



# Government of the Islamic Republic of Afghanistan



Citizen's Charter Afghanistan Project  
(CCAP)

## Biannual Progress Report (BPR)

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



4<sup>th</sup> Quarter 1398 and 1<sup>st</sup> Quarter 1399 calendar year/ 1<sup>st</sup> and 2<sup>nd</sup> Quarters 2020 fiscal year  
Actual Reporting Period Covered December 21<sup>st</sup>, 2019 - June 20<sup>th</sup>, 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        |
| NoL    | No Objection Letter  |
| 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                                |
| SMIB   | Social Mobilization and Institutional Building                 |
| 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

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### Overview

The goal of the Citizens' Charter (CC) National Priority Program (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 CC builds on 15 years of experience from the National Solidarity Program (NSP), which delivered over US\$2 billion in rural infrastructure in 90% of communities across the country, with economic Internal Rates of Return (IRR) of 40% at the community level. The CC is an inter-ministerial effort of the Government to make service delivery more effective and citizen-centric. Through this program, Afghanistan citizens 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 (BPHS), and small-scale rural and urban infrastructure.













- **Social Mobilization and Institutional Building:** CC has shown great progress in the reporting period. It has reached 12,070 rural communities in 34 provinces of the country reaching 11.99 million beneficiaries cumulatively, and Urban CC reached 850 communities in the 4 major cities with 1.4 million beneficiaries cumulatively. Of the overall mobilized communities, CDC elections were conducted in 12,024 rural and 850 urban communities with the total number of members reaching to 246,419 rural and 18,275 urban. Of these 49.17%, 49, 94% of the CDC members are women in rural and urban CDCs respectively. So far 2,243 cluster CDCs have been formed in the rural communities of which 2,046 prepared their Community Development Plans (CDPs) and prioritized projects based on the context and community needs, while 175 Guzar have been formed in urban CC of which 175 Gozars have prepared their Community Development Plans (CDPs) and prioritized projects based on the context and community needs.
- **Grant Management and sub-projects implementation:** The program for rural communities received total USD 330.49 million as of the end of the reporting period under CCAP from MoF, Germans, IFAD, and Danish of which a sum of USD170.096 million grant has been disbursed to 6,373 rural communities for the total 9,820 projects they selected in their Community Development Plans (CDPs). Beside this, in urban communities a total USD 112.48 million as of the end of the reporting period under CCAP from MoF, IDA, and ARTF of which a sum of USD 70.35 million grant has been disbursed to 850 urban communities and 175 Gozars for the total 1,290 projects they selected in their Community Development Plans (CDPs).
- **Sub-project completion and beneficiaries:** As of now, 3,077 projects on clean drinking water supply, irrigation, basic electricity, basic roads, and small-scale irrigation have been completed in 2,661 rural communities. Over 185 million liters of clean drinking water have been provided to over 8 million people in rural areas while roads with 817 KMs of length has been constructed in rural communities providing benefits to 467,830 people. In addition, 9,742 KWs of electricity generated under rural CC benefited 881,475 rural population, and also 307,151 hectares of land has been irrigated as a result of the irrigation canals constructed in rural communities.
- Overall, 545 power supply, park and recreation area, water supply and sanitation, road/street upgrading and drainage have been completed at urban CDCs and Gozars levels. Around 56,000 sq. m

park and recreation benefits to 13,060 people, extended 160 Km power supply network benefits to 89,598 people, 175 Km water supply network benefits to 76,132 people, and 810 Km roads/street upgrading drainage benefits to 1,387,893 people has been constructed at urban CDCs and Gozars levels.

