



Government of the Islamic Republic of Afghanistan

Ministry of Rural Rehabilitation and Development (MRRD) and
Independent Directorate of Local Governance (IDLG)

Citizen's Charter Afghanistan Project (CCAP)

Quarterly Progress Report (QPR)

2nd Quarter 1399 calendar year/ 3rd Quarter 2020 fiscal year
Actual Reporting Period Covered: June 21st – September 20th, 2020

List of Abbreviations and Acronyms:

ANDMA	Afghanistan National Disaster Management Authority
ARTF	Afghanistan Reconstruction Trust Fund
CC	Citizens' Charter
CCAP	Citizens' Charter Afghanistan Project
CCDC(s)	Cluster Community Development Council(s)
CCGC	Cluster/Gozar Grievance Committee for CCAP
CCNPP	Citizens' Charter National Priority Program
CDC(s)	Community Development Council(s)
CDD	CCAP's Capacity Development/ Training Division/Unit
CDP(s)	Community Development Plan(s)
CGC	Community Grievance Committee for CCAP
CGGC	Central Government Grievance Committee for CCAP
CFHF	Community Financial History Form
CLDD	MRRD Community Led Development Directorate/ Unit
CPM	Community Participatory Monitoring
CPR	Common Property Resource
CSP	Community Support Program
CRPA	Community Resources and Poverty Analysis
DAB	Da Afghanistan Bank (Central Bank of Afghanistan)
DCC(s)	Afghanistan's District Coordination Councils
DCCMC	District Citizens' Charter Management Committee
DGGC	District Government Grievance Committee for CCAP
DDA(s)	Afghanistan's District Development Assemblies
DO(s)	District Office
DP	Disaster Preparedness
DRR	Disaster Risk Reduction
DRM	Disaster Risk Management
ESMF	Environmental and Social Safeguards Monitoring Framework
ESS	Environmental and Social Safeguards
FD	CCAP's Finance Division/Unit
FP(s)	CCAP's Facilitating Partner(s)
FPMD	CCAP's FP Management Division/ Unit
FY	Afghan Government's Fiscal Year
GA	Gozar Assembly
GD	MRRD's General Directorate for the CC
GHM	Grievance Handling Mechanism
HQ	Headquarters
IA(s)	Implementing Agencies (here MRRD & IDLG)
IDA	International Development Association of the World Bank Group
IDLG	Afghanistan's Independent Directorate of Local Governance
IDP(s)	Internally Displaced Person(s)
IM	Implementation Monitoring
IMI	CDC/ CCDC/ GA Institutional Maturity Index
MAIL	Afghanistan's Ministry of Agriculture, Irrigation and Livestock
MCG	Maintenance Cash Grants
MCCG	Maintenance and Construction Cash Grants
MCCMC	Municipal Citizens' Charter Management Committee
M&ED	CCAP's Monitoring and Evaluation Division
MISD	CCAP's Management Information Systems Division

MoE	Afghanistan's Ministry of Education
MoF	Afghanistan's Ministry of Finance
MoPH	Afghanistan's Ministry of Public Health
MoEW	Afghanistan's Ministry of Water and Energy
MRRD	Afghanistan's Ministry of Rural Rehabilitation and Development
MSS	CCNPP's/ CCAP's Minimum Service Standards for Phase One
NSP	National Solidarity Program
NGO(s)	Non-Governmental Organization(s)
OM	CCAP's Operational Manual
PCCMC	Provincial Citizens' Charter Management Committee
PCE	Participatory Community Empowerment
PD	CCAP's Procurement Division
PDO(s)	Project Development Objective(s)
PGGC	Provincial Government Grievance Committee for CCAP
PIU	IDLG's Project Implementation Unit for CCAP
PMU(s)	CCAP's Provincial Management Unit(s)
RASS	Rural Areas Service Standard Grants
RCU(s)	CCAP's Regional Coordination Unit(s)
RF	CCAP's Result Framework
SIG	Social Inclusion Grants
SFSR	Sub-Project Final Status Report
SSS	Single/Sole Source Selection
SY	Afghan Calendar/ Solar Year
ToT(s)	Training of Trainer(s)
UABG	Urban Areas Block Grants
UN	United Nations
WB	World Bank

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1. EXECUTIVE SUMMARY













Overview

The goal of the Citizens’ Charter NPP is to contribute to poverty reduction and deepen the relationship between citizens and the state, by improving the delivery of core infrastructure and social services to all communities in Afghanistan over the next ten years through Community Development Councils (CDCs). The Citizens’ Charter builds on 15 years of experience from the National Solidarity Program, which delivered over \$2 billion in rural infrastructure in 90% of communities across the country, with returns of 40% at the community level.

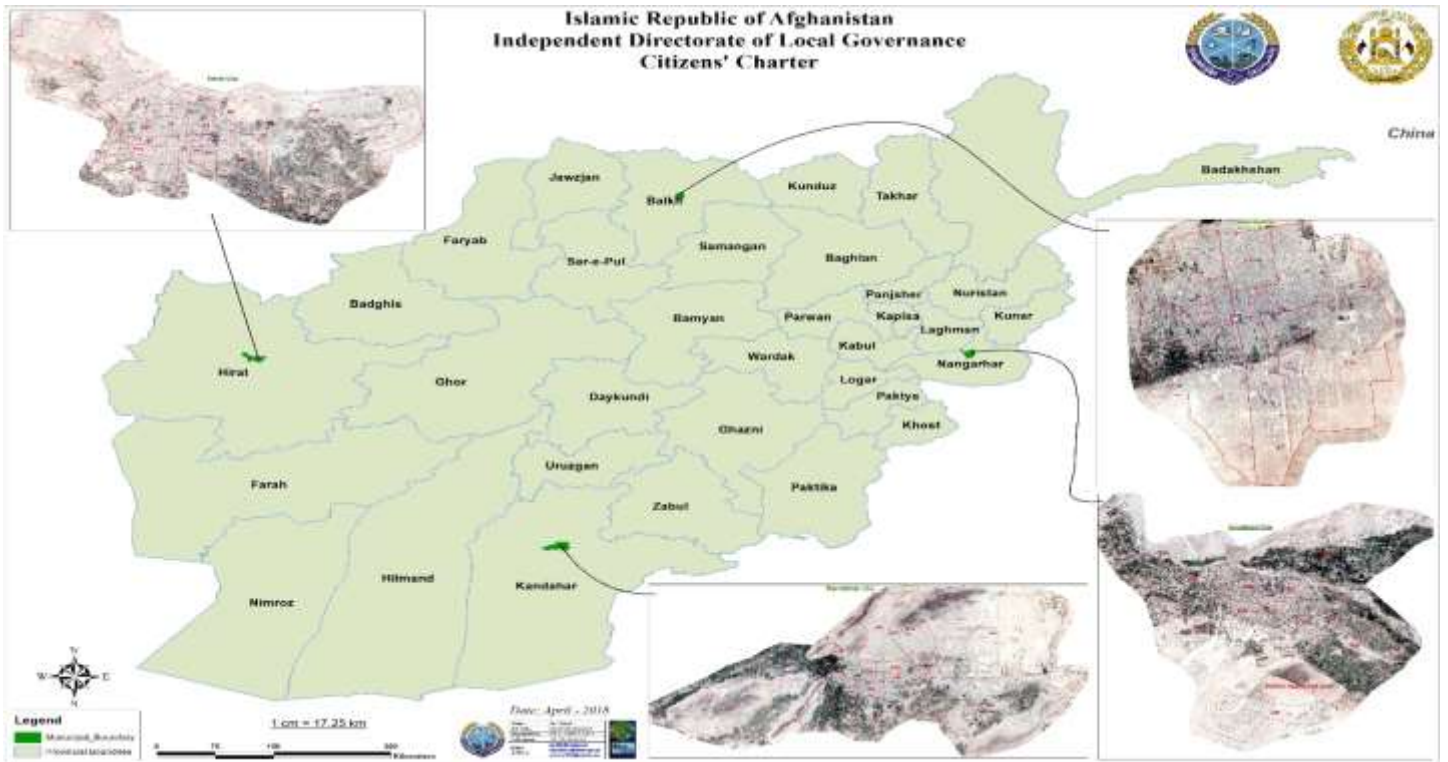
The Citizens’ Charter is an inter-ministerial effort of the Government to make service delivery more effective and citizen-centric. Through this program, all people of Afghanistan are entitled to a basic package of services, which includes universal access to clean drinking water; quality education in government schools; delivery of Basic Package of Health Services; and small-scale rural and urban infrastructure.

Progress to date

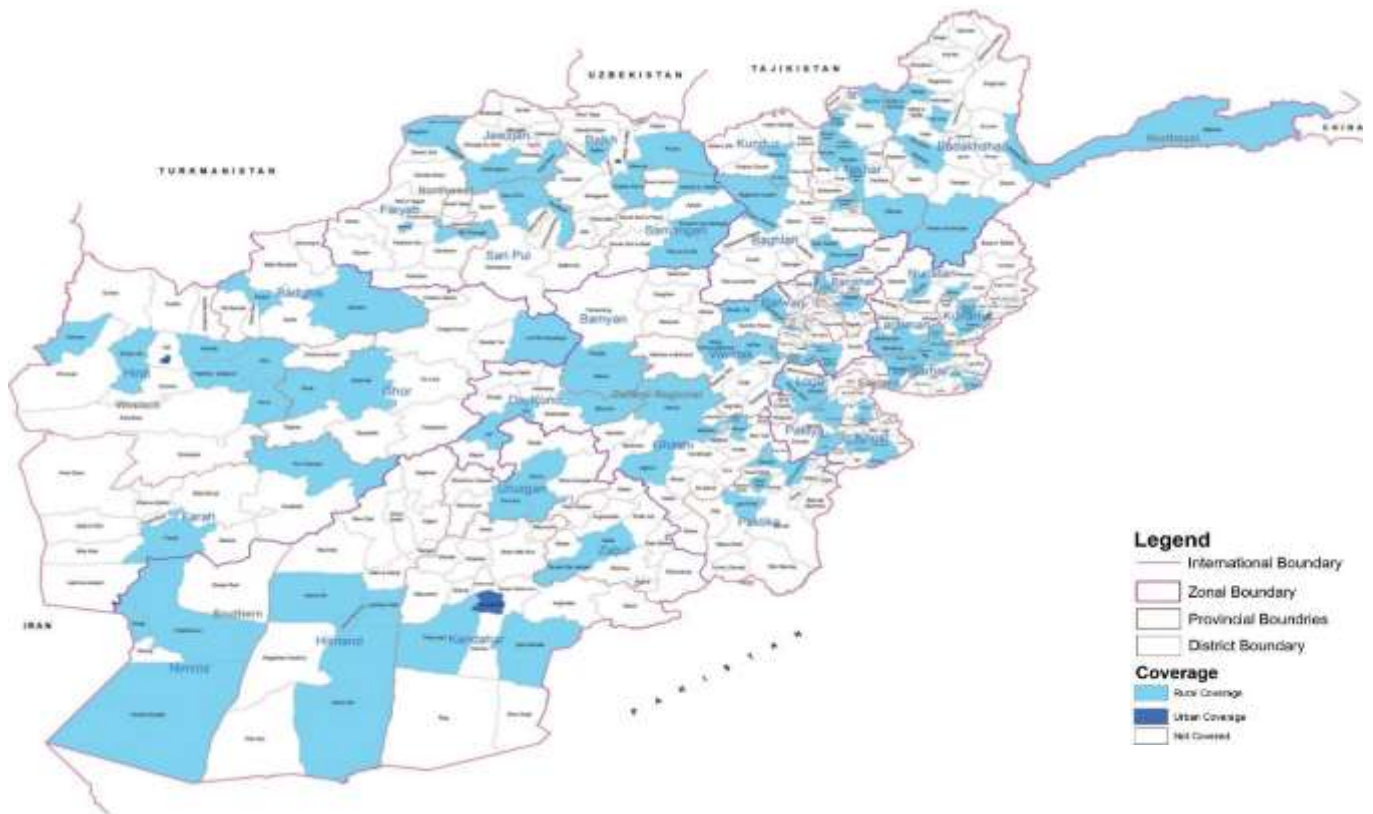
The info-graphics below summarize the overall cumulative progress on the Citizens’ Charter for both rural and urban areas which show the total communities covered, CDCs elected which also indicates the ratio of female as CDC members. In addition, total grant disbursed to the beneficiary communities is also shown.

		
13,009 communities reached	12,965 CDCs elected	34 Provinces covered
		
264,168 CDC members registered	49.68% female members	13.61 million beneficiaries
		
10,794 sub-projects financed	\$252.4 million grants disbursed	\$405.42 million grants committed
		
78% eligible female voter (Rural Only)	50.04% of Office Bearers are women	95.5% of CDC members are new

Urban Coverage



Rural Coverage:



2. KEY ACHIEVEMENTS



In addition to the progress of the CCAP stated in the executive summary, below is the major progress on key results:

- **Social Mobilization and Institutional Building:** CC has shown great cumulative progress as of the end of the reporting period. It has reached 13,009 rural and urban communities in 34 provinces of the country reaching 13.6 million beneficiaries cumulatively. Of the overall mobilized communities, CDC elections were conducted in 12,965 communities with the total number of members reaching to 249,041 of which 49.68% of the members are women. Of the elected CDCs, total 11,913 developed their Community Development Plans (CDPs). So far 2,372 cluster CDCs have been formed in the rural communities of which 2,284 prepared their Cluster Community Development Plans (CCDPs).
- **Grant Management and sub-projects implementation:** The program for rural and urban communities disbursed US\$252.4 million to 7,718 rural and urban communities so far cumulatively for the total 10,794 projects they selected in their Community Development Plans (CDPs).
- **Sub-project completion and beneficiaries:** As of now total 4,315 projects on clean drinking water supply, irrigation, basic electricity, basic roads, small-scale irrigation, park/recreation areas, power supply and women livelihood Projects have been completed in 4,589 rural and urban communities. Also, by completion of the ongoing sub-projects under CC, over 185 million liters of clean drinking water is expected to be provided to over 8 million people in rural areas of which 35.6 millions liters of water have been provided to over 2 million people so far. Similarly, the ongoing projects of basic roads are expected to improve access of total 467,830 people to the nearest road of their communities by building the basic roads with 817 KMs of length of which total 62,279 people benefited from 244 KMs road built so far. In addition, 9,742 KWs of electricity is expected to be generated to provide 881,475 people in rural communities with basic electricity (100W of electricity per household) of which over 4000 people have been provided with basis electricity by completing total 33 projects. 307,151 hectares of land has been irrigated as a result of total 1,521 irrigation canals constructed in rural communities.
- **Short-term employment generation:** Up the end of the reporting period, total 869 communities completed work under the Maintenance Cash and Construction Grant (MCCG) in 14 districts of 9 provinces with high number of IDPs, Returnees and vulnerable people. Total grant utilized for labor and non-labor portions under MCCG reached US\$ 19.62 million generating short-term employment opportunities for 2,720 skilled and 64,504 unskilled labors. 282,144 people benefited from paid work and US\$ 1.67 million people benefited from the construction work under MCCG.
- **Gender and women's participation:** Female CDC elected members have reached 49.68% in all 34 provinces and the four urban cities. Gender division conducted field visits to observe women's participation in the program and provide the needed support, conducted refresher training on gender mainstreaming, and harassment in workplace. It also observed a cross visit in Daikundi province where female members of several CDCs participated.
- **Women Livelihood Projects:** Totally, 175 women livelihood subprojects are financed rural areas, out of which 162 are on-going and 13 subprojects have been completed. By implementation of these subprojects, about 2,196 women will be direct beneficiaries as trainees, trainers, and support staff in the women livelihood subproject.
- **Community Self-initiatives (grain banks):** So far, 89,539 vulnerable households benefited from 10,763 grain-banks established in rural communities under CC where food and non-food items worth US\$ 4.6 million were mobilized. A total of 32,212 "Stop Seasonal Hunger Campaigns" were conducted in 10,763 communities to mobilize food and non-food items for grain-banks.
- **Community Scorecards:** 96 per cent of the elected CDCs reported the first round of the scorecard indicating their access to clean drinking water, road, basic electricity and need for small scale irrigation canals, 80 per cent of them reported the second round, and 40 per cent of these CDCs reported third

round of the scorecard. Similarly, communities assessed and reported the MSSs status of total 617 health centers and 3,597 schools.

