

EXTRAORDINARY
GOVERNMENT



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GOVERNMENT OF KHYBER PAKHTUNKHWA RELIEF, REHABILITATION & SETTLEMENT DEPARTMENT

NOTIFICATION

Dated Peshawar the 14th May, 2019

No.SO(Estt:)RR&SD/3-10/2015/PDMA/RRU/Vol-V---Consequent upon the merger of Federal Administered Tribal Areas as well as its administrative set up into Khyber Pakhtunkhwa, manifold increase in the beneficiaries of Citizen Losses Compensation Programme of Government and to further improve the processes, make it more transparent and facilitate the affectees, the Competent Authority (Chief Secretary, Khyber Pakhtunkhwa) is pleased to approve amendments in the prevailing Standard Operating Procedures of the Citizen Losses Compensation Programme notified in October 2016 and to re-notify them, duly amended as "Standard Operating Procedures, Citizen Losses Compensation Programme, 2019", with immediate effect, as enclosed.

**Sd/-
SECRETARY
Relief, Rehabilitation & Settlement
Department**

1290



STANDARD OPERATING PROCEDURES
CITIZEN LOSSES COMPENSATION PROGRAMME (CLCP)
(2019)

Rehabilitation & Reconstruction Unit (RRU)
Relief, Rehabilitation & Settlement Department,
Government of Khyber Pakhtunkhwa

LIST OF ACRONYMS

ADC	Additional Deputy Commissioner
AG	Accountant General
BRS	Bank Reconciliation Statement
CLCP	Citizen Losses Compensation Program
CNIC	Computerized National Identity Card
DSC	District Steering Committee
DSR	Daily Situation Report
FATA	Federally Administered Tribal Areas
FDMA	FATA Disaster Management Authority
FRRS	FATA Sustainable Return and Rehabilitation Strategy
GOP	Government Of Pakistan
GPS	Global Positioning System
HQ	Head Quarter
IT	Information Technology
KP	Khyber Pakhtunkhwa
L&O	Law and Order
MIS	Management Information System
MO	Military Operations
M&E	Monitoring and Evaluation
DC	Deputy Commissioner
Rep	Representative
RRU	Rehabilitation and Reconstruction Unit
SOP	Standard Operating Procedure
TDP	Temporary Displaced Person
TOR	Terms of Reference

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1. INTRODUCTION

1.1 The Government of Pakistan launched Citizen Losses Compensation Program (CLCP) as an important component of the FATA Sustainable Return and Rehabilitation Strategy (FSRRS). The modalities were finalized during several meetings and consultations held in FATA, HQ 11 Corps and MO Directorate among all key stakeholder. The summary to redesign Housing Program as counter insurgency initiative was approved by the Honourable Governor of Khyber Pakhtunkhwa on 10 December 2015 and submitted to the Prime Minister of Pakistan through SAFRON for approval. The Federal Government released Rs. 5 billion as initial funds for the initiation of the program.

1.2 The programme aims to compensate the Temporary Displaced Persons (TDPs) of the Federally Administered Tribal Areas (FATA) region whose private houses were affected due to the military operation by providing funds to aid in the reconstruction and rehabilitation of their houses. The programme aims to provide funds for reconstruction/ rehabilitation & repair of houses in two categories.

- Fully damaged houses with PKR 400,000.
- Partially damaged houses with PKR 160,000.

1.3 CLCP is aimed for the following five merged Districts:

- North Waziristan District
- South Waziristan District
- Khyber District
- Kurram District
- Orakzai District

1.4 The programme has various phases starting from the identification and verification of the people eligible for compensation through surveys held in the respective merged Districts till the disbursement of funds to the beneficiaries.

1.5 Following is a list of processes / sub-processes which are covered in this document explaining standard operating procedures for citizen losses compensation program:

- Survey for the selection of beneficiaries
- Approval process for selected beneficiaries
- Disbursement of funds to the beneficiaries

Grievances redressal of citizens

Control / access of the database system

Reconciliation with banks after disbursement of funds to the beneficiaries.

1.6 These Standard Operating Procedures (SOPs) have been finalized and approved by the Chief Secretary Khyber Pakhtunkhwa, and therefore supersede all SOPs issued earlier. However, all clauses of instant SOPs shall be applicable to cases processed after their approval and dissemination. The cases surveyed and approved before the caseload shall continue to be decided under the previous SOPs or arrangements, as the case may be.

2 ROLES AND RESPONSIBILITIES OF KEY STAKEHOLDERS.

2.1 The table below explains major roles and responsibilities of key designations/teams in the execution of CLCP project:

Designation/Team	Major Roles to be performed
District Steering Committee	<p>The District Steering Committee shall be responsible for the overall supervision of the CLCP project. The responsibilities will mainly include but not be limited to the following:</p> <ul style="list-style-type: none"> ➤ Planning, managing and supervising surveys, ➤ Notifying survey team,
	<ul style="list-style-type: none"> ➤ Reviewing and approving survey cases, ➤ Authorizing fund requests, ➤ Reviewing bank reconciliations and ➤ Deciding against grievances received. ➤ On a sample basis call the beneficiaries to reconfirm their claims and other details, ➤ Conducting interviews on a sample basis with the beneficiaries after the disbursement of funds (either face to face or on the telephone) to verify that the cash disbursed has been received as requested.

Deputy Commissioner	Deputy Commissioner shall be responsible for the execution of the CLCP project. The responsibilities will mainly include but not be limited to the following: <ul style="list-style-type: none"> ➤ Maintaining record of survey forms. ➤ Receiving sealed and filled survey forms, ➤ Preparing the funds request, ➤ Receiving and disbursing funds to the beneficiaries, ➤ Organizing Public events for cheque distribution, ➤ Safekeeping of all the records in hard.
Survey Team	The survey team shall be responsible for: <ul style="list-style-type: none"> ➤ Execution of the survey and gathering of the required evidence, ➤ Safekeeping of all the survey forms during survey.
Data Entry Operator	The Data Entry Operator shall be responsible for: <ul style="list-style-type: none"> ➤ Entering the data of the survey forms and relevant evidence in the MIS, ➤ Signing the day-end data entry report, ➤ Updating records of beneficiaries with cheque numbers issued, ➤ Maintaining beneficiaries' records at the cheque distribution ceremony.
Data Entry Reviewer	The Data Entry Reviewer shall be responsible for: <ul style="list-style-type: none"> ➤ Reviewing details of the survey cases and any record updation after the initial entry, ➤ Reviewing data maintained in the MIS, ➤ Ensuring the completeness of data, ➤ Marking any issues for information and resolution in the MIS to DSC, ➤ Reviewing and signing the day-end data entry report, ➤ Preparing the bank reconciliation statements, ➤ Contacting beneficiaries in case of un-presented cheques, resolving grievances (where possible) and ➤ Updating the MIS for action taken to resolve the grievances.

