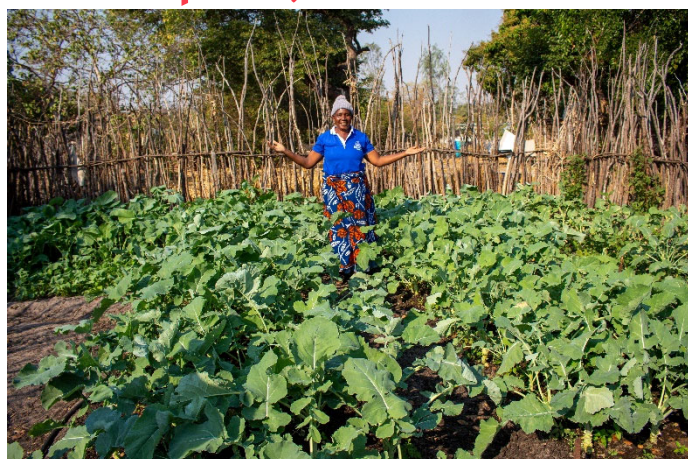


Social Protection

Moving Families out of poverty through the One Stop Shop

Life was not easy for Imasuku Mubiana after her husband left her in 2015. As a middle aged woman who relied on her husband for financial provision. Imasuku had no choice but to take up his role in fending for the family.

Our impact, their voice



My husband left me with 5 children and 3 nephews, my only option was to raise money by working in people's fields in order to put food on our table", she described. "I didn't have any capital to start a business so I would walk long distances seeking for opportunities to cultivate someone's land," she added. Imasuku felt like her life was shattered when she realised her husband was never returning. She sought after any opportunity to earn money, but at times

she hardly had any money to buy food for her family. "I was a full time housewife in my marriage, my husband didn't allow me to take on any income generating activity," she elaborated.

In 2017, she was identified by Ministry of Community Development and Social Services (MCDSS) and enrolled onto the Social Cash Transfer Programme which aimed at providing cash payments to vulnerable families to reduce extreme poverty. "I was happy to receive the cash support from the government. However, it was not enough to sustain our household," said 40 years old Imasuku. Through the cash transfer programme and working the fields, Imasuku was able to pay for rent as well as provide at least one meal a day for 8 members of her household. As time went by, Imasuku realised that her children started to get sickly due to inadequate food. "My deepest desire was to start a business that could yield profits so I could build a small home, take my children to school and provide well balanced meals for my family," she expressed. "It pained me to see my children suffer every day and I could hardly do anything," she added.

One summer afternoon in 2020, our community leader called for a meeting that was being organized by local district officers from various ministries. The sensitization meeting shared

information on the Single Windows Initiative which was a platform that introduced me to various social protection programmes”, said Imasuku from Namushakende in Mongu district.

Mr. Rogers Tembo, an officer from the National Agriculture information Services (NAIS) in Mongu, shared that Single Window Service (SWS) delivery system provided a “one stop shop” or physical access point used in the delivery of social protection programs services hosted in district government structures.

“We no longer have to walk long distances for hours to access information on various social protection services. District officers, use access points, such as schools or clinics in our villages/wards to sensitize communities as well as enrol eligible people onto programmes”, she explained.

Through the single windows access point, Imasuku was able to get information and get enrolled onto the Scaling Up Nutrition (SUN) programme that aims to help household overcome malnutrition and stunting.

“I received 3 goats, 1 male and 2 females. I was later enrolled onto the village banking group in my community and was given a starting capital of K2000”, she exclaimed. “I bought more goats and through breeding, they multiplied to 30 in two years”, she added.

Imasuku uses the manure from the goats to grow her garden and also sells it to other farmers in her area. Through, the Single Windows initiative, Imasuku also joined a village savings where she has been saving money. “The district officers have taught us on sustainable farming techniques, how to make manure for gardening as well as how to feed my children a healthy diet,” she shared. “I now have a vegetable garden which I started two years ago. When my produce is ready, I go into the city to sell it at a lucrative price,” she added.

The single windows initiative also provides a platform for various ministries as well as civil society

organizations to sensitize, provide information as well as hold capacity building trainings on nutrition, sustainable farming techniques, how to run a business and many more social services to improve the livelihoods of households and communities. “I am so happy with the programmes I was introduced to. I sold some of my goats and was able to buy a solar panel for electricity in my house,” she exclaimed. “It’s a dream come true, I can now provide nutritious food for my family and mostly importantly, my children can now go to school,” narrated



Imasuku.