- **Grievances Redressing:** Of the total 2,710 registered rural and urban grievances, 2,502 were investigated and resolved. Majority of these related to allegations around the weak performance of CDCs, infraction of CC Operational Manual (OM) procedures, quality of subproject implementation, and beneficiaries’ targeting and subproject selection. In addition, the other big portion of the grievances reported are on the functionality of CPM/GRC sub-committees in the communities.
- **Monitoring:** Total 834 rural and urban communities and 55 Gozars were monitored during the reporting quarter. The overall trends of the monitoring results show an improvement in the social mobilization and institutional building as well in the sub-project implementation in the rural communities.
- **Institutional Maturity Index (IMI):** Of the elected CDCs, 11,710 reported IMI baseline and 4,765 of these CDCs reported IMI end-line which indicates a greater shift in the maturity of CDCs from the baseline to the end line. The baseline self-assessment of the CDCs shows that only 1% of the CDCs are high mature while this has improved to 29% in the end line. Similarly, 12% of the CDCs were found mature in the baseline while this has improved to 50% in the end line. Low maturity of the CDCs has decreased 32% from 50 to 18% and immaturity from 37% to 2% which shows 35% improvement.

Key Results in the Reporting Period

	<p>Access to clean drinking water of over 2 million people in rural communities has been improved so far who receive 35.6 million liter of clean drinking water on regular basis. (25 liter of clean drinking water per person in 24 hours).</p>
	<p>Improved access of 21,749 people in rural so far to basic electricity by providing overall 375 KWs of electricity.</p>



Improved access to the nearest road and market of over 62,279 people in rural areas by constructing 244 KMs of basic road.



Total 328,439 people in rural areas were provided with overall 3.3 million days' work under normal CCAP
 Total 201,163 poor people in the rural communities were provided with at least 40 days of work against daily wage under MCGG. (650AFN/day for skilled laborers, and 350AF/day for non-skilled laborers).



As a community self-initiative effort, over 10,000 rural communities established grain banks. To mobilize the food and non-food items to these gain banks, 32,212 Stop Seasonal Hunger Campaigns were conducted, where food and non-food items worth US\$ 4,159,616 were mobilized.



3. SUMMARIZED FINANCIAL/EXPENDITURE STATUS UPDATE

Summarized Financial Status by Funding (US\$ Millions)

Table1: Rural

Component	Disbursement/Expenditure during the reporting period			Cumulative Disbursement/Expenditure until the end of this reporting period		
	Planned	Actual	Variance (+/-)	Planned	Actual	Variance (+/-)
1. RASS Grants	17.82	11.13	(6.69)	264.40	218.70	(36.77)
2. Capacity Building	6.50	6.04	(0.46)	44.96	40.56	(12.64)
3. Evaluations and Studies	-	-	-	0.25	0.21	(0.04)
4. Project Implementation Support	10.00	8.86	(1.14)	65.69	62.48	(8.19)
5. MCCG	-	-	-	19.53	17.58	(1.43)
Grand Total	34.32	26.03	(8.29)	394.84	339.54	(59.05)

Table 2: Urban

Component	Cumulative planned expenditure up to end of last Q	Cumulative actual expenditure up to end of last Q	Planned expenditures for the reporting Quarter	Actual expenditures for the reporting Quarter	Variance during reporting Quarter (planned vs. actual)	Variance (+/-) from start of project to end of last Quarter	Cumulative expenditure up to the end of the reporting Period

1. Total Grants	92.49	70.35	9.79	4.12	(5.67)	22.14	74.47
2. Capacity Building	17.08	8.89	1.32	0.56	(0.75)	8.19	9.45
3. Evaluations and Studies	0	0	0	0	0	0	0
4. Project Implementation Support	18.69	9.98	1.14	0.87	(0.27)	9.24	10.85
5. MCCG	0	0	0	0	0	0	0
Total	128.26	89.22	12.25	5.55	(6.69)	39.57	94.77

Table 3: Summarized Financial Status by Funding Source (US\$ Millions)

Implementing Agency	Funding Source	Received (\$)	Disbursed/spent (\$)	Balance (\$)
MRRD	ARTF	196.73	191.77	4.96
	IDA	110.91	105.82	5.09
	MoF	10.83	10.41	0.42
	Danish	5.43	4.98	0.45
	German	27.65	26.08	1.57
	IFAD	0.92	0.48	0.44
	Sub-Total	352.47	339.54	12.93
IDLG	ARTF	86.61	73.01	13.60
	IDA	30.54	21.24	9.30
	MoF	1.4	0.52	0.88
	Sub-Total	118.55	94.77	23.78
Total	ARTF	283.34	264.78	18.56
	IDA	141.45	127.06	14.39
	MoF	12.23	10.93	1.3
	Danish	5.43	4.98	0.45
	German	27.65	26.08	1.57
	IFAD	0.92	0.48	0.44
	Grand Total	471.02	434.31	36.71

4. PROGRAM IMPELEMENTATION PROGRESS

Table 4: PROGRAM IMPELEMENTATION PROGRESS

Output Indicator	Cumulative up to the end of previous reporting period		Progress during the reporting period		Cumulative up to the end of this reporting period	
	Rural	Urban	Rural	Urban	Rural	Urban
# of communities mobilized	12,070	850	89	0	12,159	850
# of CDC elected	12,024	850	91	0	12,115	850
# of CDC members registered	246,419	18,275	2,622	0	249,041	18,275
# of male CDC members	124,392	9,148	1,259	0	125,651	9,148
# of female CDC members	122,027	9,127	1,363	0	123,390	9,127
# of CCDCs/GAs registered	2,243	175	129	0	2,372	175
# of CDPs completed	11,835	850	78	0	11,913	850
# of CCDPs/ GA Plans completed*	2,046	175	238	0	2,284	175

# of CDCs with SP financed	6,373	850	29		6,402	850
# of CDCs with SP completed	2,661	509	422	128	3,083	637
# of subprojects financed for CDCs	9,820	944	30	0	9,850	944
# of subprojects completed	3,077	537	560	141	3,637	678
# of subprojects financed for CCDCs (joint)/ GAs	-	346	-	26	-	372
Grants disbursed	170,096,810	70,354,677	7,832,005	4,123,810	177,928,815	74,478,487
Grants utilized**	47,546,396	46,466,554	19,184,337	6,610,918	66,730,733	53,077,472
# of beneficiaries for soft comp (CDP completed)	11,994,110	1,414,444	118,082	0	12,112,192	1,414,444
# of beneficiaries for completed SPs	3,043,656	731,685	659,551	353,384	3,703,207	1,085,069
# of labour days generated **	2,777,909	3,414,529	452,183	16,862	3,230,092	3,431,391
# of laborers employed **	328,439		0		328,439	
# of M/DCCMC Coordination meetings held	269	18	-	3	269	21
# of PCCMC coordination meetings held	59		-		60	

Note: For more progress on the results, refer to the Results Framework in [annex A, B and C](#) of this report.

a. Rural

Social Mobilization and Institutional Building

The social mobilization and institutional building under CCAP has been proven to be effective in bringing remarkable socio-economic changes in the communities. The Participatory Rural Appraisals (PRA) tools enabled the communities to conduct a needs assessment of their ‘development’ priorities and create community development plans (CDPs) according to their context **Progress during the reporting period:** The program is on track and has successfully completed community profiling, developed CDPs, formed CDCs sub-committees, and established cluster CDCs across 34 provinces. Insecurity has still been a challenge in provinces (Faryab, Sar-e-pul, Uruzgan, Zabul, Ghazni, Farah, and PaktiKa) affecting the overall implementation of the activities. Table 4 below shows the progress under social mobilization for the reporting period.

Table 5: Social Mobilization progress (planned vs achieved)

SN	Indicators	Planned	Achieved	Progress (%)
1	Community profile completed	28	29	100%
2	CDCs Elected	28	29	100%
3	WBA	28	29	100%
4	CDP completed	28	27	96%
5	Cluster CDC formed ¹	5	5	100%
6	Cluster CDCs CDPs completion	5	5	100%
7	Numbers of PCCMC meeting held	34	34	100%
8	Numbers of DCCMC meeting held	123	123	100%

CDC and community analysis:

¹The overall target of this indicator has already been achieved previously

- Total CDC membership comprised of 249,342 individuals i.e. 50% male (n=125,807) and 50% female (n=123,535)
- Total 48,503 CDC Office Bearers (OB) elected (male:24,304, 50%, and Female:24,201, 50%)
- 80.1% were elected for the first time as the CDC members.

Non-FP Mobilization: Unlike normal CCAP the KDP program both soft and hard components are directly implementing by CCAP staff. Based on the field visits it is really realized from the kuchi mobilization process that the program is on track because of kuchi people interest, support and optimism for implementation of hard component.

a) Lessons Learnt:

- Implementation and management of both social mobilization and sub-project implementation components through government staff without FPs' assistance was proven to be more effective and good quality comparatively.
- The provincial and district levels governmental staff such as provincial and district governors, sectorial directors of health, education and agriculture and etc need to be fully aware of their role in the CC and the program's mandates.
- Based on the CC concept, any of the development intervention of the government which is feasible to be implemented through communities, should be channeled and implemented through CDCs and their sub-committees, but this is not fully practiced by the line ministries in the communities which undermine the local institutions and their governance. An example could in the agriculture associations crated by MAIL. MAIL staff insist working with their already established associations for the reason that they invested in their capacity building which they cannot integrate them. Similar, MoE resists to keep working with the School Management Councils created by MoE while the education sub-committees of Citizen's Charter are meant to be the only institutions in the communities.

b) Plan for the next Quarter:

- To reach total 88 communities in the next quarter.
- Establishing the thematic sub-committees in those Kuchis communities where CDCs are already elected.

Gender and women's participation

Progress to date:

The program is committed to ensure women's inclusion and their meaningful participation in all aspects of the program. Gender Division continuously supports the integration of gender-admitted moral overall CCAP, and carries out the duty of supplying the components of CCNPP with Gender value.

Gender Refresher Training for North-East Region:

Two-day gender refresher training on *gender mainstreaming and concept, and Harassment in the Workplace* between 23 and 24 August 2020 was conducted in north-east region for total 25 Social Organizers and provincial female monitoring officers of Badakhshan, Kunduz, Baghlan and Takhar provinces. The participants confirmed the first-ever training on these topics under Citizen's Charter. The same training was cascaded to the PMU and district staff in the respected provinces.

The team assigned from Kabul including the gender division head held a coordination meeting with the provincial management unit.



Figure 1

Filed Visits: The gender team from HQ visited total 7 CDCs and 1 Cluster CDC and communities in Badakhshan, Bamyan and Daikundi provinces. The purpose of these visits was to ensure women's actual participation and inclusion in all aspects of the program, gender division carries out field visits. The team meets the CDC members, and community ordinary members in these visits while they also monitor the quality of the social mobilization from the gender perspective.

These visits helped the team understand and reflect on the real work done in the field, women's expectations and capacity in the rural areas, and provide support to the CDCs and staff members where needed. The senior staff visits from these communities also helped to the trust-building between the government and people.

Gender Training Manual and Code of Conduct for REACH developed: Gender Division of CCNPP/MRRD has developed the draft of the Gender Training Manual and Code of Conduct for the REACH program in close coordination and cooperation of the IDLG Gender Division. This piece of collaborative work was done under the supervision of the World-Bank social development team in July 2020.

The Gender Training manual consists of gender materials for sensitizing the REACH staff on how to keep the gender balance in delivering the services on the field and also to make sure that deprived and marginalized groups are not fallen from the list.

Cross Visit in Daikundi province

Cross visits among the CDCs under Citizens' Charters aim to enable the CDCs exchange their development and social experience and learn from each other. These visits contribute to social, cultural and technical empowerment of the CDCs.

Gender staff from HQ observed a very well-managed and exciting cross visit at cluster level among 47 Cluster CDCs which was arranged in the month of September 2020. It was a joint session between men and women members of the CDCs where majority of these members were found well aware of their role in the CDCs.



Head of Gender Division Visiting Khanaqah CDC in Faizabad-Badakshan, Aug 2020



Head of Gender Division Observing and visiting a linkage/Exposure visit in Miramoor-Daikundi Province

Regular Gender Working Group (GWG) Meeting with FPs: The overall progress, challenge and future plan on gender and women’s inclusion in the program were discussed in the recent GWG meeting virtually held in August 2020 between FPs and CCAP government gender team. After having the current progress, constraints and ways to overcome these challenges discussed between the two teams, it was decided to assure that each FP has the GBV guideline and it is in practice at office and field levels.

Plan for the next Quarter:

- Follow up and taking action on Sep ISM action points
- Cascade Harassment in workplace and GBV training to staff in 5 provinces and Kabul HQ.
- Regular Monitoring of FPs activities and conduct surprise field visits of CDCs.
- Provincial missions by Sr. Gender Officers in Regions.

Sub-projects implementation

Communities in rural areas prioritize their sub-projects under CCAP in four sectors namely clear drinking water supply Irrigation, Transport (Road & Bridge) and Power in their CDPs. These projects are implemented based on the predefined MSS.

Progress to date:

The table below shows the overall approved, completed, and ongoing sub-projects in the rural communities in all four sectors.