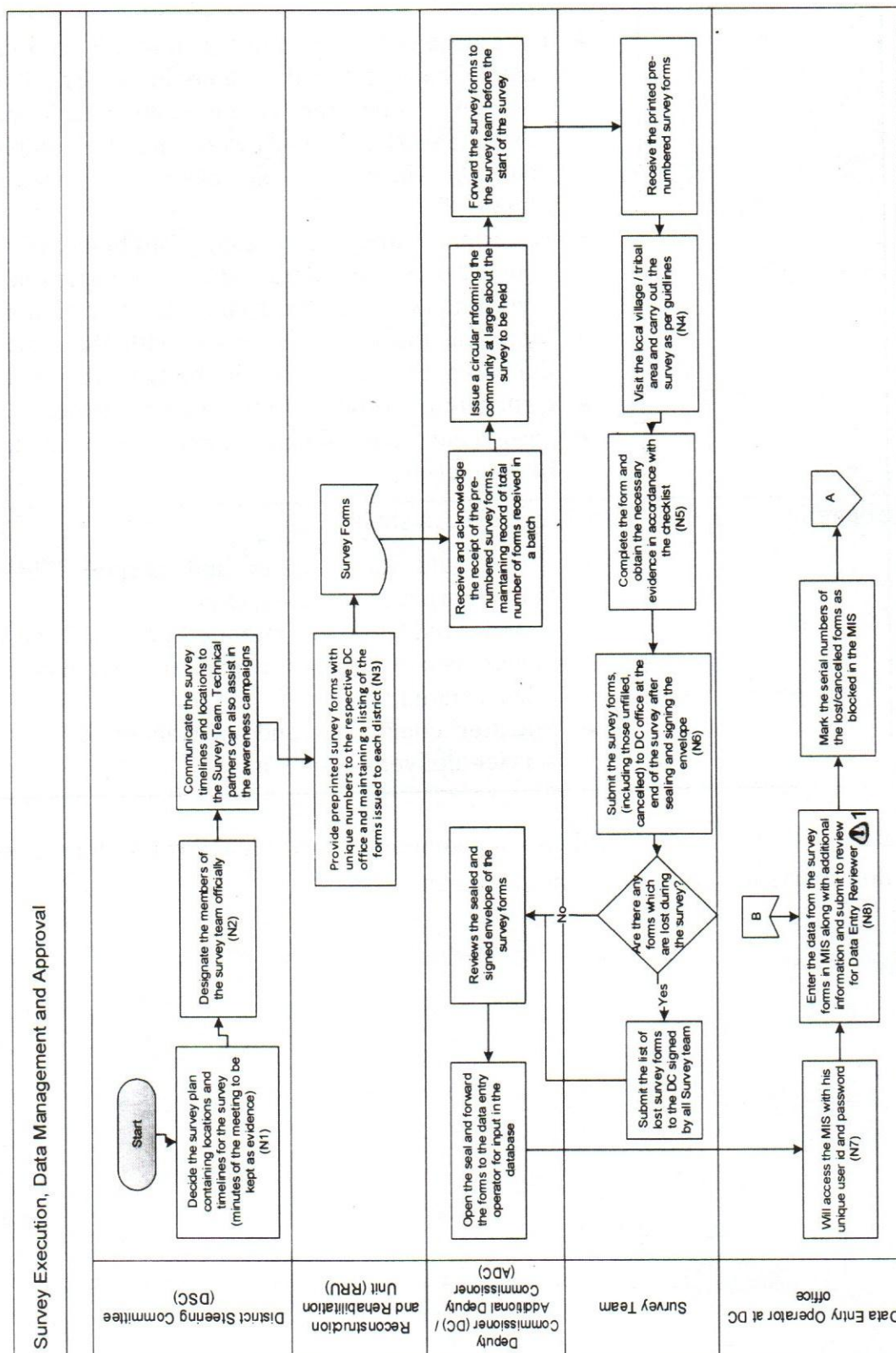
Armed Forces Divisions & TDPs (M&R) Secretariat	<p>The armed forces divisions at District level and TDP S&M Secretariat shall be responsible for:</p> <ul style="list-style-type: none"> ➤ Providing security as and when required, ➤ Filtering out the anti-state elements to ensure that they do not get registered as beneficiaries of CLCP, ➤ Contributing towards ensuring transparency of the CLCP.
Technical Assistance Partner	<p>The Technical Assistance Partner shall be responsible for:</p> <ul style="list-style-type: none"> ➤ Setting up grievance redressal and case management mechanisms at the Districts for complaints in coordination with concerned stakeholders and the local administration, ➤ Executing communication, beneficiary engagement and outreach/ awareness campaigns at various levels in coordination and collaboration with key stakeholders, ➤ Carrying out any other tasks as requested by RRU& RR&S Department.
Relief Department Khyber Pakhtunkhwa	<p>Relief Department shall be responsible for:</p> <ul style="list-style-type: none"> ➤ Managing flow of funds from Finance and Development Partner(s) as per the agreed timelines, ➤ Supporting RRU for liaison and coordination with District Administrations for all activities of project implementation.
Payment Service Provider (s) / Partner Bank	<p>Payment service provider(s) / partner bank(s) shall be responsible for:</p> <ul style="list-style-type: none"> ➤ Facilitating beneficiaries in opening bank accounts for funds receipt ➤ Disbursement of funds to beneficiaries in a timely manner, ➤ Providing bank statements on weekly basis to the Deputy Commissioner office, ➤ Providing all support and any relevant information, as and when required, by RRU and the Deputy Commissioner office,

	<ul style="list-style-type: none"> ➤ Ensuring timely availability of cash, adequate bank staff, and necessary equipment to facilitate timely disbursement of cash, ➤ Ensuring all timelines, as communicated by DSC or RRU, are met without lapse, ➤ Ensuring all financial transactions are transparent, accountable and auditable that adhere to the relevant policies laid down by the State Bank of Pakistan, ➤ Resolving complaints relevant with payments in a timely fashion and generate compliance reports, ➤ Ensuring that all funds are reverted to GoP accounts when requested based on project closure timelines or any other policy decision made by the government, ➤ Providing support in communication campaigns to educate beneficiaries on opening of accounts, use of ATMs, lodging complaints related to payments etc.
RRU / CLCP Coordination Cell	<p>The RRU / CLCP Coordination Cell shall be responsible for:</p> <ul style="list-style-type: none"> ➤ Printing of the survey forms, ➤ Maintaining logs of the survey forms issued, ➤ Facilitate to expedite the funds transfer from Relief & Finance Departments KP to the relevant district administration, ➤ Ensuring broad reconciliation of funds available for the program in order to intimate Relief Department for raising timely request to Federal Government for funds, ➤ Generating and maintaining a weekly situation report for the citizen losses and compensation programme, ➤ Coordinating in between all the stakeholders, ➤ Carrying out desk monitoring and evaluation of the data by reviewing the CLCP MIS database. <p>The RRU shall have a read-only access of the MIS Database and shall be responsible for:</p>

	<ul style="list-style-type: none"> ➤ Reviewing data maintained in the MIS on a random sample basis after the same is reviewed by the data entry operator. A minimum sample of 25% per batch shall be reviewed, and the sample size shall be increased in case any issues are identified, ➤ Ensuring the accuracy, authenticity, and completeness of data, and communicating any errors identified to the Deputy Commissioner, ➤ Matching the reviewed cases with the supporting documents to verify the eligibility of the claim, ➤ Generating a report of the cases verified, ➤ Observing the disbursement of cheques to beneficiaries,
Beneficiaries	<p>The beneficiaries shall:</p> <ul style="list-style-type: none"> ➤ Understand their rights and responsibilities as beneficiaries of the programs, ➤ Use the funds for the intended purpose which may include reconstruction, repair, maintenance or any other related task, ➤ Register complaints and grievances in case of a service delivery issues/gaps.