- **Short-term employment generation:** A total 628 communities completed work under the Maintenance Cash and Construction Grant (MCCG) sub-program. Total grant utilized for labor and non-labor portions under MCCG reached US\$14.86 million generating short-term employment opportunities for 2,530 skilled and 59,672 unskilled labors. 257,274 people benefited from paid work and US\$ 1.62 million people benefited from the construction work under MCCG.
- **Gender and women's participation:** Female CDC elected members have reached 122,207 in rural and 9,127 urban, which is 49.5 per cent of CDC members elected in all 34 provinces, out of, which 24,027(50%) are CDC office bearers (OB), while in urban CC, 49.94 per cent of CDC members elected in all the 4 major cities, out of, which 1,703 (50.1%) are CDC office bearers (OB). Several field visits were conducted and meetings were organized to ensure gender balance at CDC levels. As a result, a number of harrasment cases were reported of which five were resolved in rural areas. The feedback recieved from meetings signposted to the fact that women's meaningful participation in these positions remains considerably low. During this period, the CC program reached 92,524 of which 49.71% were women.
- **Community Self-initiatives (grain banks):**87,861 vulnerable households benefited from over 10,000 grain-banks established in rural communities under CC where food and non-food items worth US\$ 4,159,616 were mobilized. A total of 30,423 "Stop Seasonal Hunger Campaigns" were conducted in 10,670 communities which were mobilized for food and non-food items for establishing grain banks.
- **Community Scorecards:** In rural CC, 21,783 MSS scorecards were reported for clean drinking water and infrastructure projects. Similarly, 6,347 scorecards were reported for schools, and 1,183 for health centers projects. On the other side, in urban C 423 CDCs conducted the Scorecards in 18 Health Facilities. Out of these 18 Health Facilities, 12 Health Facilities meet %100 all MSS while other facilities meet some of Health MSS. In addition, 92 CDCs had completed the educational Scorecards in 11 Schools and all the Schools meet %100 all education MSS.
- **Grievances Redressing:** Of the total 1885 registered grievances in rural CC, 1,705 were investigated and resolved, whereas 278 registered grievances in urban CC, of which 267 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.
- **Monitoring:** In rural CC over 1,600 and in urban CC 923 monitoring visits were conducted from the sampled communities and sub-projects. While there are improvements observed in both social mobilization and institutional building, and the sub-projects implementation, challenges and deviations were reflected in the reports.
- **Institutional Maturity Index (IMI):** In rural CC 11,270 CDCs completed the Institutional Maturity Index (IMI) self-assessment baseline. Of these, 123 rated themselves highly mature, 1,333 mature, 5,623 low mature and 4,191 immature. In urban CCAP, total of 826 CDCs and the related subcommittee's like Education, ESS, Health, VGD and Youth had completed the baseline Institutional Maturity Index

(IMI). Out of these, 0.7% rated themselves highly mature, 26% medium mature, 50.6% low mature and 22.7% very low mature.

### Key Summary

|   |   |   |
|---|---|---|
|    |    |    |
| 12,920 communities reached  | 12,874 CDCs elected   | 34 provinces covered  |
|    |    |    |
| 264,694 CDC members registered  | 49.55% female members   | 13.39 million beneficiaries   |
|   |   |    |
| 11,110 projects financed  | \$240.44 million grants disbursed   | \$364,800,070.285 grants committed  |
|  |  |  |
| 63.67% eligible female voters   | 50.04% Female Office Bearers  | 95.5% of new CDC members  |

## 2. Key Achievements

- In rural areas, over 800,000 people gained access to clean drinking water during the reporting period who are being provided with 21 millions liters of water on regular basis. On the flip side, in urban areas over 1,025 people gained access to clean drinking water during the reporting period who are being provided with 12 supply projects.
- over 4000 people were provided with 73.42 KWs of basic electricity which has brought considerable changes in their living standard,
- In rural areas, over 14,000 rural people had access to the nearest road and market with the building of total 87 KMs road during the reporting period. On the other side, in urban areas, over 30,614 urban people found access to the nearest road and market with the building of total 26.7 KMs road during the reporting period.