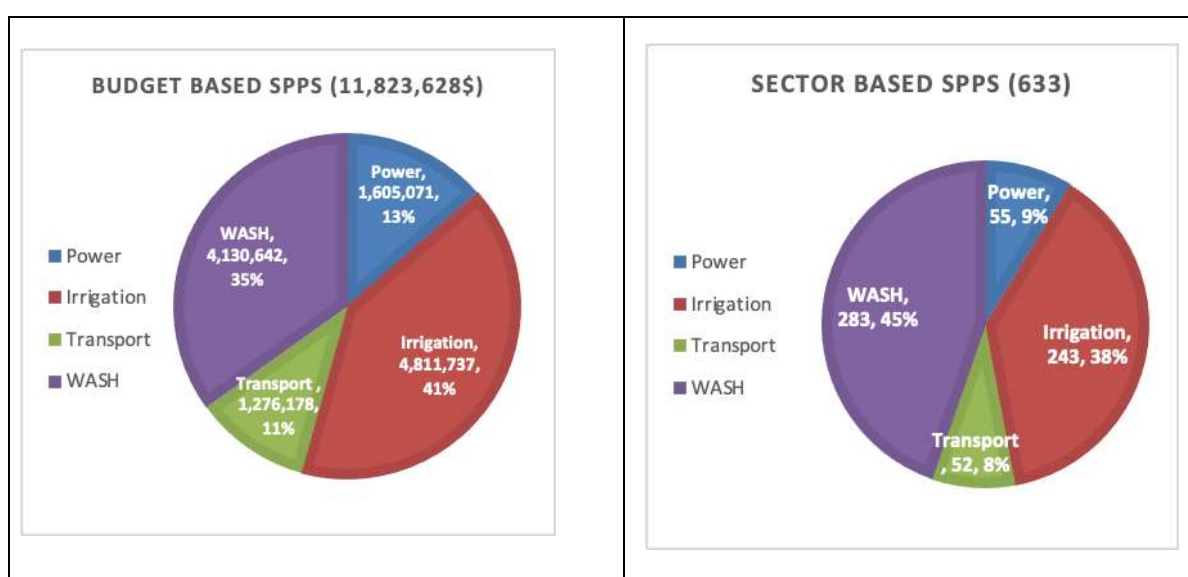
Table 6: Sub-projects completed

Sector Based Progress during the reporting period				
Sector	Approved	Completed	Ongoing	Grand Total
Grid Extension	33	11	0	44
Irrigation	256	253	9	518

Renewable Energy	29	19	3	51
Transport (Road & Bridge)	45	23	17	85
WASH	297	259	4	560
Grand Total	660	565	33	1258

For detailed output based data on sub-projects by sector refer to Annex B, for provincewide implementation progress on key outputs refer to Annex C, and for FP wide implementation progress on key outputs refer to Annex D.

Figure 1: Approved Sub Projects breakdown based on sector:



Lessons Learnt:

Some of the projects were constructed in high risk areas (prone to floods, land sliding's etc.) for which MRRD has considered mitigation measures and will try to avoid construction of such projects in the future without any contingency plans.

Plan for the next Quarter:

- To review and verify 2,050 sub-projects proposals, and complete 3,000 sub-projects.
- To review and verify 600 sub-projects proposals under Kuchi and MCCG sub-programs.
- To conduct 9 missions to the provinces in order to provide technical support to the field engineers, and find solutions to the problems that hindering the sub-project implementation.

Environmental and Social Safeguards (ESS)

The main goal of ESS is to promote the environmental and social sustainability of sub-projects by protecting people and their environment from potential adverse impacts and enhancing benefits. We help

do this through safeguard policies such as Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF) and national law and regulation on ESS that serve to identify, avoid and minimize harm to people and the environment.

Progress to date:

Table 7: The ESS progress for the reporting period is as below:

Indicator	Cumulative up to the end of the previous reporting period	Variation (+/-) during the reporting period	Cumulative up to the end of this reporting period
	MRRD	MRRD	MRRD
# of Site Selection done	10,251	1,808	12,059
# of ESMPs prepared	10,350	1,781	12,131
# of voluntary land donations	9,150	832	9,982
# of purchased land	50	4	54
# of Public land (community/gov)	1,980	250	2,230
# of ESS sub-committees established		636	6,456
# of Communities trained on ESS	4,302	6,799	11,111
# of ESS related grievances recorded	13	4	17
# of Monitored ESS issues in SP	2,200	1,100	3,300

Other Tasks Completed:

- Social Risk Assessment (SRA) for the IDPs, returnees and Economical migrants Finalized with the support of WB consultancy,
- ENETWAF ESMF Finalized and uploaded in the system,

Plans for next quarter

- Work on Draft REACH ESMF,
- Support on Screening Report development to field colleagues,
- Capacity building (Trainings) on ESS based on Training Plan,
- Field missions,
- Follow up ESS related data entry

Community Score Card

Scorecard is a community participatory assessment tool where the services users (the community members) and service providers (doctors, nurses, teachers, principals and etc.) come together and assess the availability, quality of services and also the behaviour and treatment of the service providers. The CC Score Cards are a bottom-up means for the Government to obtain feedback from communities in terms of its services provision in Education and Health, as well as rural Infrastructure.

MSS Scorecard Coverage and results:

Access to clean drinking water and infrastructure: in the first round, a total of 11,659 communities reported on clean drinking water and infrastructure scorecards of which 3,889 (33%) communities have access to clean drinking water while 3,205 (28%) communities have access to basic electricity as per the MSS, 8,667 (74%) of the reported communities have access to basic road, and 8,933 (77%) of the reported communities need small scale irrigation infrastructures. Similarly, in the second round, a total of 9,600 communities reported infrastructure MSSs, out of which 4,241 (44%) communities have access to clean

drinking water MSSs, 2,617 (28%) communities have access to basic electricity MSSs, 7,423 (77%) communities have to basic road MSSs, 7,627 (80%) communities need small scale irrigation infrastructures. In the third round, 4,901 communities reported infrastructure MSSs, where 2,463 (50%) communities meet clean drinking water MSSs, 1,457 (30%) have access to basic electricity, 3,923 (80%) communities have access to basic road, and 4,230 (86%) communities need small scale irrigation MSSs.

Health: a total of 1,389 health facilities reported on the MSS Scorecards i.e. 617 in the first round, 526 in the second and 246 in the third round. In the first round, 485 (79%) health facilities reported to have met the MSS, 445 (85%) in the second round and 208 (85%) in the third round.

Education: a total of 7,149 education MSSs Scorecard completed for education facilities in all rounds, which comprises of 3,597 MSS Scorecard in first round, 2,636 in the second round and 916 in the third round. In the first round 2,218 (62%) met the MSS, while 1,907 (72%) in the second round, and 599 (65%) meet education MSSs.

Table 8: MSS Scorecard Summary by indicator and round

Indicators	1 st Round	2 nd Round	3 rd Round
# of communities reported scorecard on clean drinking water and Infrastructure	11,659	9,600	4,901
# Communities have access to clean drinking water as per the MSSs	3,889	4,241	2,463
# of communities have access to basic electricity as per the MSSs	3,205	2,617	1,457
# of communities that have access to basic road as per the MSSs	8,667	7,423	3,923
# of communities that need for small scale irrigation	8,933	7,627	4,230
# Health Centres reported on scorecards	617	526	246
# Health Centres provide all Minimum Service Standards	485	445	208
# of schools reported on the scorecards	3,597	2,636	916
# of schools provide all Minimum Service Standards	2,218	1,907	599

Lessons Learnt:

- The distance between the communities and health facilities/schools is quite vast. We can only accept the participation of the communities where it is feasible for them to come together and complete the score card of a school or a health centre. If the majority of the communities come together except those that fall far from the rest, and complete the scorecard, the results will be still the same which means the absence of one or two communities will not affect the overall results.
- We need to capture the distance between a community and school/clinics to help the government, specifically MoPH and MoE to decide where and how to build clinics and schools closer to the communities. It will also help us in the site selection of EQRA, and designing sub-projects for the community in the CCAP.

Plan for the next Quarter:

Table 9: MSS Scorecard future plan

First round	2nd round	3rd
459	2,059	4,699

For more detailed MSS Scorecard process, indicators and results please refer to Annex E

Sub-program under CCAP

Maintenance Cash and Construction Grant (MCCG)

The MCCG is a cash grant provided to the selected communities to rehabilitate existing or construct new public infrastructure sub-projects, in such a manner that a minimum of 60% of the grant for the given community will be utilized for paid labour for the approved sub-projects. It is calculated as follows: The # of HHs in the community is taken from the CCAP community profile forms. 35% of the total # of HHs in the community is taken and multiplied into 40 labour days at the rate of AFA 350/person/day. This then provides the amount of the minimum 60% paid labour component and 40% non-labour:

Progress to date:

A total grant of US\$48 million was disbursed to the 1,925 communities in 14 districts and 9 provinces out of which 20 communities received MCCG grant during the reporting period. a total of 869 communities completed MCCG work, including 241 communities utilized 100% of the grant. The total grant of completed project is US\$ 15.7 million out of which US\$ 12.1 million is used for labor and US\$7.4 million for non-labor work.

Over 3.3 million labor days have cumulatively been generated until now, including over 274,119 labor days for the reporting period. In addition, 64,504 unskilled laborer and 2,720 skilled labor were provided a maximum of 40 of days work per person during the reporting period².

	
<p>MCCG tertiary road graveling, box culvert and protection wall projects during implementation in Baghlan Jadid (Chachawaslangi 13-1312-M0060) 2020</p>	<p>MCCG tertiary road graveling and protection wall projects during implementation in Baghlan Jadid (Dasht Sar Arazi 13-1312-M0200) 2020</p>

² The financial progress might be less compare to the actual work progress which means that the sub-projects were already financed in previous quarters and the construction worked continued to present.

CDCs budget 3,663,333 40% of non- labor cost 1,465,333 and 60% of labor cost 2,198,000 which created 6,175 labor days for 153 unskilled and 4 skilled labors the project is tertiary road graveling, box culvert and protection wall the below picture during the implementation of road compaction.	CDCs budget 1,703,333 40% of non- labor cost 476,483 and 60% of labor cost 1,226,850 which created 3,459 labor days for 56 unskilled and 2 skilled labors the project is tertiary road graveling and protection wall in during the implementation of road compaction.
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Plan for the next quarter:

- Disbursement of around 10 million USD to 400 communities
- Creating around 1,343,000 labor days to 3300 laborer for 40 days each.

For detailed progress on MCCG, please refer to the Annex F

Grain banks

Grain Bank, a community-led strategy that enables communities to reduce the impact of prolonged food shortages where women, men and children of very poor households face hunger especially during the lean and/or winter seasons (more than 3-4 months). It is a strategy to mitigate hunger, and encourage and support collective action that helps to bring down the intensity of extreme poverty and starvation (such as seasonal hunger, loss of access to interest-free borrowing and commercial loans) in HHs that have no able-bodied person and/or cannot meet their daily minimum food requirements.

Progress to Date: The table below shows the total number stop seasonal hunger compings completed in 34 provinces in the communities with the grain banks establishedIn. It also shows the food and non-food items mobilized by the better-off people of the communities to enrich the grain banks and benefit the vulnerable and food insecure households.

The table 10: below outlines the progress to date of main indicators under Grain Banks

Output Indicator	Cumulative up to end of previous reporting period	Progress during reporting period	Cumulative up to end of current reporting period
# of provinces covered	34	0	34
# of districts covered	123 ³	0	123
# of Communities with established Vulnerable Groups Sub-Committees	10,670	355	11,025
# of “stop seasonal hunger campaigns” completed	30,423	1,789	32,212
# of communities with food/grain banks set up	10,372	391	10,763
Estimated value of goods/labour/cash raised by communities (US\$)	\$ 4,159,616	\$ 450,235	\$ 4,609,851
Actual # of beneficiaries in communities with food and non-food items have been distributed (Households)	87,861	1,678	89,539

³ There is an increase of 9 districts in the number of districts which used to be reported under SIG covered areas. Now, based on the recent ISM discussion we need to separate SIG from the grain banks and report them separately which means the SIG covered grain banks added to this section.

In addition to the above major achievements, 391 jeribs of agricultural land has voluntarily been dedicated by community members for sustainability and maturity of grain banks. The average duration of land is dedicated from 2-5 years. To avoid confusion, part of this land has been dedicated under Grain Bank while other part of this land has been dedicated under SIG.

Social Inclusion Grant (SIG)

The SIG Scheme focuses on rural districts with high numbers of displaced populations. It contributes towards the Government's 'Stop Seasonal Hunger campaign' where communities mobilize food/cash to support very poor households (often headed by women, disabled, old, those reporting substance misuse and with no capable wage earner) for the winter lean season and beyond. Communities that have collected a minimum of AFA 68,000 (in kind/cash) receives a matching grant (SIG) from the Government.

Table 11: SIG Batch# 1:Returneeand IDP

Output Indicators	Cumulative up to end of previous reporting period	Progress during reporting period	Cumulative up to end of current reporting period
# of provinces covered	9	0	9
# of districts covered	13	0	13
# of communities covered	1,663	178	1841
# of communities that have SIG Proposal Approved	1,597	92	1689
Total SIG matching grants disbursed (US\$)	\$ 1,439,516	162,230	\$1,601,746
Actual # of beneficiaries in communities with SIG grants distributed (HH)	23,084	6111	29,195

Out of the 1,985 contracted, 1841 communities have been covered in 13 districts of 9 provinces till date. From which, 1,689 SIG proposals submitted by the communities have been approved. The total matching grants disbursed under SIG batch# 1 is US\$1,601,746 from which 29,195LHHs received support/benefited. The remaining distribution of food and/or non-food items will take place during the lean season, as planned.

SIG Batch# 2: Drought affected communities

The batch number 2 is designed for drought effected communities in 16 districts of 6 provinces. from the 2207 communities contracted, 1360 have been covered so far. From the total covered communities, 1287 SIG proposals have been approved. The total matching grants disbursed under SIG batch# 2 is \$ 761,783 from which 8,223HHs have actually been benefited. The remaining distribution will take place during the lean season, as planned.

Output Indicator	Cumulative up to end of previous reporting period	Progress during reporting period	Cumulative up to end of current reporting period
# of provinces covered	6	0	6
# of districts covered	16	0	16
# of communities covered	1,192	168	1360
# of communities that have SIG Proposal Approved	1,096	191	1287
Total SIG matching grants disbursed (US\$)	\$ 691,881	\$ 69,902	761,783

Actual # of beneficiaries in communities with SIG grants distributed (HH)	7,689	534	8223
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Table 12: SIG Batch #2 progress to date - Drought Response SIG implemented by VGD/CC

SIG Batch# 3: Early Warning, Early Finance and Early Action (EWEFEA): Under this batch of early warning, early finance, early action (EWEFEA) of SIG, out of total 977 contracted in 13 districts of Badakhshan and Paktya provinces, 333 communities have been covered. From which 297 SIG proposals submitted by communities have been approved. The SIG matching grant disbursements currently in process.

Table 13: SIG Batch #3 progress to date – (EWEFEA) implemented by VGD/CC

Output Indicator	Cumulative up to end of previous reporting period	Progress during reporting period	Cumulative up to end of current reporting period
# of provinces covered	2	0	2
# of districts covered	13	0	13
# of communities covered	154	179	333
# of communities that have SIG Proposal Approved	77	220	297
Total SIG matching grants disbursed (US\$)	0	0	In Progress
Actual # of beneficiaries in communities with SIG grants distributed (HH)	0	0	0

Plan for the next Quarter:

The main focus of the Vulnerable Groups Division (VGD) in the next quarter would be on the follow up of the whole Grain Banks and SIG process in order to make sure that, items mobilized by communities and/or purchased using the SIG matching grants are distributed to targeted HHs as per defined rules and guidelines in a transparent way.