2.2 For detail roles of these designations/teams please refer to process flowcharts in section 3 of the document.

3.1 Survey execution, data management and approval





Milestone for change in status of beneficiary case in MIS. For details of milestones please refer to Note 12

Notes to survey, data management and approval:

N1:

The District Steering Committee (DSC) will comprise of the following members:

1. DC/ Additional DC.
2. Assistant Commissioners.
3. Army Rep (Commandant / Col/ Lt Col).
4. Engineer/ XEN (buildings).
5. Community Rep.
6. Co-opted member.

Due to the sensitivity and the uncertainty surrounding the events and the involvement of multiple stakeholders, DSC is responsible for the planning of CLCP execution, as it is aware of the ground realities. It shall conduct the planning and overview of the CLCP program in close coordination with other stakeholders.

The DSC shall meet at least on a monthly basis to review and approve the survey cases. Minutes of DSC meeting shall be maintained by the DC office.

THE TORS OF THE DISTRICT STEERING COMMITTEE INCLUDE:

1. Plan, manage and supervise the entire survey process
2. Ensure transparency and efficiency of the overall process of survey verification and payments to beneficiaries
3. Designate the members of the survey team as per composition appearing in N2 below.
4. Communicate an estimate number of required forms for survey to the RRU to make sure sufficient forms are available.
5. Meet at least on a monthly basis and decide on the approval / rejection of each case.

6. Monitor the timelines for conducting survey by the survey team.
7. Countersign the survey forms after their receipt from Survey teams.
8. Authorize / recommend funds request.
9. Participate in the distribution ceremony of cheques.
10. Review bank reconciliation statement and ensure ADC has taken appropriate action to ensure funds reaches the beneficiaries.
11. Organize public information beneficiary engagement and outreach campaigns when required.
12. Decide on the last date by which any person feeling aggrieved can file a grievance against the survey result.
13. Take final decision on the grievances received from any person as per grievance process.
14. Ensure that all grievances are addressed and responded at earliest.
15. Any other task as decided from time to time.

N2:

The Survey Team shall comprise a minimum of the following Members:

1. Tehsildar (PT/PNT)
2. Rep. of Army/ Security Forces (Captain or Major or above)
3. Engineer / Sub-Engineer (hired or available from any department in the agency)
4. School Teacher
5. Community representative / Local Notable.

➤ A local community representative shall be an elder of the respective location / tribe, who shall be responsible for informing the community of the survey dates as well as support the survey team in confirmation of the ownership of the property

- Armed forces shall provide security as and when required and shall also be responsible for filtering out any anti state elements to ensure they do not get registered as beneficiaries of CLCP.
- No Political Moharrar shall be deputed to replace Tehsildar in any team.
- Political Moharrars with acting charge of any tehsil shall not be part of the survey team.

N3:

Only RRU shall have the authority to print the pre-numbered survey forms. Any survey form which is not printed through RRU shall be rejected. For each agency an estimated number of forms shall be printed based on the estimated number of people affected by the operation. A 10% margin shall be maintained in the printing of forms to compensate for any deficiency or wastage that might arise. Each form shall be assigned a unique code which shall be printed on top of the form. For the forms the unique serial number of five digits shall be used as their code. An example of this has been illustrated below:

00001

RRU shall maintain a database / listing of all forms printed including the serial number and number of forms for each agency. Whenever forms are issued to any agency such issuance shall be recorded in the list. As a normal procedure RRU shall not keep any forms at its own premises and all forms printed shall be issued to the respective DC's office in the agency. However, in exceptional cases if the forms are maintained with RRU a reconciliation between the balance kept at RRU as per the database / listing and the forms in the physical custody of RRU shall be reviewed by a senior member of RRU on a weekly basis. In case any forms are missing the same shall be escalated to respective DC office for blocking in the MIS to ensure such forms are not processed as per procedures documented in the document.

N4:

During the survey execution, the survey team must clearly communicate to community that in order to receive the funds each beneficiary shall have an active bank accounts with any of the commercial bank. They shall also be made aware that a letter shall be placed in the Deputy Commissioner's office which shall contain the details of the beneficiary, including their name, CNIC Number, and the claim made.

This list can be used by the beneficiary to confirm whether their details have been stated accurately. Details of Grievance redressal mechanism and types of complaints which can be placed shall also be explained.

N5:

Each Survey Teams shall perform the following tasks during the survey:

1. Completely fill the survey form with all the required information.
2. Verify ownership of the building and in case of joint ownership, verify share of each owner and obtain reasonable evidences in case of joint ownership and obtain affidavit for shared property.
3. Assess and decide upon the condition of the building as partially damaged or fully damaged.
4. Obtain a copy of the CNIC of the owner.
5. Obtain contact number of the beneficiary (if any).
6. Obtain digital photographs of the damaged house and photograph depicting owner(s) standing in front of the damaged house with a white board in his hand. The white board shall have the name, CNIC Number, Form Number and the village of the beneficiary written on it which should be clearly visible.
7. Obtain digital photograph of survey team members (Group photo) along with owner in front of damaged house.
8. Collect and note GPS coordinates where possible.

In case of spontaneous returns (i.e. the returns of TDPs in small batches in between 2011 and 2014), there shall be different criteria for the survey in addition to the above as repair / construction work has already been completed by the beneficiary. In such cases the survey team in addition to the above shall also collect the following:

1. Any evidence/ acknowledgement by the army / DC office regarding their spontaneous return and the damages in their houses.
2. Old pictures of damages,
3. Verification of the losses, ownership from the community representative.

N6:

The survey team shall return all the forms to the ADC, including the unfilled or cancelled forms, due to any reason. The survey team shall return the survey forms in a sealed envelope to the DC / ADC with the number of forms clearly mentioned on the top of envelop. In case any forms are missing the same shall be reported to respective DC office for blocking in the MIS to ensure such forms are not processed as per procedures documented in the document.

N7:

Each user of the MIS shall be issued a unique ID and he can only access the MIS after entering the secret password. The MIS shall maintain log of activity carried out by each user. Each user shall be responsible to ensure his ID and password are kept secret and not shared with any person. The initial set of access rights / IDs shall be created during the design phase; however, any subsequent change shall be made by a central MIS management team at RRU based on written approval from the respective DC offices.

