and job creation but not being job seekers.

The research consists of both qualitative and quantitative data, observation, and structured and semi-structured interviews with school headmasters, members of the school governance body, including the Community Education Committees, the Parents Committees, policy makers at both the local, the regional and state levels as well as other relevant education stakeholders. In addition, through informal conversations with head teachers and community elders, the research established profile at each of the schools. The research employed a set of tools, updated, and enhanced for each successive level to gather relevant information, including, but not limited to:

The main areas of focus for the research includes access to quality education for boys and girls, the level of social cohesion, the resilience of learners in keeping up education amid a number of social and economic challenges with post-conflict traumatic effects, and the role of the teachers as well as the school environment of the progress of the targeted children.

The research targeted the following schools: List of the Schools Reached under the BRICE Project

#	Name of School	Location
1.	Haji Yassin Primary School	Bossaso
2.	Gargaar Primary School	Bossaso
3.	Taakulo Primary School	Bossaso
4.	Bulo-bacley Primary School	Galkayo
5.	Samawade Lower Primary School	Garowe
6.	Jowle Lower Primary School	Garowe
7.	Shabelle Lower Primary School	Garowe
8.	Kulan Lower Primary School	Garowe
9.	Barwaaqo Lower Primary School	Garowe

- Learner questionnaire comprised of a baseline numeracy and literacy assessment, with a section on learners' views of teaching and learning experiences at school.
- Teacher questionnaire which elicited views on teachers' teaching experiences at school and professional development experiences and goals,
- Teacher interview schedule that elicited deeper reflection on teachers' teaching experiences and professional development experiences and goals,
- Semi-structured interviews with parents, members of school governance bodies and the CEC.
- Teacher classroom observation,
- Learner focus group discussions, and
- Policy-makers interviews with Ministry of Education officials and (I)NGOs and multilateral agencies.



^{1.} Technical and Vocational Education and Training (TVET) is aimed at skilling and knowledge development for work, hence youth are trained for work (employability) and job creation but not being job seekers.

The research successfully concluded the first and the second phases, with comprehensive reports for each phase. The report for phase I was published and presented in a high-profile education review conference chaired by the president of Puntland and participated by numerous education partners and stakeholders for policy recommendations and reform in favor of the IDP children for better quality and safer access to education. The report for phase I is available AT THIS LINK. The report for the second phase is currently under internal review and will be out for publication in mid-2022.

A main outcome of the three-year research is a closer attention by the

government of Puntland, and relevant education partners, regarding the real situation of education accessibility for IDP children as well as the particular challenges that surround their lives which make it extremely difficult, if not possible, for an IDP child to transit to education above primary school.

An emphasis was put on this reality during events in which the research team presented the research findings to senior government officials and international education partners. One of the tangible impacts of such advocacy has been the distinct interest of Puntland's political associations in the welfare of the IDP community, since the IDP communities currently have the legal right to vote in local government elections.

Phase I Survey Data (Mar 2019 – August 2020)

School	# of learners sampled
School 1	0
School 2	46
School 3	18
School 4	22
School 5	58
School 6	28
School 7	26
School 8	41
School 9	41
School 10	20
Total	300

School	# of teachers sampled
School 1	0
School 2	5
School 3	4
School 4	4
School 5	6
School 6	4
School 7	4
School 8	5
School 9	5
School 10	5
Total	42

Phase I Survey Data (Mar 2019 – August 2020)

School Name	Grade 4 (Sample)	Grade 4 (Total)
School 1	11	12
School 2	19	35
School 3	8	18
School 4	21	27
School 5	29	81
School 6	11	9
School 7	27	54
School 8	32	49
School 9	37	40
Total	187	307

School Name	Phase II (Sampled)	Grades taught
School 1	4	1-7
School 2	5	1-8
School 3	4	1-8
School 4	5	1-8
School 5	5	1-4
School 6	4	1-4
School 7	3	1-4
School 8	4	1-4
School 9	6	1-7
Total	40	