Kuchies Development

The Kuchies Development Sub-Program (KDSP) is a Citizens’ Charter Sub-Program. The program aims to reach semi-nomadic and fully nomadic Kuchies communities by establishing Kuchi Community Development Councils (KCDCs) in Afghanistan. KDSP expects to link and bring improvement in the lives of vulnerable groups in line with core objectives of the Project Development Objective (PDO) of the Citizen’s Charter. However, the standards and trends of services in the implementation part differentiate the approaches between the Kuchies Development Sub-Program (KDSP) and the mainstream Citizen’s Charter. Nonetheless, the program equally adheres to the principles of equity, inclusion, participation, accountability, and transparency.

Progress to date:

In the reporting period, the widespread insecurity in rural areas has seriously affected KDSP social mobilization and technical activities. In addition, in most of the provinces, the involvement of KDSP social staff in the COVID-19 response program has also slow-downed social progress. Despite insecurity and the COVID-19 response program, the KDSP succeeded to officially inaugurate some of the KDSP’s sub-project implementation in Balkh, Herat, Zabul, Nimroz, Kunar, Farah, Faryab, Samangan, Badghis and Badakhshan province. The projects consist of water supply, and road graveling, and through the successful implementation of the projects nearly about 12,511 Kuchi households will be directly benefited. Social and technical progress illustrated in the table 1, and 2 accordingly.

Table 14: Social activity progress

Indicators	Cumulative Up to the end of previous reporting period	During the reporting period	Cumulative up to the end of current reporting period
# of KCDCs mobilized	597	89	686
# of KCDCs Elected	587	83	670
# of WBA completed	554	84	628
# of KCDPs developed	554	81	625
# of Sub Projects surveyed and designed	308	84	392

Table 15: Technical activity progress.

Indicators	Cumulative Up to the end of previous reporting period	During the reporting period	Cumulative up to the end of current reporting period
# of sub-projects surveyed and designed	308	84	392
# of sub-projects financed	0	107	107
# of sub-projects ongoing	0	83	83

Kuchi women active participation in community-level social activities is still a challenge due to the Kuchies strict tradition and insecurity, as the majority of the developed KCDCs locate in very remote area. But, still contrary to the prior expectation Kuchi women's participation is promising. Table 3 shows Kuchi women participation in office bearing committee.

Table 16: Kuchi women participation in OB committee.

Item	# CDCs	Total Members	# Member	Male # Member	Female # Member	% Male	% Female
# Office Bearer	667	2,668	1,821	847		68	32

The following indicator in the table # 4 shows increasing level of Kuchi women participation in KCDC's mobilization process.

Table 17: Women participation.

Over all Female Membership in KCDC (Community mobilization and CDC election)						
Item	# CDCs	Total Members	# Male Member	# Female Member	% Male	% Female
# Member	667	11,500	6,236	5,264	54	46

Lessons Learnt:

The allocated number of KCDCs for the Kuchi communities all across the country is not sufficient, beyond the allocated number of KCDCs there are hundreds of Kuchi communities that have requested MRRD for the establishment of KCDCs in their communities.

Plan for the next Quarter:

- Mobilization of 100 new Kuchi communities in the next quarter.
- Development of 100 KCDCs.
- Conducting WBA exercises in 108 KCDCs.
- Development of 108 KCDPs and.

- Technical survey, design, and implementation of 161 Kuchies Sub-Projects (if fund disbursed to the KCDCs bank's accounts on time).

Dastarkhan-e-Milli (Covid-19 relief response)

Datarkhan-e-milli is an emergency response of the government to reach the needy people during the covid-19 outbreak. The government supports almost 90 percent of the communities in rural communities by providing them with a package of food and non-food items. Citizen's Charter visits each targeted community three time before the actual distribution of the packages. In the first visit, the social organizers aware the community members regarding the program and aware and train the CDC members on the program, beneficiaries selection and actual distribution. The SOs then select the eligible households based on the Well-being Analysis of the community and they also make sure if the WBA needs to be updated.

Table 18: Covid-19 relief response progress

Indicators	During the reporting period	Cumulative up to the end of the reporting period
# of communities with awareness and profiling conducted (1 st visit)		8,133
# of communities with beneficiary HHs selected (2 nd visit)		6,809
# of communities with distribution planning done(3 rd Visit)		5,816
# of communities received covid-19 relief package (4 th Visit)		12 ⁴

Program Implementation – Urban

Community Mobilization

The urban CCAP already has mobilized and elected 850 (100%) contracted communities, and the 850 (100%) communities have completed 850 (100%) of their development plan (CDP) as it is seen, all the four major cities PMUs have fully established all their contracted CDCs and completed their CDPs.

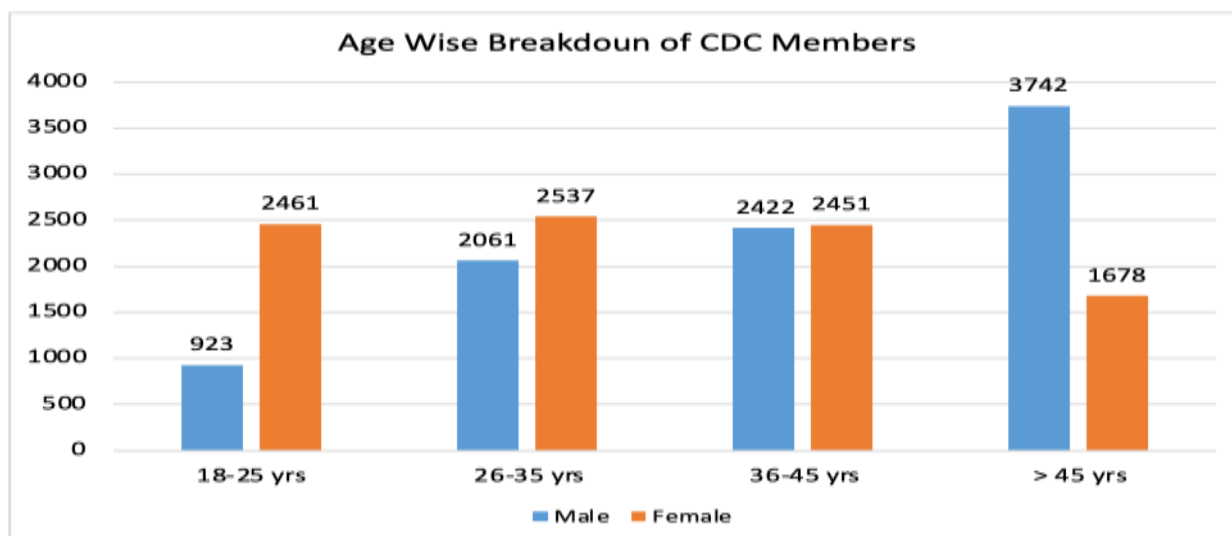
At Gozar level, a total of 175 Gozars Assembly elections completed, 175 Gozars Development Plans (GDPs) have been prepared and 380 subproject proposals have been reviewed and approved by Project Implementation Unit (i.e. 100% Gozars Election Completed, 100% GDPs prepared and 99.47% of proposals have been approved for the total targeted 175 Gozars). The PLA exercise also completed in all those Gozar Assemblies which have completed their Gozar Development Plan.

CDC and community analysis:

- Total CDC membership is 18,275 (Men: 9,148, 50.06% and women: 9,127, 49.94%)
- Total Office Bearers are 3,400 (Men: 1,697, 49.91% and women: 1,703, 50.09%), which shows 0.99% increase in female Office Bearers participation.
- Of nearly 647,327 eligible voters, women's participation in CDC elections was 49.35% and men's participation was 50.65%.

⁴ These 12 communities are those where the pilot of Datarkhan-e-milli was carried out.

Figure 2: Age-Wise Breakdown of CDC members:



Gender / Women's Participation

Table 19: Women's participation

Member	Total	Male		Female	
		#	%	#	%
CDC Members	18,275	9,148	50.06%	9,127	49.94%
CDC Office Bearers	3,400	1,697	49.91%	1,703	50.09%
Eligible Voters	647,327	327,855	50.65%	319,472	49.35%
Actual Voters	440,898	224,226	50.86%	216,672	49.14%
Beneficiaries	1,414,444	714,721	50.53%	699,723	49.47%

As you can see in the above table, percentage of women is 49.47% and female CDC members are 49.94%, over the field level participation of women as CDC members and office bearers is very good (almost 50%).

Gender Related Progress:

- Developed handover guideline for women project's assets. The guideline has focused on handover of the asset to a group of poor women who are eager to work and maintain their organizational group. The gender team is trying to link this project with other national level programs.
- Worked on women project linkage with AWCCI, Afghan Women's Federation and WEE-NPP and WEE-RDP programs. As a result of several sessions the AWCCI decided to register women projects in their database for future support. The WEE-NPP considered women projects in their 2nd phase plan and expressed their interest in supporting and conducting technical trainings for women's related projects.

Next Quarter Plans:

- Conducting 2 round of Gender Working Group (GWG) gatherings at IDLG/CCAP level for addressing the program overall gender related issues.

- Holding workshops in Kabul and in the 4 targeted major cities for discussing on Anti-Harassment Policy and establishing safe and congenial workplace for women in PIU/PMU/ FPs offices of urban CCAP.

Women's Livelihood Projects:

Checked, verified and approved 175 women's livelihood subprojects of which, 170 subprojects were financed, 162 subprojects are ongoing and 13 subprojects have been completed. By implementation of these projects about 2,196 women are the actual direct beneficiaries of the completed subprojects who are involved as trainees, trainers, and support staff.

Table 20: Sector Wise Level Women's livelihood Subprojects:

S. No.	Project Title	# of SPs	Sub Project Status		Actual Beneficiaries			Planned Budget (Afg)
			Ongoing	Completed	Female Trainees	Female Trainees	Female Support Staff	
1	Child Protection Centre	7	5	2	-	-	-	9,380,000
2	Girls School Class Room	14	14		-	-	-	19,940,800
3	Girls School Boundary Wall	2	1	1	-	-	-	2,828,000
4	Women Community Centre	8	8			-	-	10,720,000
5	Tailoring	55	54	1	4	90	4	87,638,400
6	Cake & Cookies Bakery	8	8		-	-	-	10,180,000
7	Bakery	14	9	5	17	895	-	18,372,000
8	Fast Food	8	8		-	-	-	10,720,000
9	Pickle Factory	2	2		-	-	-	2,382,740
10	Shoes Factory	3	3		-	-	-	4,020,000
11	Vocational Training	9	9					11,938,400
12	Poultry Farm	11	7	4	10	500	-	14,740,000
13	Saponification	8	8		1	165	-	11,310,400
14	Lace Sewing/Charma Dozi/Embroidery	24	24	0	0	0	0	32,648,800
15	Recreational Park	2	2		-	-	-	2,380,800
Total		175	162	13	32	2160	4	249,200,340

Engineering

Progress to date:

By end of the reporting period, the Finance Unit has disbursed a cumulative amount of USD 52.27 million to 850 CDCs by which 944 CDC subprojects (46 water supply, 834 transport, 9 park/recreation areas and 55 power supply) have been financed, while 783 CDCs have received 100% of their grants and 573 CDCs have utilized 100% of their grants. Also, 678 CDC level subprojects (29 water supply, 612 transport, 6 park/recreation areas and 31 power supply) have been completed.

At Gozar level, USD22.19 million has been disbursed to 170 Gozars by which 372 Gozar level subprojects (17 water supply, 153 transport, 6 park/recreation areas, 26 power supply and 170 women livelihoods) have been financed while 74 Gozars have received 100% of their grants and 5 Gozars have utilized 100% of their grants. Also 41 Gozar level subprojects (4 water supply, 4 power supply, 20 transport and 13 women livelihood) have been completed so far.

Totally, USD 74.46 million have been disbursed to 1,316 CDC and Gozar levels subprojects (63 water supply, 987 transport, 15 park/recreation areas and 81 power supply and 170 women livelihood Projects). These subprojects generate 3.4 million labour days, cover 56,000 sqm park and recreation area with 13,060 beneficiaries, extend 160 km power supply network with 89,598 beneficiaries, 282 km water supply network with 76,132 beneficiaries, and 910 Km road/street upgrading and drainage with 1,387,893 beneficiaries

Table 21: Summarized CDC level Sector Wise Subprojects:

Sector	# of SP Submitted	# of SP Financed	# of SP Completed	Grants Committed (AFN)	Grants Disbursed To CDCs (USD)	Estimated # Beneficiaries for Financed SPs	# Actual Beneficiaries for Completed SPs
Power Supply	55	55	31	127,601,221	1,525,775	89,598	50,992
Park & Recreation Area	9	9	6	40,719,452	491,885	13,060	8,123
Water Supply and Sanitation	46	46	29	74,413,887	916,146	76,132	48,067
Road/Street Upgrading and Drainage	834	834	612	3,790,234,710	49,334,847	1,387,893	1,040,392
Total	944	944	678	4,032,969,270	52,268,653	1,566,683	1,147,574

Figure 3: Sector Based Progress Chart:

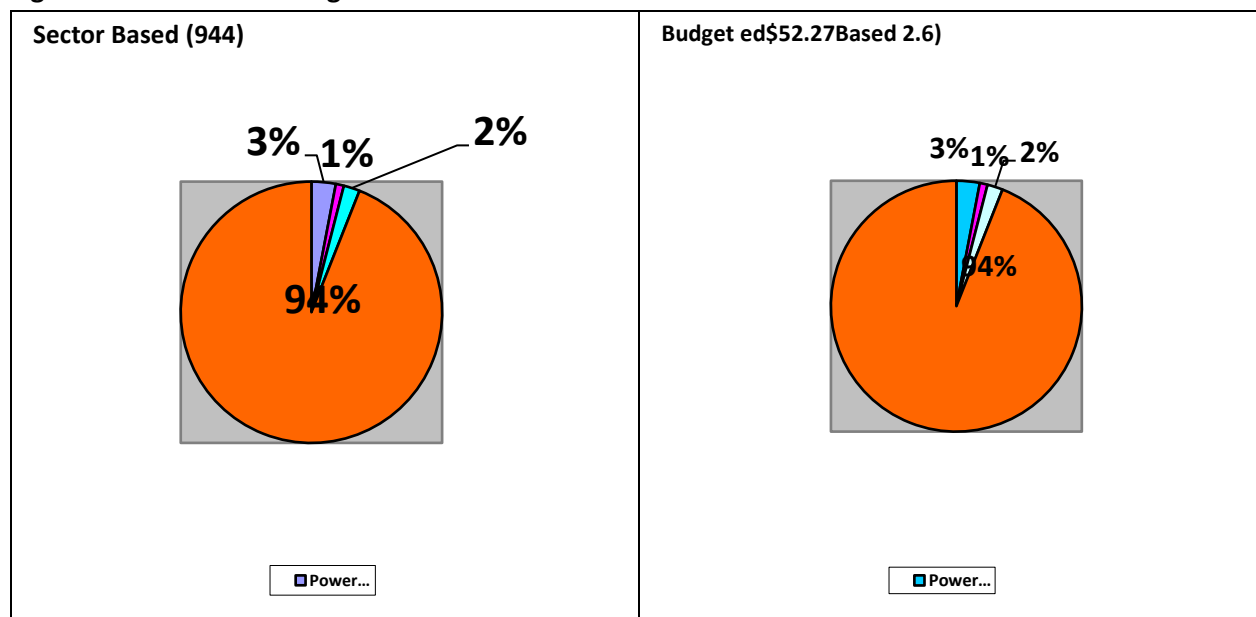


Table 22: Summarized Gozar level Sector Wise Subprojects:

Sector	# of SP Approved	# of SP Financed	# of SP Completed	Grants Disbursed To CDCs (USD)	Estimated # Beneficiaries for Financed SPs	Actual # Beneficiaries for Completed SPs
Power Supply	27	26	4	1,305,953	40,734	0

Park & Recreation Area	6	6	0	332,868	181,015	27,515
Water Supply and Sanitation	17	17	4	1,000,199	1,237,444	163,853
Road/Street Upgrading and Drainage	155	153	20	17,332,285	145,061	36,253
Women Livelihood Projects	175	170	13	2,218,734	1,365,150	112,438
Total	380	372	41	22,190,039	2,969,404	340,059

Field missions for review & approval of 20% CDC level and 100% GA level subprojects:

During the reporting period, the PIU engineers have conducted 21 field missions to the four major cities. The main purpose of the field missions was to monitor the subprojects implementation process, enhance the subprojects quality and discuss the subprojects slow progress with PMUs and FPs.