N8:

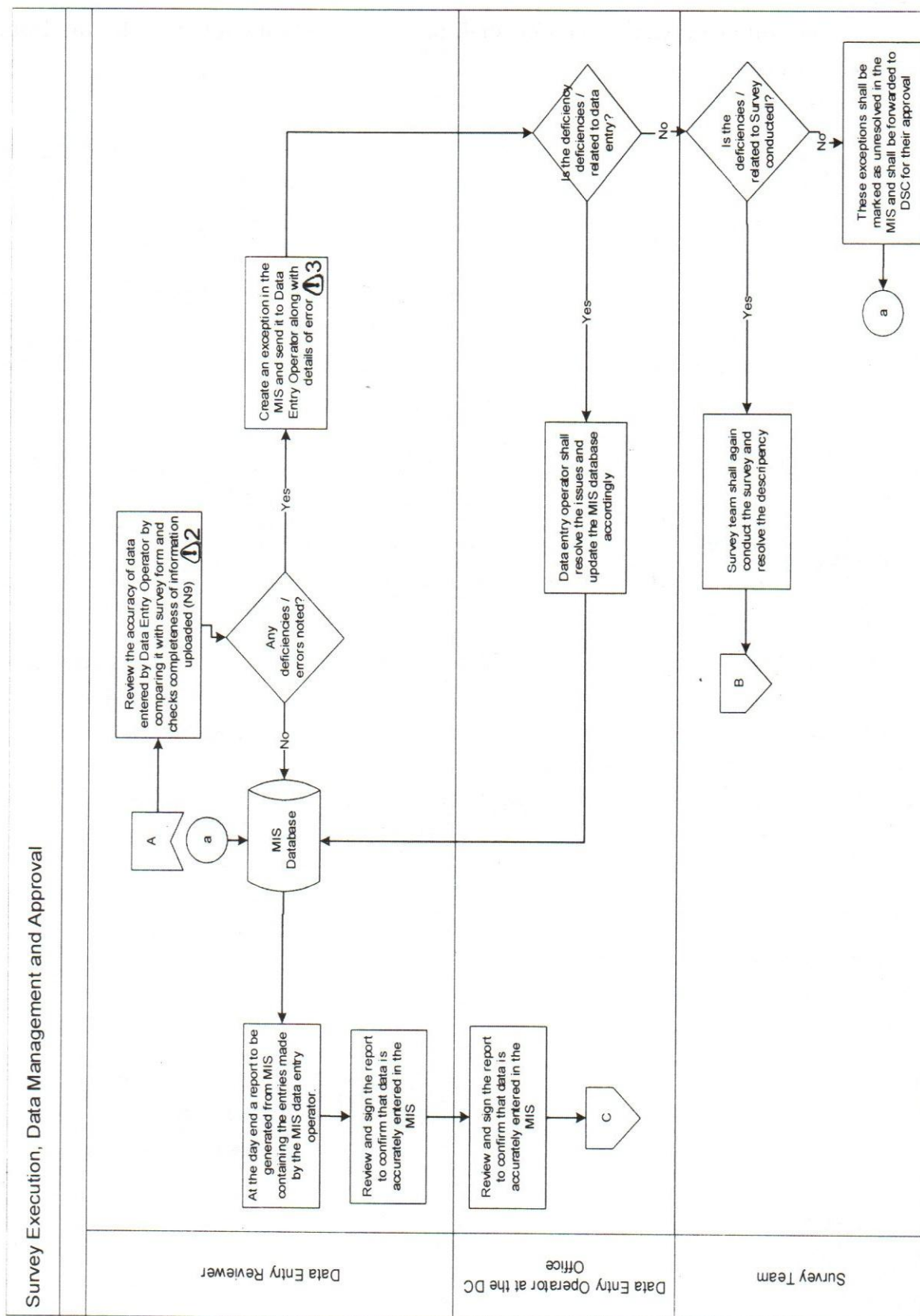
Each survey form shall be entered in the system within 1 working days of receipt of form from the survey team. The review of data by the Data Entry Reviewer shall be done on the same day of data entry. This clause however shall be flexible, as in case of far flung areas teams may submit data after a few days of field work and daily commuting may be an issue.

The Data Entry Operator shall complete all fields of the MIS and upload the pictures obtained by survey team, scan CNIC and scan copy of completed survey form in the MIS.

Following systematic controls shall be in built in the MIS to ensure accuracy and completeness of data collection:

- All fields in the MIS except for applicant name and father / husband name shall be through drop down menus. There shall be field range checks on the CNIC and contact numbers.

- All tabs of information required shall be marked compulsory in the MIS. In case any information is left unfilled / incomplete, the MIS shall not process or allow to submit the form and the entry shall be marked as incomplete.
- System shall not allow entering any CNIC in the system which has been processed before at any of the District.
- System shall not allow entering any form number in the system which has been processed before at any of the District.
- Amount of claim of beneficiary shall not be editable to anyone and linked to the type of claim (PKR 160,000 in case of partial and PKR 400,000 in case of full damage).
- Logs for all key activities (including access to system, entry of data, edit data, submission / approval of form) shall be maintained in MIS. Such logs shall be maintained by an independent person on a periodic basis.
- Passwords shall automatically expire in 30 days to safeguard against unauthorized access.
- Data shall be encrypted to safeguard against unauthorized access.
- Back up of data shall be taken on a daily basis and maintained on off location servers.
- DC office shall be responsible for physical controls over data and equipment.