III. POST-COVID E-LEARNING PROGRAMME

As a consequence of the acute outbreak of the global-scale COVID-19, the education service halted in Puntland. This coincided with a time the 2019-2020 scholastic year was approaching to an end, and exams were drawing near. In response to the unprecedented situation, the Puntland Ministry of Education and Higher Education (MoE&HE), with support from Puntland Development & Research Center (PDRC) and funding from UNICEF, initiated an E-Learning Program as a responsive

strategy to continue the education services. The E-Learning program utilizes innovative approaches using visual media that convey the education content or learning materials that are disseminated through an especially designed App, called CILMI, which was funded by Microsoft Corporation. Capitalizing on the locally available internet connection and smartphone technology, the E-Learning package enables students to adequately cover the primary and the secondary school syllabus within the safety of their homes.

For the tasks of filming, recording, editing and

uploading the learning materials in best audio and video quality, the MoE&HE engaged PDRC's Audio-Visual Unit. As an established research institution, PDRC was also an added value to the overall attainment of the desired objectives of the program, since it has an excellent track record in programs related to the promotion of education.

The overall Puntland primary and secondary syllabus was captured, edited, and uploaded both on YouTube channel as well as the CILMI App. This amounted to a total of 2,950 virtual lessons. This was a successful undertaking, to the national level, as the virtual material was made accessible to all students, locally and nationwide.

A sample of this is available at the <u>Link</u>.

IV. EVALUATION OF THE GLOBAL PARTNERSHIP FOR EDUCATION (GPE)

Feb-May 2021, PDRC undertook an evaluation of the GPE scholarship grants in Puntland. The evaluation was based on equity, effectiveness, efficiency, and management modalities in respect to the basic education, especially the poor and the most vulnerable children in Puntland. Under this GPE, implemented by the Ministry of Education and Higher Education, a total of 2,650 children (50%) girls, enrolled at 370 schools in rural and urban areas of Puntland, directly benefit through scholarship and provision of learning materials. Targeting a sample of 12 schools, the purpose of this evaluation was to assess the performance of the GPE scholarship grant in Puntland including the program

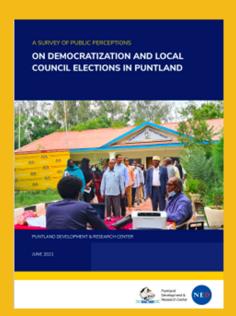
effectiveness, efficiency, impact, implementation management modalities and highlight key progress that contributed to achievement. The evaluation conducted an extensive consultative process and produced a comprehensive report which identified the best practices and the implementation challenges, as well as findings and recommendations to address the existing challenges and improve the service provision. A secondary, but equally important, objective of the report was to advise the relevant education partners in Puntland for similar future programs. The report on the Evaluation of the Global Partnership for Education is available at THIS LINK.

RESEARCH

I. PUBLIC PERCEPTION SURVEYS ON PUNTLAND DEMOCRATIZATION

This programme funded by the National Endowment for Democracy (NED) compromised of two studies dubbed "Public Perception Survey on the Democratization Process in Puntland Challenges and Opportunities" composed of studies of two phases.

01



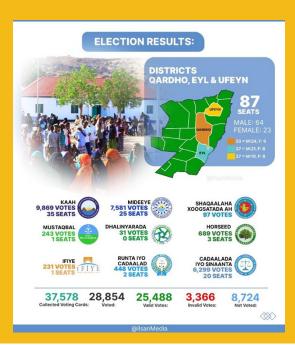
The first phase focused on citizens' perception of the resumption of the democratization process, their readiness and willingness to vote, and their perceived challenges and opportunities. The results of the study were validated and later disseminated to all Puntland election stakeholders both local and international. It provided TPEC-III, Political Associations, CSOs and government with insights that further guided the process. A few examples are the civic and voter education conducted in the three early elections districts, the support from government to political associations so that they can start campaigning in districts which was limited due to finances and finally the support to PAs in their visibility/communication materials for campaigning by the Swiss Development Cooperation (SDC).