Table 23: Key findings and current status

No.	Findings	Status
1	In Kandahar city, 5 Gozars had requested water supply subprojects. Overall, the Kandahar residents don't have proper access to sufficient clean drinking water. By implementing such a project the communities are enabled to have access to potable water.	This issue has been solved, proposal of all the 5 water supply subprojects were reviewed and approved and their allocated grants were disbursed to the relevant communities and subprojects implementation activities were started.
2	Slow work progress was observed in Herat and Jalalabad cities subprojects' implementation process. Therefore, a mission was conducted to these cities and the issue was discussed with relevant PMUs and FPs.	As a result of discussions with the relevant FPs and PMUs management and engineers, all CDCs and GAs with slow progress subprojects were identified, and an applicable work plan for expediting these projects progress was prepared and necessary instructions to the engineers were given.

Next Quarter Plans:

- Completion of 258 CDC level and 322 Gozar level subprojects and their hand over to the communities.
- Field missions to the CCAP targeted cities for monitoring and quality assurance of subprojects implementation process.

Table 24: Concerning to the subprojects safeguards issues please refer to the following:

Indicator	Cumulative up to the end of the previous reporting period	Variation (+/-) during the reporting period	Cumulative up to the end of this reporting period
	IDLG	IDLG	IDLG
# of Site Selection done	1306	11	1317
# of ESMPs prepared	1306	11	1317
# of voluntary land donations	26	9	35
# of purchased land	4	0	4
# of Public land (community/gov)	13	0	13
# of ESS sub-committees established	989	36	1025,
# of Communities trained on ESS	941	84	1025
# of ESS related grievances recorded	9	0	9
# of Monitored ESS issues in SP	782	9	801

Social Risk Assessment:

All the required information and documents regarding the Social Risk Assessment have been collected in the forms and questionnaires were prepared by the appointed Consultancy. The Consultancy drafted the Social Risk Assessment (SRA) report based on the collected information and shared with the involved parties for their review. ESS staff of the urban CCAP also reviewed the report and inserted their comments in the report and shared with the Consultancy as all the comments were considered and incorporated in the draft report.

On 14th September 2020, WB summoned all the involved parties in a meeting, the Consultancy delivered a presentation regarding the report, the meeting all participants discussed in detail on the report and shared their views for further enrichment of the report about the possible risks and its impacts related to engagement with IDPs and returnees as agreed that the report all findings are vital for the design and implementation process of IDPs and returnees related subprojects.

Jalalabad Park Safeguards Corrective Action Plan (SCAP):

From April 2020 to September 2020, the TPM conducted two missions for auditing Jalalabad park SCAP implementation process. The TPM did not review the existed relevant documents precisely as well as the current statues of the SCAP process. On the other hand, the TPM carried out a mission to the area and contacted the affected people directly without coordinating with Jalalabad PMU. Therefore, the affected people provided inaccurate data/information to the TPM which was different from the information provided through confirmation letters by DAB and other commercial banks The TPM shared the audit report with the WB, and the WB advised them to collect accurate data and revise the report.

The TPM conducted second mission, unfortunately, the mistake has been repeated and the report submitted to WB with inaccurate data. On 20 September 2020, the WB held a meeting with TPM and urban ESS PIU staff about the second report, justifiable reasons along with relevant documents provided for both, finally, they agreed to finalize the case within the forthcoming week.

Key Achievements:

1. Reviewed 11 subprojects (4 Kandahar, 3 Mazar and 4 Jalalabad) ESS part (ESMPs, Checklists, and other relevant forms).
2. Finalized ESS booklet as will be published in the upcoming week.
3. Conducted a mission to Kandahar province from 14 to 21 July 2020, for visiting the sites where land acquisition and ESS relevant problems had happened. The mission identified five ESS issues (1-trees cutting, 2-water reservoir cleaning, 3-constructing water manhole close to road ditch, 4-labor health and safety, 5-land acquisition/documentation and dust control issues) and shared their findings with PMU, HRDA and Kandahar city mayor, the issues were discussed with them and agreed on preparing required documents for all ESS cases, especially filling of land acquisition/donation forms for the six identified sites.
4. Conducted a joint official mission with a team of engineers to Herat city from 31 August to 05 September 2020 for visiting four (2 CDCs, 1 GA and 1 BGA) level ongoing projects had ESS issues, shared our findings and recommendations in a meeting held with PMU's and FP's ESS focal points, site engineers, and PMU/FP management, in the meeting, discussed the current situations, details of the projects, plans, and planned SPPs from the ESS perspective.
5. Conducted an on line ESS training for 9 ESS focal points (8 male, 1 female) of the 4 targeted major cities PUMs and FPs from 20 to 22 September 2020. The training topics were proper preparation of ESMPs, application of WB's ESS policies, ESS reporting process, GRM, ESS checklists and ESS monitoring,
6. Finalized Disaster Risk Management (DRM) principles in close coordination with MRRD Disaster Risk Management Center for integrating the DRM principles into CCAP Operational Manual.

REACH/ (Dasterkhan Milli) Progress:

During the first half of the fiscal year 2020, monitoring mechanism and tools have been developed for REACH/SIG, while during the 3rd quarter, the SIG/REACH cash and kind distribution process started as pilot by the name of Dastarkhan Milli, in 7 CDCs of the 4 major cities (Herat, Kandahar, Jalalabad and Mazar-e-Sharif). During this pilot implementation, totally, 1,600 households (1,011 HHs in 4 CDCs received in cash distributions and 589 HHs in 3 CDCs received in kind distributions).

The M&E unit developed 4 monitoring forms for pilot phase of Dasterhan Milli, translated the forms from English to local languages (Dari and Pashto) and sent to MIS unit for developing their module ,The M&E unit staffs are monitoring the entire process by using the developed monitoring forms with consideration of the lessons learned from the SIG pilot phase.

The training unit prepared Operation Manual Annexes, Step by Step guideline, Orientation Presentation, Training Manual.

Important Lessons Learned from SIG Pilot:

The overall cash and food distribution process in 7 CDCs was successful as there was not seen any major problem in the entire process; however, we learned that:

- The beneficiaries should be selected very carefully with considering all required specifications such as correct and accessible, mobile number and Tazkira number to avoid duplication and missing eligible households
- The SO must fully inform the people of the post monitoring calls process, while receiving the calls for remote monitoring, they should respond truly and honestly to the calls.
- The required specifications must be written very correctly and have to cross check the mobile numbers by dialing to ensure the accessibility, correctness and related to right beneficiaries/HHs.

- The beneficiary's selection form should be computerized to be readable, and avoid corrections without any authorized signature that ensure the transparency.

5. OPERATIONS PROGRESS

MIS (Rural)

The MIS is the main source of data for the CCAP program. It organises and stores the data to be used by program staff to implement their sub-programs and sub-projects using evidence. The users can access the program progress, extract data and automatically generates quantitative reports such as summary sheets. It helps improve transparency and accountability. Its primary audiences include internal (the communities, CDCs, CCDCs, FPs, PMU field staff, program staff) and external stakeholders (line ministries, donors, evaluators and auditors of the program).

Progress to date

- Several financial and procurement modules developed for COVID-19 relief sub-programs
- Withdrawal expenditure archive developed
- HRMIS contract management system developed
- Payroll developed in the MIS for MCCG, SIG, and Kuchi sub-programs
- Payroll system developed for PMUs
- IMI reporting system modified based on the newly proposed requirements
- FPMD Invoice and reporting system developed
- CCAP Coverage map updated

MIS (Urban):

Key Achievements:

- Developed Assets Management System, MIS module of SIG Relief Package, MIS system for REACH project and Kabul Municipality
- Checked data quality and completed missing data

Next Quarter Plans:

- Developing the remaining modules of HRMIS
- Developing cash management/financial management system for finance unit
- Developing ESS module for CCAP
- Enhancing the reporting and other sections of CCAP
- Launching and further enhancing tasks and assets management systems

Procurement (Rural)

Completed Packages:

The listed procurement activities in table 18 include activities such as one floor 3D panel building, and construction of missing components in PMU offices, goods (IT/engineering equipment and office furniture), and services i. e. office supply. Out of 20 procurement activities, 16 of them were included in the Procurement Plan and were shared with the Bank via the Systematic Tracking of Exchange in Procurement (STEP). The remaining 4 activities are under Incremental Operation Cost (IOC).

Table 25: List of Procurement Packages where the contract has been signed

S N	STEP ID	Goods/Non- Consulting Services	Amount in AFN
Part of Procurement Plan Activities			
1	MRRD/CCAP/WR/194	Procurement of Construction for one Floor 3D panel Building	6,823,790.00
2	MRRD/CCAP/WR/184	Construction of Missing Components for Noristan PMU's Admin Buildings	4,188,495.00
3	CCAP-I/MRRD/GDS - 150	Procurement of IT Equipment (Laptop Computers)	32,300,000.00
4	MRRD/CCAP/GD/161	Procurement of IT Equipment for Provincial, District and HQ Offices	2,5043,441.00
5	MRRD/CCAP/GD/168	Engineering Equipment for Provincial and District Offices	15,167,789.00
6	MRRD/CCAP/GD/182	Office Furniture for Provincial and District Offices	25,960,619.00
Part of the IOC Activities			
1		Antivirus for CCAP	970,000.00
2		CCAP Branded Calendar for 1399	495,000.00
3		Office Supply for MRRD	140,000.00
4		3G/4G Internet Services	359,200.00

Packages in progress:

Out of the ten procurement packages, four are part of Incremental Operating Cost (IOC) (fuels, stationary) and have been completed/executed since last ISM. The remaining 6 packages are under process/execution and they come under different categories i. e. works, goods and non-consulting services

Table 26: List of Procurement Packages in progress

SN	STEP ID	Description
1	MRRD/CCAP/GD/243	IT Equipment for HQ and Field Office - The year 2020
2	CCAP-I/MRRD/GDS - 151	Generator: 25KW for 3 Provincial offices and 7.5 KW for 47 District offices
3	RRD/CCAP/WR/187-2	Missing components of Logar, Paktya, Khost, and Paktika Provinces of the Administrative Buildings
4	MRRD/CCAP/GD/247	Office Equipment for Kunduz Region
5	MRRD/CCAP/GD/244	Office Equipment for Balkh Region
6	MRRD/CCAP/WR/188-2	Missing components of Bamyan, and Ghazni Provinces of the Administrative Buildings
7	MRRD/CCAP/GD/248	Office Equipment for Kandahar Region
8	MRRD/CCAP/GD/250	Office Equipment for HQ
9	MRRD/CCAP/GD/245	Office Equipment for Kabul Region
10	MRRD/CCAP/GD/174	Electrical Equipment for HQ and Provincial Offices
11	MRRD/CCAP/GD/175	Security System and Cameras for HQ and Provincial Offices
12	MRRD/CCAP/GD/246	Office Equipment for Nangarhar Region
13	MRRD/CCAP/GD/249	Office Equipment for Herat Region

Procurement (Urban)**Table 27: Procurement progress**

Completed Procurements	end of previous period		current reporting period		Cumulative	
	# of contract	Value US\$ millions	# of contracts	Value US\$ millions	# of contracts	Value US\$ millions

Goods, works, non-consulting services	MRRD						
	IDLG	7	0.14	9	0.30	16	0.44
Consulting services	MRRD						
	IDLG	6	4.60	10	4.24	16	8.84
Total		13	4.74	19	4.54	32	9.28

Key Achievements:

Successfully started the procurement process for hiring of FPs for additional financing in ten provinces, and RFP has been issued to the shortlisted consultant and subsequently received technical proposal from interested firms which is now under evaluation.

Staffing (Rural)

Progress to date:

Table 28: Staffing breakdown

RURAL	Gender-disaggregated			Unit disaggregated			
	Male	Female	Total	HQ	Province	District	Total
NTA Levels							
Management (A & B)	16	1	17	17	-	-	17
Professional (C, D & E)	1,384	76	1,460	148	349	963	1,460
Support (F, G and H)	889	151	1,040	84	249	707	1,040
Total #	2,289	228	2,517	249	598	1,670	2,517
Total %	90.94%	9.06%	100%	9.89%	23.76%	66.35%	100%

Table 29: Staffing status

#	Grade	NOL	Current	In the process	Vacant	Remarks
1	A,B	38	17	4	17	
2	C,D,E	1724	1460	63	201	
3	F,G,H	1088	1040	47	1	
Total		2850	2517	114	219	

Staffing (Urban)

Of the total 235 staff approved in the staffing plan, 206 were contracted, the recruitment for 5 new staff is under process, and 24 more staff will be recruited later in the CC implementation. **20% of the recruited staff are female.**

Table 30: Contracted staff breakdown by gender and unit

URBAN	Gender-disaggregated			Unit disaggregated		
	M	F	Total	HQ	Municipality	Total
NTA Levels						
Management (A & B)	27	2	29	26	3	29
Professional (C, D & E)	96	34	130	57	73	130
Support (F, G and H)	42	5	47	29	18	47
Total #	165	41	206	112	94	206
Total %	80%	20%	100%	54%	46%	100%

Key Challenges/Recommendations:

S. No.	Challenges	Recommendations
1	No insurance and no promotion in NTA policy are the main reasons for staff turnover.	The staff remuneration have only basic salary and communication allowance under NTA, and does not allow any other allowances to the staff so the WB and MoF are recommended to allow additional benefits to staff such as insurance to the staff, this will help to retain the staff and control the turnover.