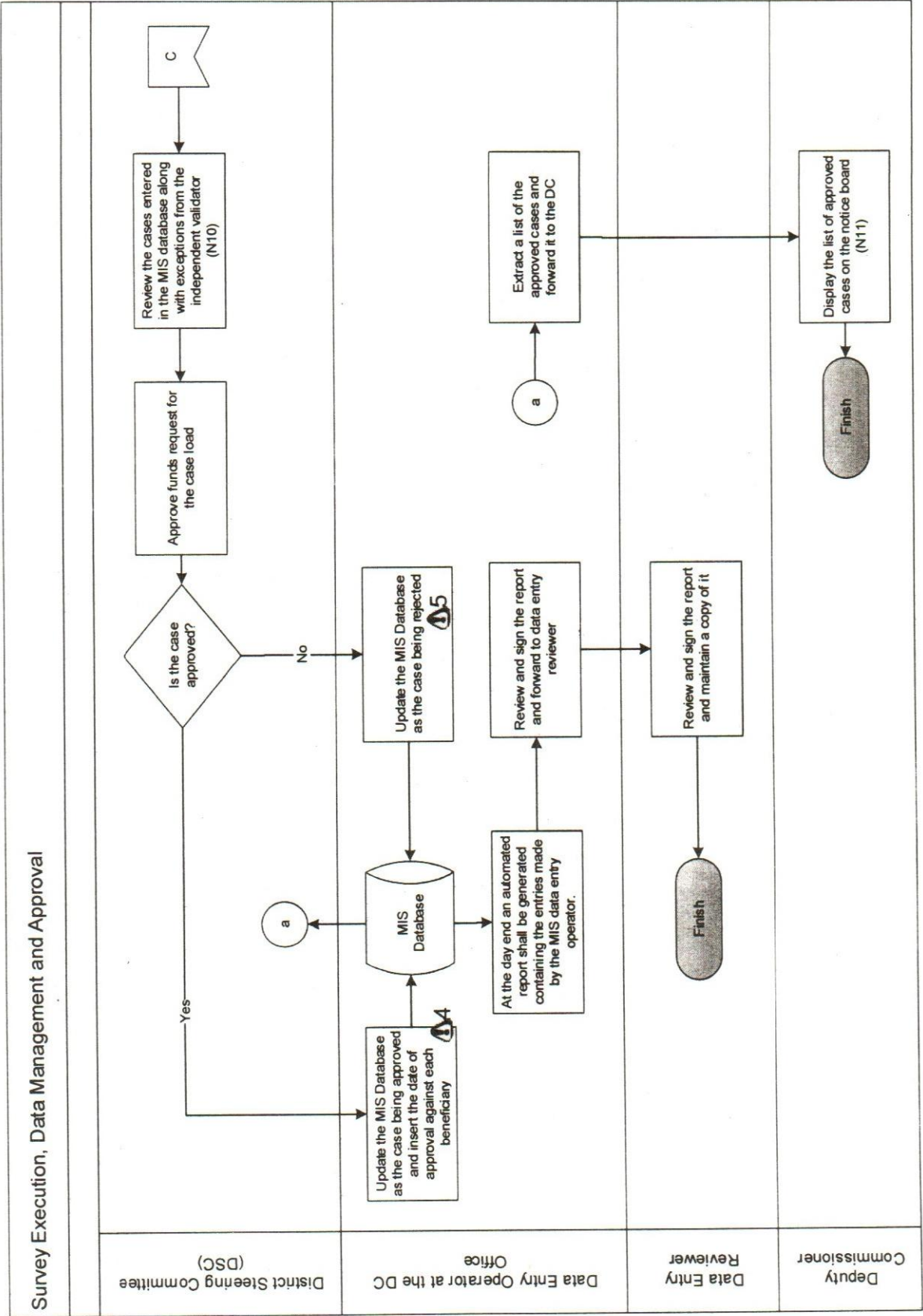


N9:

The following sanity checks shall be performed on each case by the Data Entry Reviewer:

- Ensure that the data mentioned in complete and all required supporting documents (pictures, scanned copy of CNIC, scan form) are attached.
- Match the data entered in the system with the copy of the form and CNIC.
- Ensure survey form is signed by all members of the survey team.
- Ensure that the CNIC attached is not expired.
- Ensure the group photo of survey team and owner is uploaded.
- Ensure that the form number entered in the system has been issued to the same District by RRU.
- Ensure that the type of claim mentioned in MIS is same as mentioned in the survey form.
- In case GPS coordinates are available check whether GPS coordinates match with the address appearing in the form.

In addition to the above, CLCP Coordination Cell shall have a read-only access to the data and a nominated person may review the cases on a sample basis and provide their opinion on any case to DSC for their consideration if required.



N10:

The basic approval criteria for the beneficiary in all cases is that he/she:

- Should be Pakistani residents,
- Should have a house in the agencies being surveyed,
- The house must be damaged

In case of spontaneous returns when beneficiary had already built his house and in the case of grievances:

- Credible evidence to be provided by beneficiary in shape of pre-reconstruction photo/ video
- Certification by community notables/ Masharans
- House should be re-verified by an engineer / sub-engineer
- The concerned armed formation may have pictures/ videos or any other credible evidence available.

The hard copies of the survey forms shall be retained by the DSC / DC Office in accordance with the applicable government regulations. The DC office shall be responsible for its availability in case of any audit / investigation, inquiry in the future.

N11:

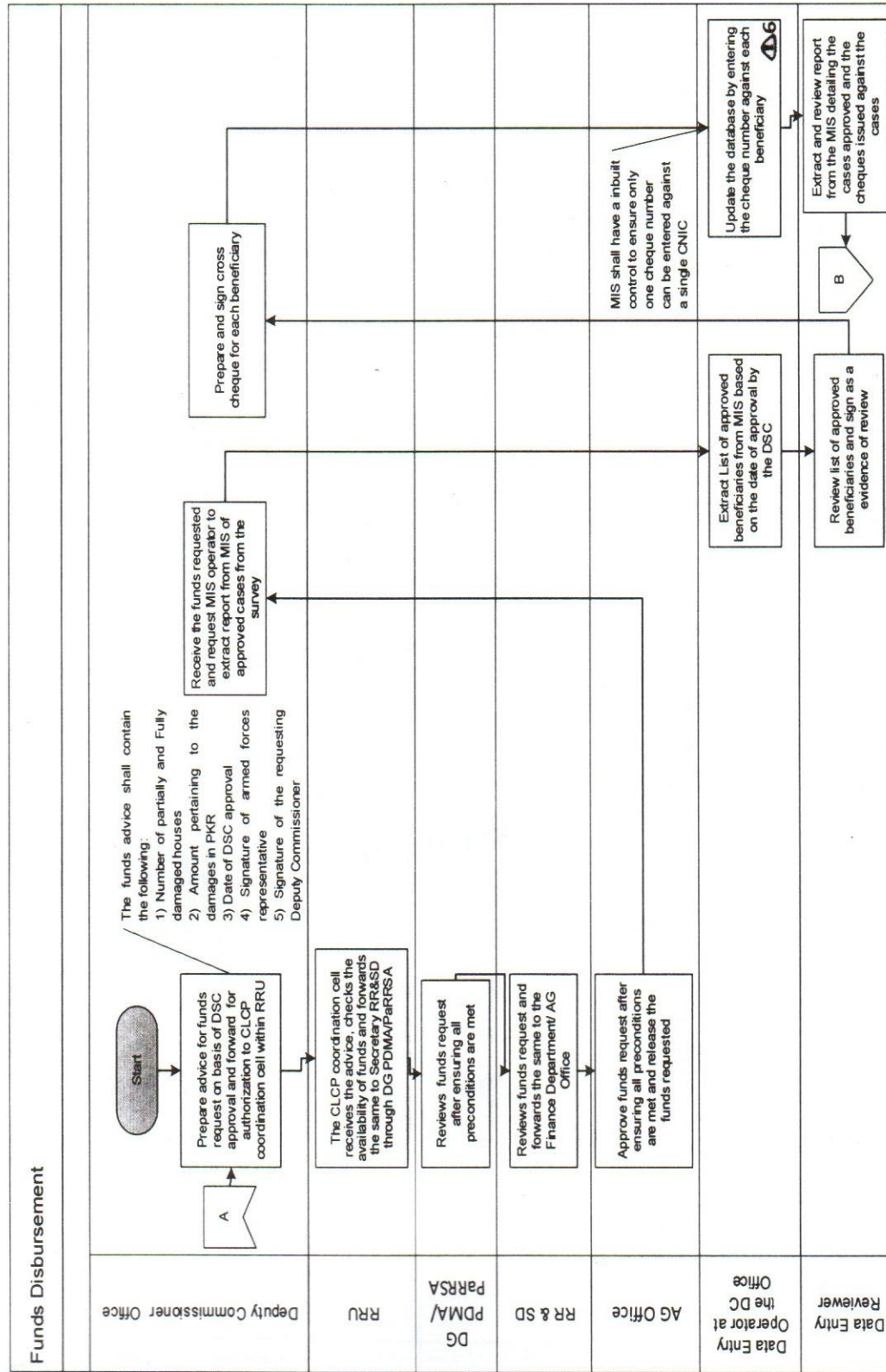
The list of approved cases by the DSC shall be displayed on the notice board in the Deputy Commissioner's / Additional Deputy Commissioners/ Tehsildar's office. This shall contain the following details:

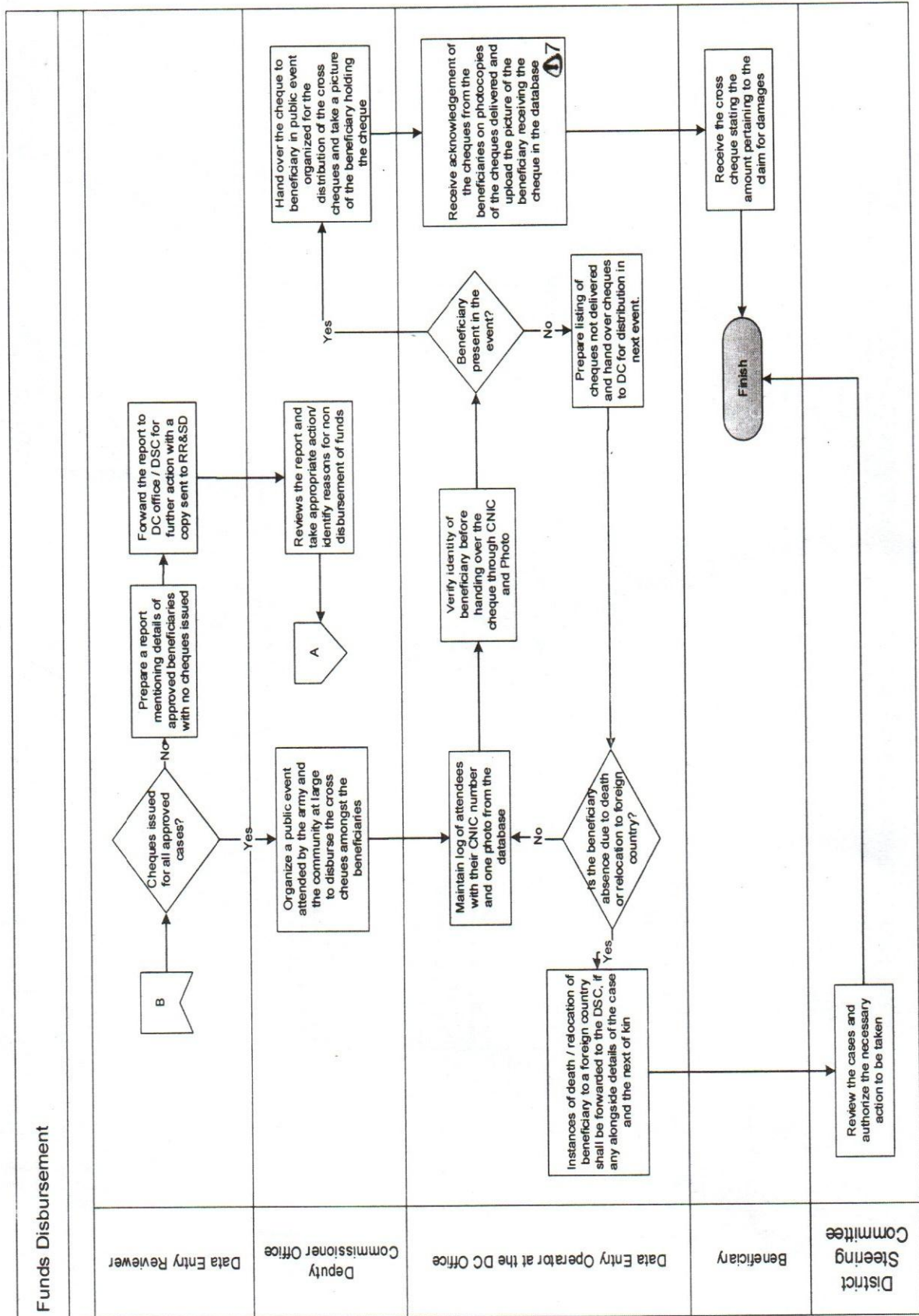
- Name of beneficiary
- Father / Husband Name
- CNIC Number
- District
- Village of residence
- Type of claim (full or partial damage)

A suitable medium for the advertisement of the approved cases shall also be decided and acted upon (e.g. advertisement in the local newspaper, radio / mosque announcements etc.) The DSC may carry out public information beneficiaries' engagement and outreach campaigns when necessary.