- Over 27,000 very poor and vulnerable people benefited from 511 grain banks established during the reporting period. Total 1,542 stop seasonal hunger campaigns were conducted and as a result overall US\$ 285,889 worth of goods/labors/cash was raised to the grain banks by the better-off people of the rural communities.
- In urban CC, over 117 internal monitoring visits have been conducted in four cities which include social mobilization, election CDP, sub-committees formulation, Governance, Sub-Project Progress, Quality, Inclusiveness and CPM)
- Scorecard results show that people's access to clean drinking water, road, electricity and irrigation has improved by 15% from the 36% baseline to 50% now. Ten provinces now have greater and improved access to these services, namely in Faryab, Bamyan, Samangan, Logar, Wardak, Parwan, Herat, Paktika, Laghman, and Ghor.
- The scorecard reports of health and education Minimum Services Standards (MSSs) for the reporting period show that over 2,700 communities' access to health MSS was improved by 5% i.e. from 78% baseline to over 83%. Similarly, in education the improvement was observed in over 3,600 communities i.e. 4% (from the 63% baseline to 67%).
- In urban CC, 423 CDCs conducted the Scorecards in 18 Health Facilities. Out of these 18 Health Facilities, 12 Health Facilities meet %100 all MSS while other facilities meet some of Health MSS. In addition, 92 CDCs had completed the educational Scorecards in 11 Schools and all the Schools meet %100 all education MSS. By end of June 2020,
- In rural CC 428,321 laborers were provided with 1,418,044 days of work under normal CCAP and in urban CC 463,649 laborers for CDC and GA with 20,457 days of work under CDC and GA.
- In rural CC 11,322 skilled and unskilled laborers were given total 239,368 days and in urban CC 67,411 skilled laborers and 198,324 for unskilled laborers under CDC and GA. of work against 650 AFN per day for skilled laborers and 350 AFN per day for unskilled laborers. The overall labor days generated up to the ending of the reporting period has reached to over 3 million days covering over 60,000 laborers.

### **3. Summarized Financial/Expenditure Status Update**

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#### **a. Summarized Financial Status by Funding of CCAP (US\$ Millions)**

Up to 20<sup>th</sup> June 2020, the rural CCAP received US\$ 330.49million from ARTF, IDA, MoF, German, IFAD, and Danish donors. Out of the total amount received, US\$ 207.57 million were transferred to the clearing account from the designated account at MoF of which US\$ 170.09 million were disbursed to CDCs for the sub-project implementation. Of the disbursed amount, US\$ 47.54 million have been utilized so far. The urban CCAP received US\$ 112.48 million from ARTF, IDA, and MoF donors. Out of the total received amount, US\$ 70.35 million were transferred to the clearing account from the designated account at MoF and the same amount disbursed to CDCs for the sub-project implementation. Out of the total disbursed amount, US\$ 47.6 million have been utilized so far. For further details, please refer to table 1.1 below.

#### **3.a. Summarized Financial Status by Funding (US\$ Millions)**

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| Component                         | Disbursement/Expenditure during the reporting period |              |                | Cumulative Disbursement/Expenditure until the end of this reporting period |               |                |
|-----------------------------------|--|--------------|----------------|--|---------------|----------------|
|                                   | Planned  | Actual       | Variance (+/-) | Planned  | Actual        | Variance (+/-) |
| 1. Total Grants                   | 44.78  | 40.57        | 4.21           | 334.86   | 277.92        | 56.94          |
| a. Rural                          | 33.44  | 31.20        | 2.24           | 244.34   | 207.57        | 36.77          |
| b. Urban                          | 11.34  | 9.37         | 1.97           | 90.52  | 70.35         | 20.17          |
| 2. Capacity Building              | 10.11  | 0.41         | 9.71           | 52.30  | 43.36         | 19.12          |
| a. Rural                          | 8.00   | 0.01         | 7.99           | 36.98  | 34.52         | 12.64          |
| b. Urban                          | 2.11   | 0.40         | 1.72           | 15.32  | 8.84          | 6.48           |
| 3. Evaluations and Studies        |  |              |                |  |               |                |
| a. Rural                          | 0.00   |              | 0.00           | 0.25   | 0.21          | 0.04           |
| b. Urban                          |  |              |                |  |               |                |
| 4. Project Implementation Support | 12.03  | 11.39        | 2.26           | 73.75  | 63.41         | 15.95          |
| a. Rural                          | 10.00  | 10.51        | 0.92           | 56.21  | 53.96         | 7.86           |
| b. Urban                          | 2.03   | 0.88         | 1.34           | 17.54  | 9.45          | 8.09           |
| 5. MCCG                           |  |              |                |  |               |                |
| a. Rural                          | 1.05   | 0.50         | 0.50           | 18.98  | 17.58         | 1.43           |
| b. Urban                          |  |              |                | 0.00   | 0.00          | 0.00           |
| <b>Total</b>                      | <b>52.49</b>   | <b>42.22</b> | <b>11.65</b>   | <b>356.75</b>  | <b>313.83</b> | <b>58.72</b>   |