02



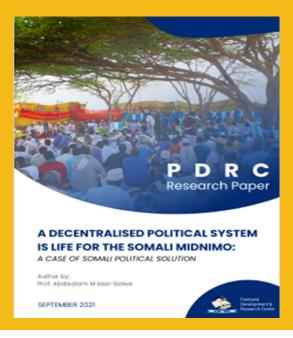
The second phase of the study focused on providing a better understanding of the role of the political associations in the democratization process in general and more specifically in the early elections that took place. This was seen through two lenses, the first was from the political associations themselves regarding their establishment, sources of funding, agendas, challenges. The second was from the citizens perspective post-election focusing on views the PAs campaigning, the medium used to connect to citizens, relationship between PAs, their role in providing voter education and more. Finally, one of the biggest challenges was the illiteracy of most citizens who required assistance to cast their ballot and removed a key element of election, secrecy of ballot. The success stories of IDP community member who gained a seat at Qardho local council as well as the 24% out women becoming councillors in the 3 districts should be remembered.

01



The report examines and portrays a critical analysis on the performance of as well as the outcome of Puntland LGE. The research was conducted with the intent of learning practical lessons prior to holding across-the-board elections in Puntland. Specifically, the objective of the early election was to determine the technical capacity of the Transitional Puntland Electoral Commission (TPEC) and the extent of preparedness of the Puntland State to hold full-fledged public elections to establish a democratic system of governance. The research had duration of 2 months. Following the desk study, the field work was carried out between 26 October and 17 November, 2021 at the electoral districts.

02



The Case of Decentralization in Somalia has been a contentious issue since the collapse of the Somali state in 1991. Following the collapse of the Somali state which followed the military dictatorship between 1969 and 1991, almost all Somalis advocated for some kind of decentralization as the centralised system they had before has been seen as what it let to the devastations and the collapse of their state.

This paper tries to look at the case of why Somali would prefer a decentralisation system, rather than a centralised system which has been detrimental to their concept. The paper tries to connect Somali midnimo culture with the Somali preference of a decentralised system of governance.

IV. GALKACYO RE-ASSESSMENT

As part of the Road to Sustainable Peace programme funded by the Swiss Embassy and UNDP, and jointly implemented by the Puntland Development and Research Centre as the lead organization and the Academy for Peace (Somaliland segment) and the Horn Centre (Galmudug segment) as partners; a research study dubbed the Re- assessment of the Social, Peace, and Security Situation in Galkayo was conducted from October to November that sought to find out what had changed or transpired since the last "Galkayo Conflict Assessment Report" conducted by Interpeace and its Somali partner PDRC.

01



The reassessment was necessitated among other things to: (i) Shed light on the current social, peace, and security situation in Galkayo based on the new dynamic changes that are taking place in Galkayo since the 2016 peace accord, (ii) Find out what has worked and what hasn't in the search for sustainable peace and reconciliation, (iii) Re-engage with stakeholders and concerned parties within various platforms and activities to bolster dialogue and further strengthen a culture of peace, trust, and confidence-building between communities in the region, and (iv) Maintain the peacebuilding momentum by bridging the communities to keep peace and the dialogue going with the aim of attaining sustainable peace in the region.

V. ASSESSMENT ON SKILLS AND JOBS

This study was the basis of PDRC's programming of the nexus skills and jobs. From the study, it possible to connect with communities that were hard to reach and explore opportunities for youth to improve their skills, technical knowhow, productivity, and livelihood.

01



To understand the existing skill gaps in Puntland, the PDRC conducted an in-depth study on the opportunities and skill gaps in rural and coastal communities that are off the tarmac roads, remote, and hardly receive developmental programs. The study was conducted in six communities from six different regions of Puntland State. These communities are selected based on their respective economic activities namely, Crop farming, livestock, fishery, and frankincense.

The selected communities were: (1) Cuun, farming community in Nugal region, (2) Buraan, farming community in Sanaag region, (3) Bocame farming community in Sool region, (4) Goddod livestock community in Galkacyo region, (5) Bander Bayla, fishing community in Karkaar region, and (6) Ufeyn, frankincense community in Bari region.