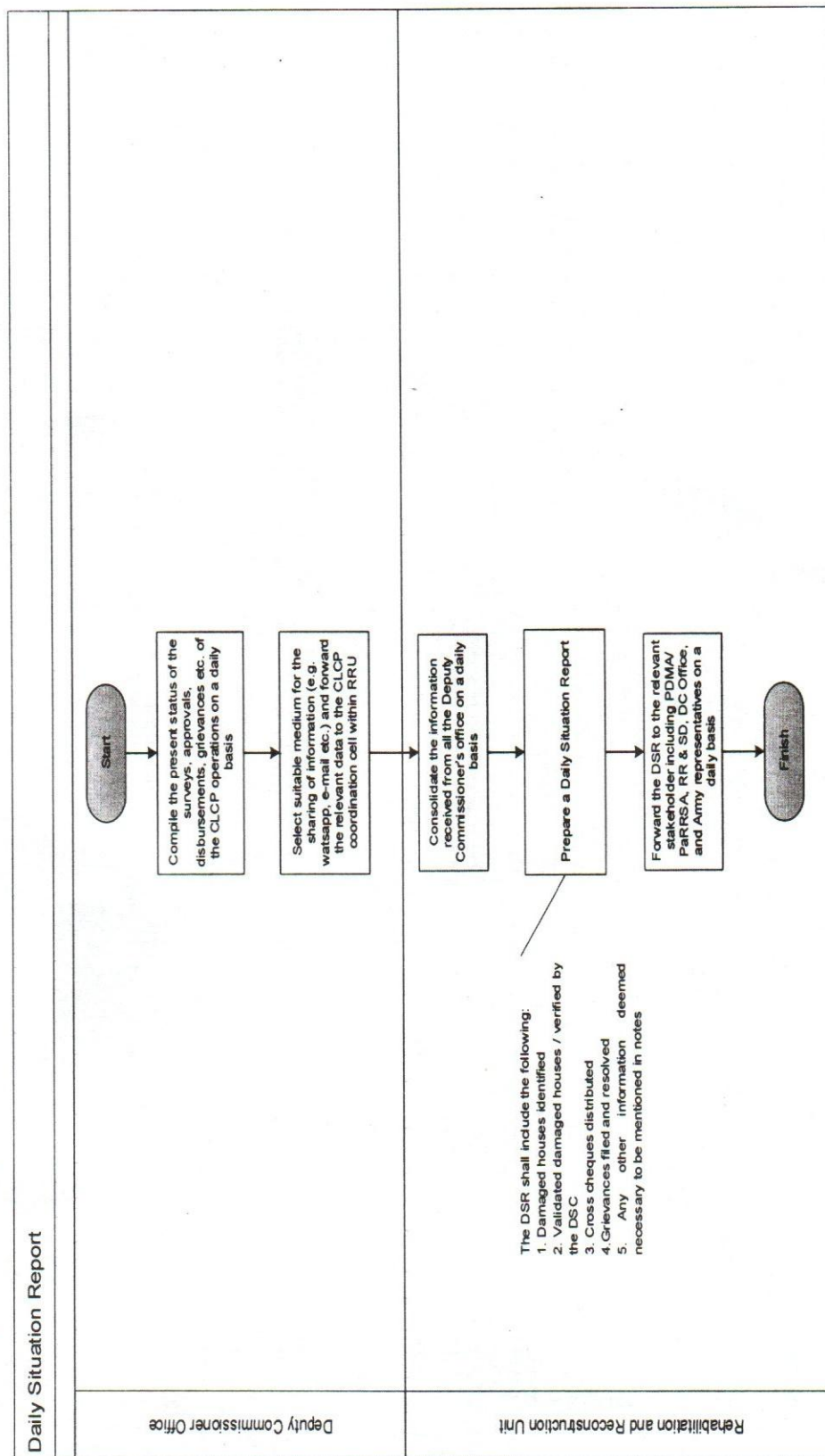
In case any of the details are incorrect the beneficiary shall be advised to file a grievance through the grievance mechanism explained at the survey initiation stage.