Public Communication (Rural)

Media engagement is enhanced and continued through various means to keep the relationship with media sustained that will also support in access to information. Regular orientation meetings were conducted with the media representatives at the national and local level. We shared daily news bulletin with media and invited them to important events such as the MRRD press conference on project signing ceremony that included Kuchies project where eleven media outlets participated as well as facilitate field visits and invited media for the Kuchies project inaugurations and EQRA school handover ceremonies and other project sites in different provinces. Ten articles were published through local newspapers such as Hewad, Eslah and the Kabul times and they are regularly posting about us. Further, footages and audio spots and materials were shared with media on regular basis, particularly with Radio Bayan that they use through their different news programs regularly. We also worked with **THE NEW YORK TIMES** journalist on their opinion ([The Three Rules of Coronavirus Communication](#)) and feed them with the information and footages on how the CCNPP was involved in raising the public awareness around COVID-nineteen key messages, which are reflected in this opinion. As a result, the media monitoring could capture 3,502 reflections of CCNPP in the national, local media outlets as well as on the stakeholder and other online media pages. CCAP management appeared more regularly on media exclusive interviews and discussed the CCNPP and Dastarkhwan-e Meli programs on the leading national and local media such as the BBC, Azadi Radio, TOLONews, Mili TV, One TV, Shamshad TV and many others.



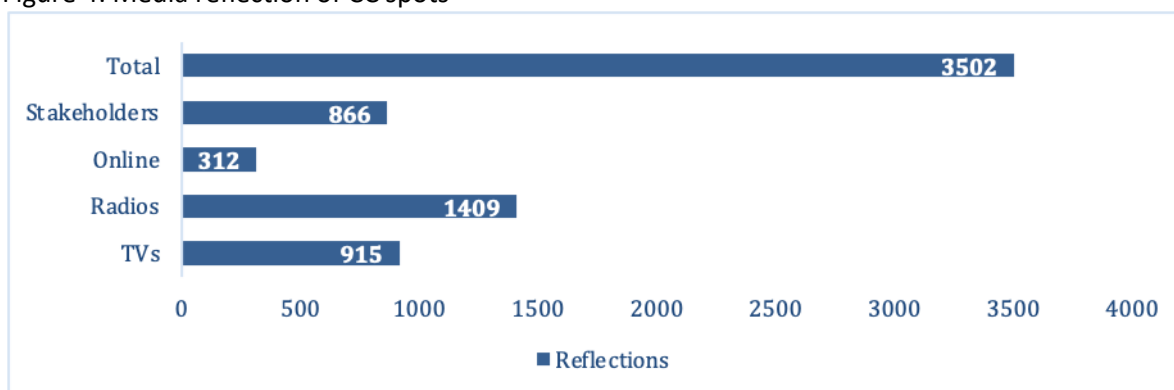
The CCNPP also signed contract with 13 leading TV (TOLO & TOLOnews, Meli, Ariana, 1TV, Khurshid, Shamshad, Kabul News) and Radio stations (Arman, Ariana, Khurshid, Kilid, Shamshad) for airing paid PSAs for a duration of one year. CCNPP spots are currently being aired through the following channels.

Table 31: CCAP video spots summary report

S/N	TV Outlet	Spot Name	Length	Total # of Broadcasts
1	Tolo	Irrigation canal	60 seconds	6
2	TOLOnews	Irrigation canal	60 seconds	6
3	1TV	Irrigation canal	60 seconds	6
4	Kabul News	Irrigation canal	60 seconds	6
5	Shamshad	Irrigation canal	60 seconds	6
6	Khurshid	Women Participation	60 seconds	5
7	Mili	Women Participation	60 seconds	5
8	Ariana	Women Participation	60 seconds	5

The website and social media pages of CCNPP is regularly updated, with the Facebook as a lead channel of communications has reached more than 58K followers. During this reporting period the social media content have been enhanced more and also the coding and technical work of the new design of the website is finalized and ready to launch. Eleven video spots and documentary films including a comprehensive documentary on Kuchies development program, were produced which were communicated through social media pages and also distributed to different audience groups especially to journalists.

Figure 4: Media reflection of CC spots



Key Plans for next reporting period:

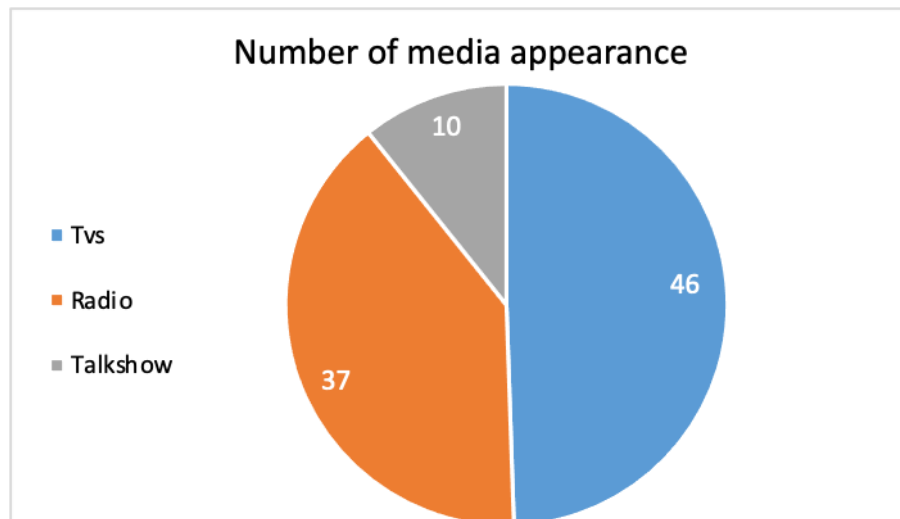
- Launch the Dastarkhan Mili Awareness Campaigns
- Finalizing and launching contents for the website’s new design
- Launch awareness campaigns on EQRA project completions and handovers
- Launch awareness campaigns for the Kuchies and Mosque construction projects
- Arrange field visits for reporters to visit EQRA and other CCAP projects

Public Communication (Urban)

- The role of women in urban citizen charter was covered by BBC TV giving the program a wide reach both nationally and globally considering BBC’s reach.

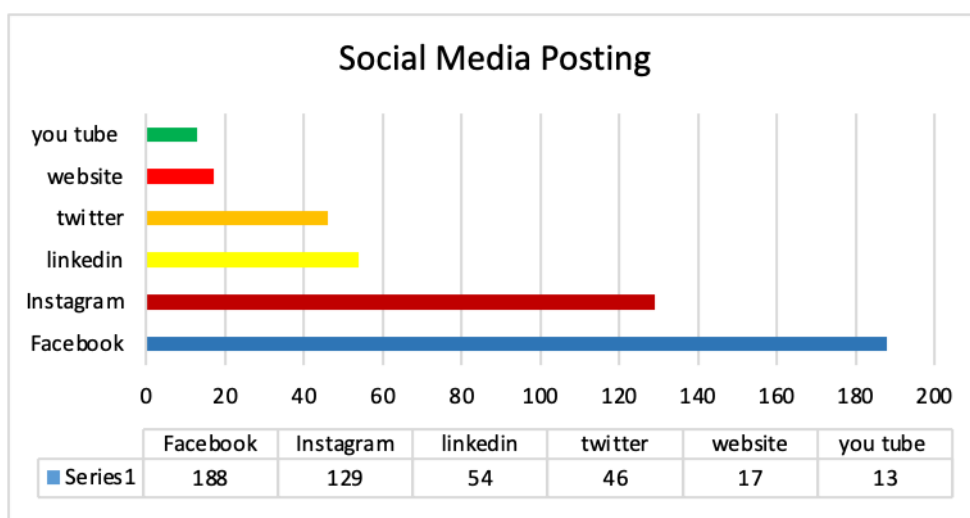
- Citizen charter maintained its media appearance across the four cities with at least one media mention per day.
- During the reporting quarter, Citizen Charter achieved 46 TV media events, 37 radio mentions and was discussed in ten talk shows. This is illustrated in the following figure.

Figure 5:



- Three interviews on Citizen’s Charter on the topics of women participation in the program, project monitoring and public awareness raising on GRM issues were broadcasted through Radio Bayan’s 74 substations countrywide.
- Citizen’s Charter maintained its online presences through providing updates on progress via its website and social media pages for the public.

Figure 6: Social media posting



Productivity and Creativity:

The PCU with an expert and efficient team transforms the success stories from text formats to video success stories. During the reporting period, a total of 23 videos produced with messages of champion CDC performances, MSS project impact, women livelihood projects, before and after subprojects implementation photos, Afghanistan Independence Day, international literacy day, international peace day and COVID 19 pandemic related videos and etc. The videos are mostly occasional based, as an average production of one movie / video per week.

Internal Communications:

Besides focus on reaching to external audiences/participant groups, the program has activated some channels to communicate the program progress to CC staff members as Email Newsletters, WhatsApp and Viber Groups, Presentations, Wall Messaging, also developed personal briefing package to newly recruited staffs.

Next Quarter Plans

- Conducting awareness raising campaigns on Dasterkhan Milli project in the 14 targeted cities which will be continued for 7 months
- Producing and designing communication materials (Public Service Announcement (PSA), Billboards, Posters and Banners) for Dasterkhan Milli project
- Conducting joint work with Ministry of Hajj and Religious Affairs on a MoU to improve traditional messaging through mosques (masjids) with the coordination of MoF with in Next/Coming Quarter
- Continuing and expanding media campaigns on Citizens' Charter key achievements, progress, women's participation/achievements and etc. in the 4 major cities and Kabul city
- Engaging with the academia, CSOs and launching public forums around CCNPP 2nd phase in the 4 major cities
- Support in launching awareness raising campaigns on ESS in the 4 major cities during the upcoming quarter
- Launching scorecard report through press conferences delayed from last QR in Next/Coming Quarter
- Developing branding policy
- Continuing and enhancing relations with Government Media and Information Center (GMIC) and Line Ministries communication teams.
- Facilitating projects inauguration trips for senior management and media in 4 Cities

Monitoring & Evaluation (Rural)

In-house monitoring

Key Monitoring Findings: during the reporting period, a total of 730 sampled communities were monitored in 85 districts of 32 provinces by provincial monitoring officers (PMOs).

- The Citizens' Charter posters were available in 94% of the sampled monitored communities showing a minimal increase of 3%, from 91% to 94%, as compared to the last reporting period.
- The rate of the sub-committees' establishment rate maintain the same level i.e. 99% of sampled monitored communities compared to the last reporting period
- The grievance boxes were available in 83% of sampled monitored communities which shows increase of 8% compared to the last reporting period, and accessible in 88% to all the community members, especially women.

- There was a slight increase in the number of meetings organized by male CDC members from 79% to 80%, whereas, in female wings of the CDCs, the figure shows 15% rise, from 54% to 69%, during this reporting period.
- The Monitoring data shows a decrease of 5%, from 19% to 14%, in the number of completed sub-projects in their first visit to the community during this quarter, whereas, in their second visit to the communities the proportion of completed sub-projects goes down minimally, from 47% to 46%- showing a decrease of nearly 1% in the percentage of completed sub-projects in their second visits to the community.
- The sub-projects were according to the need and priority of the community members in almost 99% of sampled monitored communities in both first and second monitoring visits. This figure was 100% in both first and second round during the last quarter.
- Almost in 90% and 98% of the sampled monitored communities the communities benefited from the subproject implementation in first and second visits to the communities respectively, compared to 95% and 93 of sampled monitored projects in the last reporting period.
- The proportion of defect seen in technical survey is slightly higher during last reporting period in comparison with this reporting period, showing a decrease of almost 1% from 4% to 3% in both first and second monitoring visits.
- The availability of subproject proposal increased by 4%, from 49% to 53%, in the first monitoring visits during this reporting period, while in the second monitoring visit the availability of subproject proposal decrease sharply in nearly one-fifth, from 76% to 57%, of the sampled monitored communities, compared to the last reporting period. Most of these documents were taken to District and provincial offices for the data entry.
- In first round monitoring visits, in almost 96% of the sampled communities were implemented according to design specified in proposal in both reporting, whereas in the second monitoring visit in 93% of the sub-projects were implemented according to design specified in proposal, showing an increase of around 32% in current reporting period compared to the last reporting period.
- The figures for delay in sub-project implementation experienced a rise, from 20% to 25%, in first monitoring rounds during this reporting period; in addition, in the second monitoring round, the proportion of delay increased dramatically, from 14% to 31%, of the sampled monitored communities in comparison to the last reporting period. The reasons behind these delays were mostly the delay in the second installment, technical deviations and some social conflicts.
- Overall, 7% of the sampled monitored sub-projects were not started or suspended in both first and second round monitoring due to: technical problems (25), delay in installment (12), Social Problems (7), Security Problem (4), delay in procurement (3), the CDC member give priority to their first project (2), and the remaining 5 sub-projects were delayed due other reasons.
- During this reporting period, the existence of deviation in BoQ was 1% and 3% in first and second monitoring rounds respectively, showing a minimal decrease of almost 1% in each monitoring rounds compared to the last reporting period.
- The sign board was installed in 16% of sampled monitored subprojects in their first visit to the community- showing a climb of only 2%, from 14% to 16%, during this reporting period. However, in the second monitoring visits, the sign board was installed in 22% of sampled monitored subprojects in their first visit to the community- showing a climb of only 3%, from 19% to 22%, during this reporting period.
- During current reporting period, in 61% of the sampled monitored communities the financial and procurements documents were kept properly by CDC, compared to 62% during the last reporting period. On the flip side, in second monitoring visit, the financial and procurement documents were kept properly in 76% of the sampled monitored communities in comparison to 69% during the last reporting period.
- In first monitoring visit, there was an increase of almost 15%, from 41% to 56%, in the proportion of community members trained to operate and maintain the sub-projects; the data shows, in the

sampled monitored communities a men (n=662) and women (n=273) were trained with an average of 1.4 men and 0.6 women to operate and maintain the subprojects during this reporting period.

- In second monitoring visit, there was an increase of almost 15%, from 58% to 73%, in the proportion of community members trained to operate and maintain the sub-projects; the data shows, in the sampled monitored communities a men (n=483) and women (n=167) were trained to operate and maintain the subprojects during this reporting period.

Note: M&E division share critical findings on a regular basis with relevant divisions/persons to take corrective actions and maintain close follow up.

Community Participatory Monitoring (CPM)

Based on the MIS data, cumulatively 11,429 CPM sub-committees were established with total of 128,976 members of which 49% are female.

Table 32: CPM progress

# of filled CPM form 14.1			# of filled CPM form 14.2			# of filled CPM form 14.3			# of filled CPM form 14.4		
Separate		Joint	Separate		Joint	Separate		Joint	Separate		Joint
Male	Female		Male	Female		Male	Female		Male	Female	
8,029	7,982	3491	6,533	6,326	2,067	6,527	6,503	1,342	4,471	4,438	987

For detailed monitoring findings on rural please refer to Annex G

Third Party Monitoring (TPM)

As of this reporting period, total of 1,123 new deviations were reported on CC sub-projects which were assigned to the field engineers for rectification in order to take corrective actions. Of the reported deviations, 403 were rectified, 408 deviations pending with TPMA and the 1,987 deviations were opened with our field colleagues and will be resolved soon by providing required documents and geo-tag photos. In addition, MRRD Engineering Division had weekly coordination meetings with ATR-TPMA and discussed the reported deviations.