### 3.b. Summarized Financial Status by Funding Source (US\$ Millions)

| IA           | Funding Source     | Received (\$) | Disbursed/spent (\$) | Balance (\$) |
|--------------|--------------------|---------------|----------------------|--------------|
| <b>MRRD</b>  | ARTF               | 179.65        | 169.73               | 9.92         |
|              | IDA                | 110.91        | 110.68               | 0.23         |
|              | MoF                | 10.44         | 10.29                | 0.15         |
|              | Danish             | 0.90          | 0.47                 | 0.43         |
|              | German             | 27.66         | 22.17                | 5.48         |
|              | IFAD               | 0.92          | 0.48                 | 0.44         |
|              | <b>Sub-Total</b>   | <b>330.48</b> | <b>313.82</b>        | <b>16.65</b> |
| <b>IDLG</b>  | ARTF               | 82.17         | 70.34                | 11.83        |
|              | IDA                | 28.91         | 18.84                | 10.07        |
|              | MoF                | 1.40          | 0.52                 | 0.88         |
|              | <b>Sub-Total</b>   | <b>112.48</b> | <b>89.70</b>         | <b>22.73</b> |
| <b>Total</b> | ARTF               | 261.82        | 240.07               | 21.75        |
|              | IDA                | 139.82        | 129.52               | 10.30        |
|              | MoF                | 11.84         | 10.81                | 1.03         |
|              | Danish             | 0.90          | 0.47                 | 0.43         |
|              | German             | 27.66         | 22.17                | 5.48         |
|              | IFAD               | 0.92          | 0.48                 | 0.44         |
|              | <b>Grand Total</b> | <b>472.44</b> | <b>424.64</b>        | <b>45.73</b> |