3.2

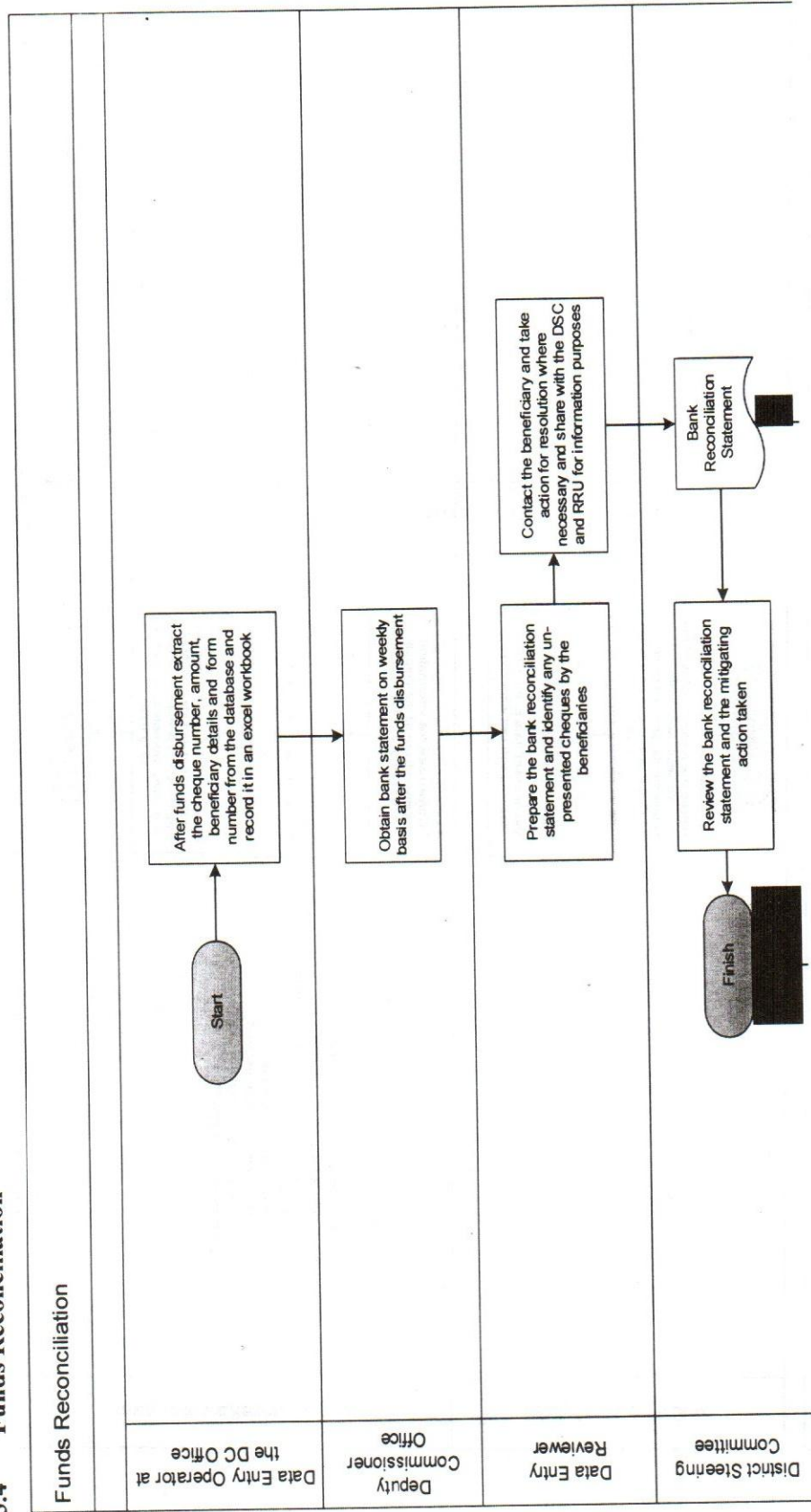




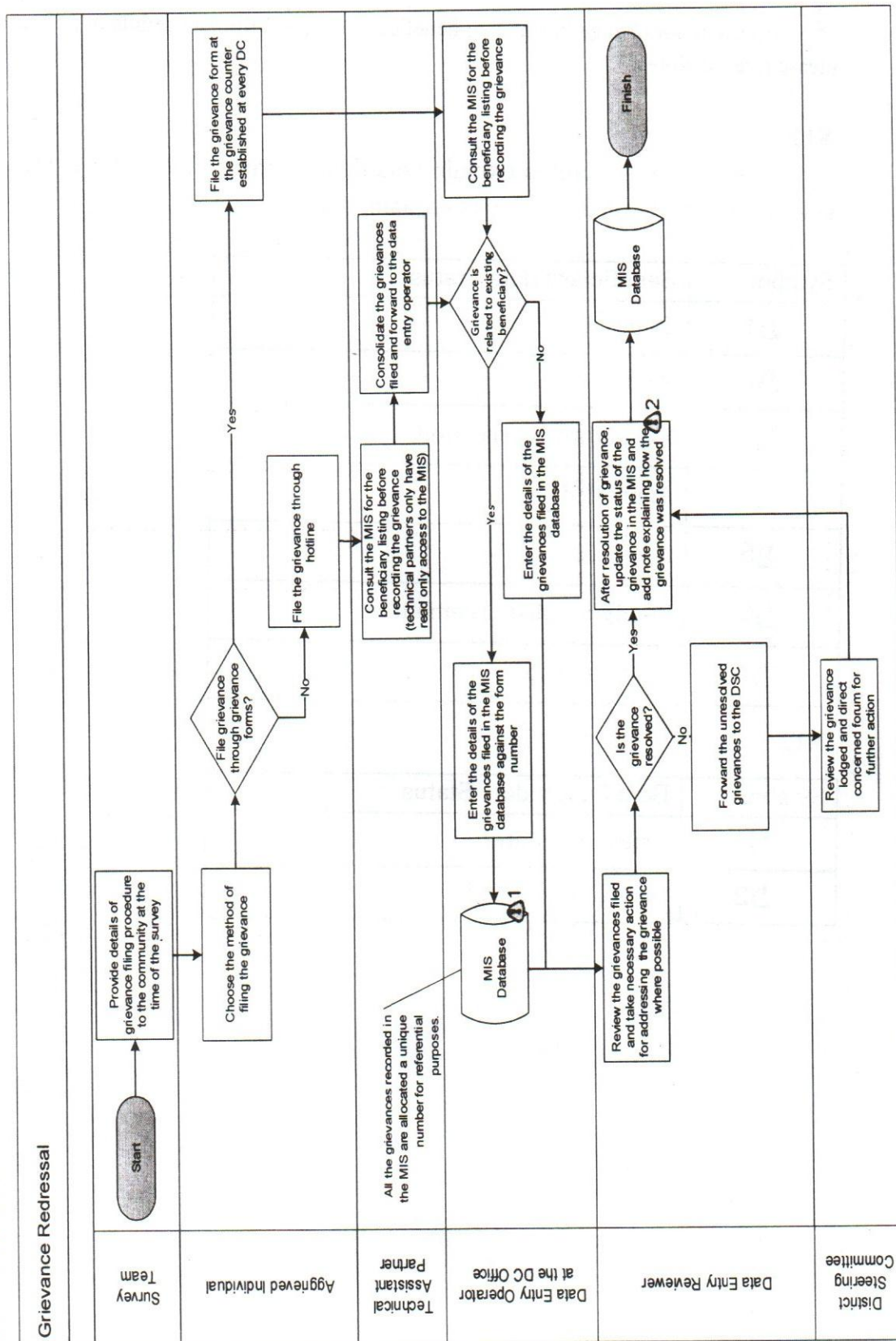
3.3 Daily Situation Report



3.4 Funds Reconciliation



3.5 Grievance Redressal



⚠ Milestone for change in status of beneficiary case in MIS. For details of milestones please refer to Note 13.

N12

The following tables explain beneficiary status in the MIS system at specific intervals of the process explained above:

Symbol	Beneficiary data Status
⚠1	Created
⚠2	Reviewed
⚠3	Marked for correction
⚠4	Approved
⚠5	Rejected
⚠6	Ready for disbursement
⚠7	Paid and Closed

N12

Symbol	Beneficiary data Status
⚠1	Grievance entered
⚠2	Grievance closed

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2.2. The table below is for the review of DSC before finalization and approval of the cases.

S. #	Forum	Check- List	Yes	NO (Remarks)
	Survey Team	Survey team notified by the DC		
		Visit of the survey team to the damaged house [no exclusion-100% members]		
		Categorization of the damage of the house that is Fully or Partial by the survey team		
		Provision of pictures of damaged house, beneficiary(ies) and the visiting survey team		
		Pictures of the damaged house are consistent provided by owners and survey team [two separate pictures].		
		Whether the survey form is signed by all the survey team members or not? In case of NO, names and reasons of non-signatories.		
		Valid CNIC (both sides)- clear readable copy to be attached		
		Whether beneficiary is domiciled of the District or otherwise? [applicable specifically in case of address issue in CNIC]		
		Whether overwriting on the survey form exists? In case of affirmative, DSC may certify it along with the list of category changed		
		Signatures difference between actual member of survey team & signatory of survey form		
		Multiple claims for the same damaged house or not? Whether previously compensated or not?		
		Whether beneficiary is under age of 18 or otherwise?		
		Whether the data collected by the survey team during such visits has been handed over to CLCP Coordinator in soft form (complete in all respect)?		

Total # of Forms received: _____ Receiving Date: _____

Received by (Name/ Designation): _____

CLCP Coordinator		M&E Assistant	
Name		Name	
Signature		Signature	

Counter Signature Additional AC/ Assistant Commissioner: _____

STANDARD FORMAT

Minutes of District Steering Committee (DSC)

Subject: - Minutes of the meeting of District Steering Committee (DSC), Merged District Name

Venue _____

Dated _____

Participants (Name/ Designation/ Contact/ Signature)

S #	Name	Designation	Contact	Signature

The subject meeting was held under the Chairmanship of DC/ADC on ----- to discuss, review and finalize ----- Nos cases already uploaded on MIS submitted for consideration and approval.

Tehsil & Sub Division	Cases processed to DSC	Detail			Cases approved			Remarks
		PD	FD	Total	PD	FD	Total	

Notes, Discussion, Decisions if
any _____

Deputy Commissioner / ADC

Copy for information:-

- 1
- 2
- 3

4. STANDARD FORMAT

Demand of funds request

From :- Deputy Commissioner -----

To The Secretary,
RR&S Department, Khyber Pakhtunkhwa

Subject Release of funds under CLCP - Tribal District

District steering committee meeting was held on ----- under the chairman ship of Deputy Commissioner ----- Minutes of the meeting are enclosed.

It is requested that funds of Rs. ----- million for ----- approved cases (complete damaged ---- partially -----) may be release to this office for payment to the beneficiaries of CLCP

It is certified that CLCP SOPs is hereby followed in true letter and spirit, therefore release of funds demanded as mentioned above may please be released.

Deputy Commissioner

Copy for information

1

2

3

Demand of Funds

- Deputy Commissioner shall submit demand of funds request along with the following to Secretary RR&S Department.
 1. Minutes of the DSC meeting
 2. Demand of funds on prescribes format duly signed by the DC or ADC
 3. Beneficiary List duly signed by DC or ADC in original