Table 33: Status of the monitoring deviations

Deviation category	Opened			Pending with TPMA for rectification			Returned from TPMA		Closed		Grand Total
	Not read	Acknowledged	Rectification in progress	Pending review	More info required	Further Investigation	Rectification not resolved	Pending Ministry Action	Non-Rectified	Rectified	
Critical	1	18	7	1	0	1	3	7	0	5	43
Major	452	481	194	43	0	37	21	72	35	171	1,506
Minor	817	971	565	277	0	69	19	101	59	199	3,077
Total	1270	1470	766	321	0	107	43	180	94	375	4,626

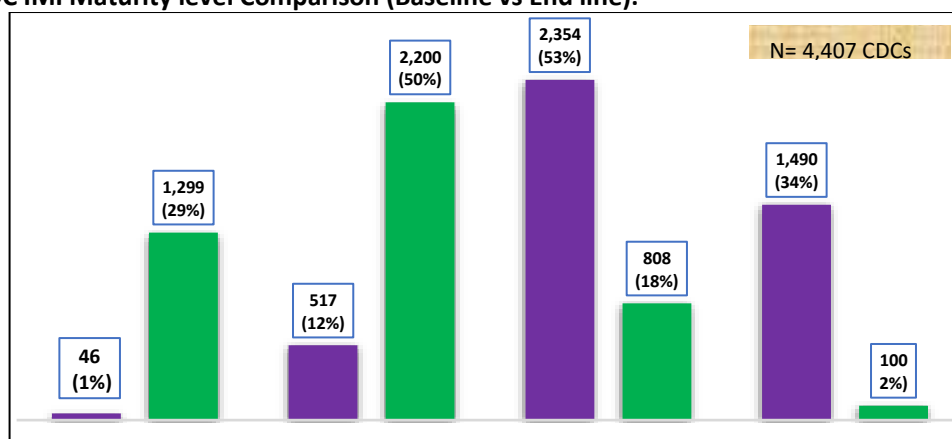
The Citizens’ Charter Institutional Maturity Index (IMI), (Rural)

IMI is a self-evaluation tool that is designed to assess maturity levels of CDCs and their sub-committees. It is also an educational process through which the elected CDCs representatives and those that serve in CDC Sub-Committees engage in self-reflection enabling them to interact and communicate effectively using focused group discussions. It allows these bodies to hold up mirror against themselves and self-evaluate their own performance in several areas, including their maturity level. This exercise is carried out twice every three years by each CDC and its sub-committees. The first of this takes place after five months of the CDC elections as a baseline. The second one, which is the end line, takes place 1.5 years after the baseline had been carried out. Between the two rounds CDCs and subcommittees are provided with capacity building sessions based on the themes emerged from the baseline.

Table 34: Overall CDCs’ maturity comparison between the baseline and end line

CDCs Maturity level	Baseline (#)	Baseline (%)	End-line (#)	End-line (%)
High Mature	127	1	1,299	29
Mature	1,357	12	2,200	50
Low Mature	5,873	50	808	18
Immature	4,353	37	100	2
Total	11,710	100	4,407	100

Figure7 : CDC IMI Maturity level Comparison (Baseline vs End line):



Monitoring & Evaluation (Urban)

CDC /GA Levels Monitoring Form 2

The provincial M&E officers using the monitoring form 2 have conducted 104 field visits at CDC level and 55 visits at Gozar level from January to September 2020, all data of these visits have been recorded in MIS. Overall improvements observed in both the social mobilization and institutional building and subprojects implementation process comparing to the last reporting period while in the same time challenges and deviations were reflected in the reports which are systematically shared with the management and relevant divisions for corrective actions.

Joint Missions:

- Conducted a mission to Jalalabad city from 10 to 13 July for the purpose of monitoring Gender related activities and Youth sub-committees performances at PMU and FP levels and resuming the women livelihood projects after COVID 19 pandemic lockdown.

- From 20 to 27 July 2020, a joint 9-members monitoring missions carried out to the three major cities of Kandahar, Jalalabad and Mazar-e-Sharif. The mission consisted of Deputy Minister of DMM, CCAP GD, OD, M&E unit head and some DMM staffs for inaugurating CCAP completed subprojects, starting construction of newly development subprojects, monitoring of the projects implementation process, meeting the mayors and municipalities' staff, PMUs and FPs staffs of the aforesaid cities and hearing of the locals problems/complaints
- Conducted a mission to Kandahar city from 21 to 28 Aug 2020 for monitoring Gender related activities and youth sub-committees performances at PMU and FP levels and providing necessary instructions for expediting the women's livelihood subprojects. During this mission met with the city mayor to lobby for the youth and also held a meeting with representatives of 75 youth sub-committees. In the meeting detailed and constructive discussions took place on importance of youth involvement in the CC program and how to improve the youth capacity and heard the youth sub-committees challenges and found solutions for their challenges.

Table 35: The mission major findings from the said cities have been included in the below:

S. No.	Findings	Recommendations/Next Steps
1	The Kandahar mayor is eager on environmental protection and greenery of the city, while the environmental protection form is filled out by the people is complicated and time consuming.	The ESS engineers are to further work on the form and make it easier.
2	CDCs members suggested that, 10% budget of Gozar level SPs for women livelihood project is not enough.	It is recommended that the allocated budget for the women livelihood is to be increased
3	Most schools in Kandahar city are without buildings	The communities are requesting that the school building construction subprojects be included in urban CCAP minimum service standers menu.
4	As some of the Gozars heads are not working effectively, so, the locals asks re-election of GA members.	This point is not mentioned clearly in OM, it need further discussion for re-election of Gozar chair person
5	CDCs members and chairpersons need membership identity cards, as by these cards they are officially recognized as the CDCs representatives	The issuing ID card for CDC member have to be reviewed, whether it's necessary or not
6	Long process of CDCs instalments disbursement from Kabul has caused suspension of work in some projects.	The PMU will review the procedure and have to make clear justification for long process of instalment disbursement

Community Participatory Monitoring (CPM):

There are five types of CPM forms for recording problems, views, and expectations of CDCs members of the CCAP program. The data analysis of CPM forms collected from the four major cities during this quarter

clarifies that CDCs are doing their work effectively and efficiently which shows that improvement has come in the process, as 836 CDCs out of 850 CDCs have completed the CPM forms by themselves and facilitated by FPs' social organizers.

During the reporting period, 4 rounds of CPM have been completed in most of the CDCs in all four cities. The 5th round of CPM will be conducted after completion of subprojects and end-line IMI. Totally, 170 CPM (3 in Jalalabad city and 167 in Kandahar) of 5th round has been conducted.

Table 36: Summary table of CPM conducted in the 4 major cities:

#	City Name	CPM Target	1st Round	2nd Round	3rd Round	4th Round	5th Round
1	Mazar-e-Sharif	150	150	150	150	147	0
2	Herat	200	199	199	196	184	0
3	Kandahar	300	300	300	288	215	167
4	Jalalabad	200	187	143	86	46	3
5	Total	850	836	792	720	592	170

Third Party Monitor (TPM) Urban

As of 1st Jan 2020, new platform under the supervision of ATR-TPMA consulting is functioning and the deviations are coming through this new platform. Summary of all deviations reported by ATR-TPMA have been included in the below table; all these new deviations have been rectified at field level and their recording in MIS is under process, these deviations will be marked as rectified as soon as their recording process is completed in the system.

Table 37: TPM deviation status

City	Acknowledged	Pending Action	Ministry	Pending review	Rectification in progress	Rectified	Grand Total
Balkh	67	26		0	0	59	166
HERAT	13	8		0	2	7	30
KANDAHAR	83	19		3	6	24	135
NANGARHAR	88	19		7	3	41	159
Grand Total	251	72		10	11	131	490

Scorecards

The 4th round of scorecards was scheduled from Jan to June 2020, but due to spreading COVID-19 after March 2020 all the education facilities were standby; while, 418 CDCs partially have conducted scorecards in 18 health facilities during the mentioned six months period. As it is seen in the below table, 108 CDCs have conducted scorecards in 11 educational facilities before March 2020.

Table 38: Summary table of scorecards filled:

Indicators	1 st Round	2 nd Round	3 rd Round	4 th Round	5 th Round
# of Scorecards filled per Education and Health Facility	115	148	146	29	1
# of Scorecards filled per Education Facility	90	120	119	11	0
# of Scorecards filled per Health Facility	25	28	27	18	1

# of CDCs filled Scorecards for Education	646	820	837	108	0
# of CDCs filled Scorecards for Health	585	709	701	418	30

Institutional Maturity Index (IMI)

Institutional Maturity Index (IMI) is a self-evaluation process which are conduct after first 6 months of the CDCs elections/establishment as baseline IMI and before end of subprojects as end line IMI, the main purpose of the IMI is to reflect key findings and information on CDCs and their respective sub-committee's activities, performance and maturity level. By end of the reporting period, the baseline IMI has been completed in the 4 major cities as its analytical report will be submitted after comparison with end line IMI.

Table 39: Summary table of end line IMI conducted:

S.NO	City	# of End line IMI (CDC)	# of End line IMI (Education)	# of End line IMI (Environment)	# of End line IMI (Health)	# of End line IMI (Vulnerable)	# of End line IMI (Youth)	Grand total
1	Herat	60	60	61	61	60	61	363
2	Jalalabad	34	36	34	38	35	35	212
3	Kandahar	174	174	174	174	174	174	1044
4	Mazar-e-Sharif	90	95	95	93	95	92	560
Total		358	365	364	366	364	362	2179

Next Quarter Plans:

- Conducting end-line IMI
- Coordinating and overseeing monitoring work plans for the 4 PMUs, and ensuring timely data entry and feedback on findings
- Finalizing 3rd round scorecard analytical reports and follow up of 4th and 5th rounds of scorecards implementation and producing their reports
- Producing baseline IMI and CPM analytical report and sharing with PIU, PMUs and FPs for their review and feedback
- Coordinating TPM and follow up of deviations found by TPM with Engineering Unit
- Ensuring that all grievances related to urban Citizens' Charters received, recorded and investigated by the mandated authority.
- Coordinating urban Citizens' Charters feedback on various studies and evaluations undertaken for the whole program.

Grievances Handling (Rural)

Progress on grievance handling:

During this reporting period 472 grievances received. Out of this 313 grievances resolved including 180 grievances which were pending from last reporting period (313+180 = 493) and 159 grievances are under process.

The total number of grievances received so far has reached 2,357. Out of this, 2,198 were resolved and feedback provided to the complainant and 159 are under investigation.

Table 40: Grievance break down by types

No	Grievance Types	Number of Grievances
1	Infrastructure Construction or Rehabilitation	466
2	Financial and Procurement	439
3	Monitoring; CPM/GRC	391
4	Minimum Services Standards	287
5	Others (Not Applicable)	227
6	Election at Community Level with improper process	202
7	Project Management-related Grievances	163
8	Development Actors at the Community Level	110
9	Corruption	45
10	Lack of Awareness, Participation in Exercises and Planning	20
11	Social Safeguards	9
12	Environmental Safeguards	7
	Total	2366

For detailed breakdown of the grievances reported please refer to Annex H

Future Plan:

- Receive/Solve grievance and feedback to the complainant on regular basis. Based on the number of grievances received during this reporting period, GHD estimate to receive more than 400 grievances within next reporting period and will solve at least 70% of that.
- GRM Functionality Assessment/Spot Check in 200 CDCs.
- Conducting Orientation/Training Sessions for the field staff in 6 region for 34 provinces.
- Distribute GRM awareness poster and brochures. 2 posters and 5 awareness brochures per CDCs will be printed and distributed to CDCs through PMUs.

Grievance Handling (Urban)

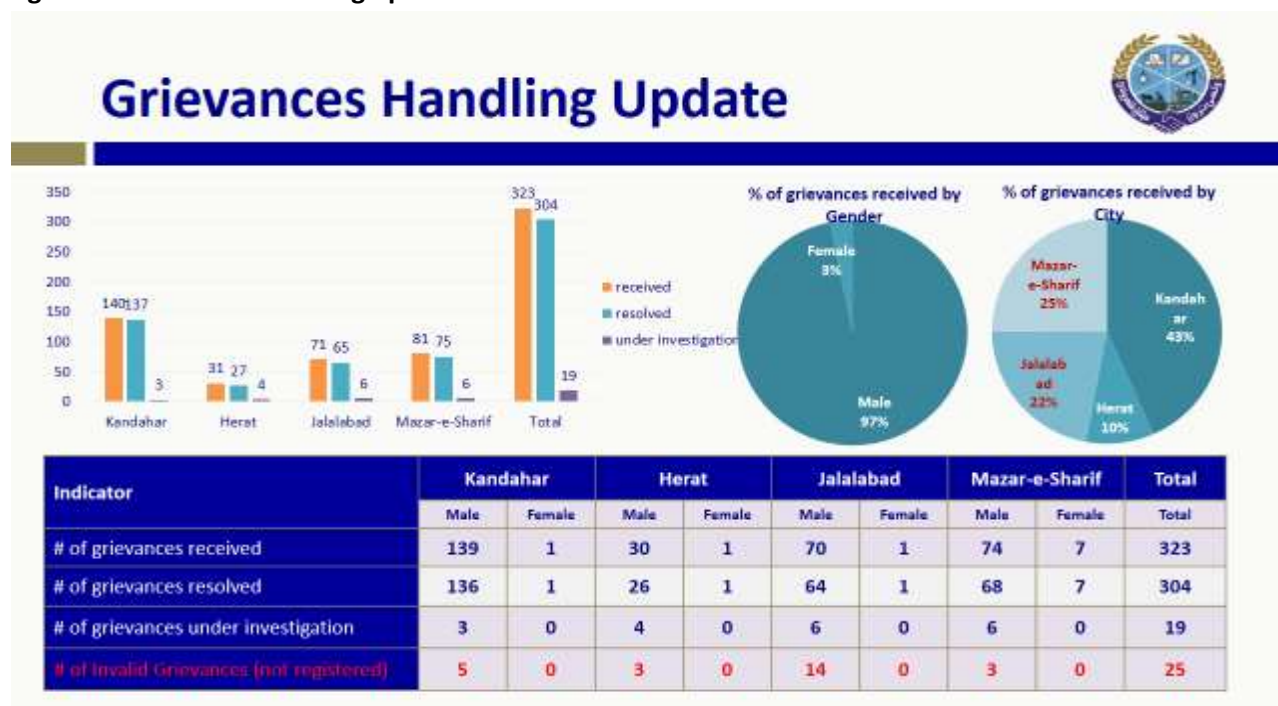
A total of 323 complaints recorded by grievance handling team, 304 grievances have been resolved and 19 grievances are under investigation which will be addressed soon. During this reporting period, 45 grievances have been registered by the grievance team.