In line with PDRC mission of state-building and good governance, PDRCTalks XVII was devoted to focus the issue of federalism and its implementation with particularly addressing the hindrance of its potential application and federalisation challenges.

Federalism as a sub-discipline of politics and political arrangement has dominated over contemporary conflict literature and seen as attractive and viable institutional arrangement to many countries emerging from a protracted internal conflict as a way of suitable mechanism to diffuse and detract the regeneration of intricate social conflict and as an opportunity to restructure their internal institutional deficiencies against the demands and call for self-determination.

02



The PDRCTalks XVIII event was held in Qardho, one of the early elections districts. The chairman of the Transitional Puntland Electoral Commission (TPEC) was the key guest speaker. The aim of this talks was to inform the public of the democratization process, and more specifically to engage them into registering as voters and exercising their civic right. This provided an opportunity for citizens to ask questions regarding the process and get more insights on who can vote and how the elections will be. This talk was directly followed by the registration of eligible voters process in Qardho, Eyl and Uffeyn.

03



The PDRCTalks IXX hosted Minnesota
State Representative Mohamud Noor
as he discussed the Somali community
in Minnesota and their role in the USA's
political system. He also stressed the need
for democracy in Somalia and a need for a
process that is citizenry centered. He also
shed some light into the challenges that
Somali youth are facing in his State but also
the endless opportunities open to them.

Finally, representative Noor provided some recommendations to the Somali leaders and a way forward for Puntland, and Somalia in general.

03



PDRCTalks XX was held on 21st October, 2021. The guest speaker of this forum - Dr. Afyare Abdi Elmi - is the current Executive Director of Heritage Institute for Policy Studies (HIPS), based in Mogadishu, Somalia. The themed discussion on: "Puntland Elections: A prelude to Direct Federal Elections in Somalia", with the following discussion points:

A way forward to achieve 1P1V - for Somalia.

- The hominization of the election policy, processes and political parties at Federal and State level.
- What Somalia at the federal level can learn from the experience of Somaliland and Puntland to bette inform the Federal level Direct elections
- Experience and the lessons learned from the recent trial of Multi-pai system at the Federal level.

03



The Somali Mental Health: A Neglected Priority PDRCTalks event allowed different topics to be covered such as: trauma and current mental health situation in Somalia. The event allowed participants to ask or respond to the presentation and panel discussion. Some the questions included, the psychological effects COVID 19, how can be prevent mental problems, does unemployment cause trauma, what happens when trauma isn't treated or processed, the psychological impact of social media, how can one help family members suffering from mental illness and does the hard environment we livin in impact on our overall wellbeing.

The audience also shared their views and participated well in the event. They also expressed how grateful they were for the PDRC to bring such subject matter which has affected almost everyone in the country. They have recommended to increase this kind of awareness and discussion as it will benefit all.

03



The 2nd Citizens Forum themed "Coronavirus pandemic in Puntland" occurred at the Puntland Development and Research Center (PDRC) headquarters in Garowe on April 1st, 2021 with Minister of health of Puntland Dr Jama Farah Hassan as a Guest Speaker. The Minister stated on the general health situation in Puntland but specifically addressed the Coronavirus epidemic as the world struggles to cope with the epidemic of the Coronavirus.

During the discussion, the Minister highlighted three points that the participants wanted to know about in general: What work has been done so far, what the ministry plans and what challenges has the ministry faced.

03



The 3rd Citizens Forum themed "Public Debate and Garowe local Government" was held with Ahmed Said Muse, Garowe Mayor, as a Guest Speaker. The mayor succinctly stated on the overview situation in the capital city more specifically he addressed the opportunities and challenges his management faced during his tenure in office. The audiences openly questioned the mayor and asked him plenty of questions related to how he performed and the services delivery as well as accountability on a number of issues.

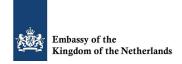
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