Table 41: Grievances breakdown and status:

Indicator	Cumulative up to end of previous reporting period		Progress During Reporting Period		Cumulative up to the end of this reporting period	
	IDLG		IDLG		IDLG	
	M	F	M	F	M	F
# of grievances received	273	5	40	5	313	10
# of grievances investigated and solved/closed	262	5	33	4	295	9
# of grievances under investigation	11	0	7	1	18	1

Corruption charges against CDCs (individual members/joint)	0	0	0	0	0	0
Weak performance allegations of CDC	69	2	6	1	73	2
Infraction of CC Om procedures	85	2	12	3	97	5
Environmental & Social safeguards related	4	0	0	0	4	0
Subproject implement / quality related	115	1	24	2	139	3
Beneficiary targeting and subproject selection	0	0	0	0		0
N/A to CC	0	0	0	0	0	0
MRRD Transport	0	0	0	0	0	0
MRRD Water	0	0	0	0	0	0
MRRD Energy	0	0	0	0	0	0
MRRD Irrigation	0	0	0	0	0	0
IDLG Transport	0	0	0	0	0	0
IDLG Water	0	0	0	0	0	0
IDLG Energy	0	0	0	0	0	0
Health	0	0	0	0	0	0
Education	0	0	0	0	0	0

Figure 8: Grievances handling update



Analysis of 323 Grievances:

- Most grievances are related to subproject implementation (39.6%), infraction of policy/procedure (31.5%) and weak performance of CDC (22.9%)
- Least grievances are in land acquisition and delayed implementation (0.3% each)

- Most grievances reported through phone call (45.2%), personal visits (29.4%) and petitions (23.5%)
- Almost all grievances are reported by men 313 (96.9%) and 10 (3.1%) by women.
- Most grievances reported from Kandahar city (43.3%), Mazar (25%) Jalalabad (21.9%), and least grievances reported from Herat (9.5%)
- Most grievances reported in second six months of 2019 (38%) while in first six month of 2017 there was 0%.

6. INTER-MINISTERIAL COORDINATION

In this reporting period, the Ministry of Finance team worked closely with line ministries towards implementing the Citizens' Charter Governance, Coordination and Reporting Mechanism at place. Various coordination meetings at directors' level and technical committees' level were held. It's worth mentioning that several coordination meetings were held with MoF Budget and Treasury Directorates to ensure smooth funds flow and budget availability to the program.

Citizens' Charter Director Generals Meeting at IDLG dated July 18, 2020

In the meeting, Citizens' Charter Urban and Rural Director Generals presented the CCAP and Dastarkhan Mili overall progress, challenges and way forward. Following the urban and rural briefs, Dastarkhan Mili communication strategy final version was reviewed. In addition, the IVR (Interactive Voice Response) overall installation, management and next steps were discussed.

Citizens' Charter Director Generals Meeting dated Sep 02, 2020

The meeting discussed the progress, issues and next steps of the Citizens' Charter Afghanistan Project. The key strategic priorities discussed includes recruitment of key positions, CDC by-law, operations manual revisions, strengthening sub-national coordination, and scorecards updates. Furthermore, the meeting reached to a number of important decisions and conclusions on key strategic priorities and policy recommendations including sustainability of CDCs and sub-committees, recruitment, insecure areas CDCs identification, and inter-ministerial coordination and collaboration.

Provincial Coordination Meetings (PCCMCs/MCCMC/DCCMCs):

Since the inception of the program, a total of 60 PCCMCs, 269 DCCMCs and 21 MCCMCs coordination meetings have been convened in 34 provinces, 123 districts and the four provincial capital cities.

During this quarter, 3 MCCMCs have been conducted only in Mazar-e-Sharif, one of which was held on 22 July 2020 in Governor office conference hall with 97 participants (84 male and 13 female), the second MCCMC was held on 27 August 2020 in Municipality conference hall with 92 participants (71 male, 21 female) the third one was held in Governor office conference hall on 20 September 2020 with 63 participants (44 male, 19 female).

The MCCMC meetings are mostly led by the mayors, the aim of these meetings are to improve coordination and collaboration among Municipalities, PMUs, Community Development Councils (CDCs), Gozar Assembles (GAs), Line Ministries Office (MoF, MRRD, IDLG, MoE and MoPH) and other stakeholders and partners at the city level. In these meetings discussions took place on CCAP and MCCMC, goals and objectives of the CCNPP and MCCMC, the program progress and achievements, problems/challenges, importance of communication and coordination between the CDCs and relevant sectorial agencies,

Grievance Handling Mechanism, Linkages and its importance, scorecards and jobs and responsibilities of sectorial departments.



7. KEY CHALLENGES AND RECOMMENATIONS

Cross-cutting challenges:

Insecurity: Insecurity continues to remain one of the main challenges disrupting CCAP activities. Insecurity remains a challenge as reported in the last quarter.

COVID-19: However the pace of the pandemic slowed down from the previous quarter, it has still affected the program social mobilization and institutional building along with the infrastructure work of the program. Majority of the communities were late on the scorecard submission while the social distance also kept the CDCs movement limited in the communities. The CDC and community members are informed and educated through the awareness raising efforts of the program in order to continue the development work in a safe environment.

Undermining Community Structures: However, this has been reflected in the last report and was also raised during the steering committee meeting at MoF, lack of inter-ministerial support to the CDCs and failure to recognize them as a legal structure has meant that parallel structures are still functioning in some provinces. The Government agencies and other organizations need to support the established CDCs and CCDCs and their relevant sub-committees. This will ensure that they are being integrated into the program/project implementation plans of relevant agencies. The Ministry of education and ministry of health have already issued their formal letters to their provincial directorates to avoid the parallel councils and implement carryout their works with already established CDCs, CCDCs and Sub-Committees

Unavailability of the Mine Action Center for Afghanistan (MACA): The field staff face problems on getting the ESS forms signed by the district governor and MACA has no presence at district level at all and at provincial level in some provinces in order to cooperate in this regard.

Specific Challenges:

During the past 6 months the COVID-19 disease had affected the subprojects implementation progress. Also, the fund originally allocated for the CCAP sub-projects was transferred to COVID-19 relief response which slowed down the sub-projects completion rate and as result the program could not complete the planned sub-projects in the reporting quarter. These are mostly those communities which are waiting for their second instalment of grant.

Sub projects at the 2 urban cities: (1) Mazar-e-Sharif FP has not extended engineers contract which has faced subprojects implementation process with some problem. The contract of Mazar-e-Sharif FPs will be

finished on mid-November 2020, while the ongoing subprojects work will not be finished until then. At that time Mazar PMU engineers will supervise the ongoing SPs implementation process. (2) In Herat city, 11 water supply subprojects have not been connected to the main water supply network/pipe. These 11 water supply subprojects have 700 meters distance from the main water supply network which require more than \$50,000 expenses to solve this problem.

Lack of budget for ESS mitigation measures: Rectification of ESS issues sometime require additional cost and budget which is currently not considered in the budget allocation for a community. There could be contingency cost as a general if not for each specific community or project which can help the program and CDCs deal with such cases.

Urban ESS: Lack of EES officers at FPs and PMUs levels, civil engineers are assigned as ESS focal points, they have a lot of engineering tasks to handle and supervise the subprojects; they don't have required experiences to plan, manage, monitor, and follow up the ESS issues. Therefore, the ESS issues are not managed according to ESMF or donor policies. It is recommended that ESS officers are to be hired for PMUs.

Lack of Capacity Development for staff: Lack of trainings still remain to be a challenge for all CCAP divisions. The CCAP divisions have stressed that the staff at sub-national level did not have appropriate skills and up-to-date knowledge on technical and social issues. Although there is commitment among the CCAP team members at all levels, we have noticed a huge number of staff lack motivation to effectively achieve their deliverables due to lack of skill-building training.

Illegal use of kuchies pasture by landlords and powerful group: However, this was reported in the last report that in most of the areas, public pasture lands have been illegally seized by local landlords and powerful groups that have complicated the implementation of infrastructure sub-projects in such areas. Therefore, the Ministry of Urban Development and Land with support of the Government should improve and accelerate the assessment of the government's and public pasture lands, and should strictly implement public pasturelands law in the field. We expect MoF in its coordination role to discuss this with concerning governmental bodies to seek an appropriate solution for this.

Public outreach: Private media channels and journalists are seeking financial benefits to communicate and disseminate program and project related information on news channels, newspapers etc. While this remains a challenge, we are committed to building healthy relationships with the media, and network accordingly. We are having internal discussions around overcoming this issue, and will share concrete recommendations in the future.

Scorecard Implementation: One of the significant challenges under scorecard implementation is that some of the communities who receive the services from a school or clinic are not part of the CCAP coverage. In addition, some of the targeted communities are located as far as 60KM away from a school or clinic, which makes it difficult for a community to join other communities who report on the scorecard. Therefore, these communities should be exempted from reporting on the scorecard in health and education MSSs. The program needs the World Bank's approval on this.

MCCG Targeting: This a repeated challenge being reflected in this report as it was already reported in the last quarter that currently 54% of Afghan population lives below the poverty line. Our assessment from the field shows that targeting only 35% of Households (HHs) according to the Well-Being Analysis (WBA) is not sufficient. In most of the communities the percentage of poor HHs is above 35%, this has been observed while checking the WBAs. Therefore, the number of targeted beneficiary should be increased from 35% to at least 45% so that all the poor HH in the communities are covered under MCCG. Moreover, to get an accurate picture WBA should be revised or replaced with a modified and more robust poverty analysis tool.

MCCG 40%/60% rule: During MCCG project implementation, particularly the construction projects, it was observed that the 40% for material and 60 % for labor rule is not feasible and applicable given the availability of materials on project sites. On the other hand, the prices for the material fluctuates on a regular basis. If a flexibility in this percentage can be observed, the implementation process can become more effective. It is recommended that the ratio of labor and material is revised to 50% each giving more room and flexibility to engineers to easily design and select multisectoral labor intensive projects.

Budget ceiling at rural CC: A budget ceiling of US\$ 32,000 per community for project implementation in the roads and bridge sectors is not sufficient. Therefore, it is our recommendation that this budget ceiling is increased on needs basis.

Women's lack of interest in sub-projects: Women are explicitly requesting livelihood activities, and women-specific projects. They have clearly stated that they are not concerned about the project and prepared to sit long hours to listen to anyone. They only attend because they are asked to and they don't understand much. The MRRD/CCAP management is trying to coordinate with projects that contain livelihood activities, especially benefiting women. We have formed a link with WEE-RDP to address this challenge.

Statement of Expenditure (SOE) system: US\$ 40 million were shifted from CCAP to COVID-19 response. As a result, the implementation of sub-projects' activities for this reporting period was affected significantly and have been pending for the past 5 months. It will continue to remain a challenge if unresolved.

Lack of transportation and internet facility for the monitoring officers at the provincial level: CCAP has a pair of male and female monitoring officer in each province who needs to monitor normal CCAP along with SIG, Grain Bank, Kuchi in sampled communities. In addition, these officers are given several other ad-hoc tasks including verification of some results, following some cortical cases and etc. which makes it difficult for them to perform good quality work on timely manner with current resources. The monitoring officers need dedicated car while visiting a community, dedicated computer with an internet connection for timely reporting.

Women's awareness and their capacity: The monitoring findings from regular monitoring and some specific missions confirms that women's awareness from the program as expected and their capacity are still challenging in a considerable number of communities on which either the program needs to lower its expectations or put additional efforts meet the criteria.

Success Stories

Rural:

Residents Take Monumental Photos on This Bridge

When we cross the Guldara district centre in Kabul province and go further some 500 meters to the west, we come across a village, called Deh Naw located across a gully with steep sides. The lush green lawns and gardens indeed add on its beauty during summer in particular. Nearly 547 families live in this village. Most of the residents in this community earn their living from agriculture, while a number of them are also working for governmental and non-governmental organizations.

The waterway separating the Deh Naw village from the main road leading towards the district center usually dries down in summer. However, it is strongly filled with water flowing down Tarang and Bouk Montains and passing through Deh Naw village.

Crossing the waterway during winter was a big challenge for most of villagers including children, women and the elderly. Taking the turbulence of water into account, most of the villagers would usually be left stranded on either side of the waterway. Even,



some of the villagers would lose their lives while wading across the waterway during winter.

Fortunately, soon after a Community Development Council (CDC) was established by the Citizens' Charter National Priority Program of the Ministry of Rural Rehabilitation and Development (MRRD/CCNPP) in this community, the villagers came together and gave top priority to the construction of a much-needed suspension bridge over the gully for the funds, allocated to their community by the Citizens' Charter.

*“we had a lot of difficulties due to lack of the suspension bridge over the gully in the past. During winter season, I usually missed my class and lessons as I couldn't cross the waterway. We could not meet and join our relatives living across the gully on happy or sad occasions when the water was turbulent during winter. Thanks to Citizens' Charter – we are now able to go back and forth on the cable bridge with great ease. We don't have any difficulty attending our school on a timely manner or joining our folks on any occasion at any time.”*Said, Sana, a 12-year-girl.

The suspension bridge 50-meter long and 1.5-meter wide, supported by concreted towers at both ends has been built for AFN 5.2 million funded by the MRRD/CCNPP including 10% community contribution (financial, labour or in-kind).

While expressing his satisfaction and pleasure over the construction of the suspension bridge connecting the Deh Naw village with the district centre and tens of other communities, Mr. Abdul Hameed Mansoori the local CDC Head revealed. *“In the past, the villagers couldn't cross the waterway easily and go to the district centre, especially during winter when the water level rose to a particular elevation. When we wanted to take the patients to hospital, we had to walk more than 2km to reach a bridge, located to the west of our village right in the outlet of the valley. Fortunately, the construction of the suspension bridge with*



financial assistance of the Citizens' Charter has helped us put an end to all difficulties that we had in the past in terms of crossing the waterway, particularly during heavy snowfalls and rains that can contribute to run-off and cause floods in the region."

"Now this project has given a special fame to our village as people come here and take monumental photos on this bridge", added Mansoori.

Considering casual employment and economic recovery, a total of 1,095 labour days have created for both skilled and unskilled laborers during the suspension project execution in Deh Naw village.

Urban

The following is one of the success stories of the Citizens Charter that depicts impact of the CCAP activities in local communities.

City: Herat City

District: 8, Insijam Gozar

Producing high-end clothes, shirts and Jackets by Afghan Women

Ms. Jafari who runs a training centre funded by the Citizens' Charter Program in Herat city. The training centre has two shifts: training and production. Two instructors Ms. Jowhar Mohammadi and Ms. Fatima Mohammadi have been employed for training of 80 trainees. The training cycle is very unique where students are put in primary, middle and advanced categories. Those in primary and middle class are getting theoretical and some practical training, using the extra fabrics available in the centre. The middle-class students are working on some samples in their practical work, while the advanced class are working in production department under the supervision of the instructors. At present, there are 18 students who have made their way to the production department.

Production capacity of the centre is getting higher with an increase in demands in the local market. Based on our investigation, the total costs of the centre in terms of salaries and other operations reaches to AFN 35,000 on monthly basis. They have stroked an agreement with local traders who provides raw materials and agreed on a wage for each brand. In an agreement with them, the pay for each jacket is AFN 100 and AFN 30 for each shirt. Having a huge demand of their brand in the locality, currently they have an offer of 10,000 pieces of shirts to be used by women and 2000 jackets for men. They have daily production capacity of making 150 shirts and 35 jackets respectively, thus earning AFN 4,500 and AFN 3,500 on daily basis. The centre has become popular in the area and they have received additional offer of 8,000 shirts pending for approval with the centre. Given their expenditure records, their net income reach to AFN 174,000 per month which can help them expand their businesses to the adjacent areas. In a sum-up, such projects are sustainable and more attention shall be given to these types of income generating projects.





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