#### 4. PROGRAM IMPLEMENTATION PROGRESS

TABLE 4.1: OVERALL PROGRESS OF CCAP SINCE DEC 2019

| 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                       | 11,798  | 850        | 272                                  | 0          | 12,070  | 850        |
| # of CDC elected                                 | 11,716  | 850        | 308                                  | 0          | 12,024  | 850        |
| # of CDC members registered                      | 238,558   | 18,273     | 7,861                                | 2          | 246,419   | 18,275     |
| # of male CDC members                            | 120,667   | 9,147      | 3,725                                | 1          | 124,392   | 9,148      |
| # of female CDC members                          | 117,891   | 9,126      | 4,136                                | 1          | 122,027   | 9,127      |
| # of CCDCs/GAs registered                        | 1,820   | 170        | 423                                  | 5          | 2,243   | 175        |
| # of CDPs completed                              | 11,537  | 845        | 298                                  | 5          | 11,835  | 850        |
| # of CCDPs/ GA Plans completed*                  | 1,593   | 170        | 453                                  | 5          | 2,046   | 175        |
| # of CDCs with SP financed                       | 5,920   | 788        | 453                                  | 62         | 6,373   | 850        |
| # of CDCs with SP completed                      | 1,450   | 392        | 1,211                                | 42         | 2,661   | 434        |
| # of subprojects financed for CDCs               | 9,099   | 864        | 721                                  | 80         | 9,820   | 944        |
| # of subprojects completed                       | 1,585   | 384        | 1,492                                | 153        | 3,077   | 537        |
| # of subprojects financed for CCDCs (joint)/ GAs | -   | 217        | -                                    | 129        | 0   | 346        |
| Grants disbursed                                 | 163,713,030   | 60,976,886 | 6,383,780                            | 9,377,791  | 170,096,810                                       | 70,354,677 |
| Grants utilized**                                | 25,487,741  | 33,852,942 | 22,058,655                           | 13,834,880 | 47,546,396  | 47,687,822 |
| # of beneficiaries for soft comp (CDP completed) | 11,637,049  | 1,406,567  | 357,061                              | 7,877      | 11,994,110  | 1,414,444  |
| # of beneficiaries for completed SPs             | 1,519,418   | 663,227    | 1,524,238                            | 68,458     | 3,043,656   | 731,685    |
| # of labor days generated **                     | 1,359,865   | 2,995,549  | 1,418,044                            | 418,980    | 2,777,909   | 3,414,529  |
| # of laborers employed **                        | 455,019   | -          | 428,321                              |            | 883,340   |            |
| # of M/DCCMC Coordination meetings held          | 131   | 11         | 138                                  | 7          | 269   | 18         |
| # of PCCMC coordination meetings held            | 33  | 0          | 26                                   | 0          | 59  | 0          |

For more progress on the results, refer to the **Results Framework in Annex A** of this report.

**a. Rural**

SMIB 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. One of the social economic changes resulted from this exercise is significant decrease in *Walwar* (dowry/bride price) practice in some communities, which helped people in reducing unnecessary expenditures in weddings as well say *no* to this unwanted and harmful cultural practice. Such outcomes contribute to social sustainability in the communities.

**1. 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 2.1 below shows the progress under social mobilization for the reporting period.

**Table 4.2 Social Mobilization progress (planned vs achieved)**

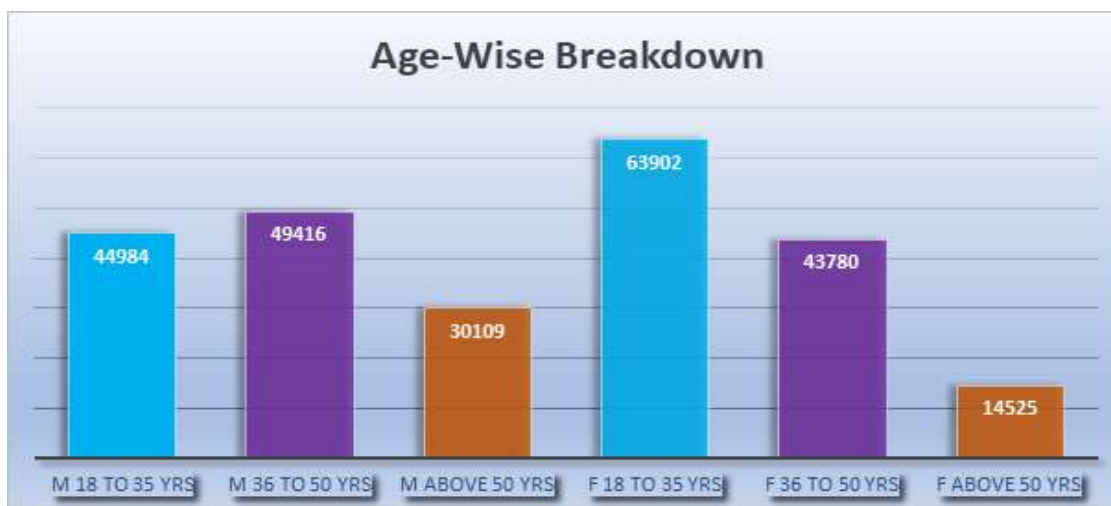
| SN | Indicators                      | Planned | Achieved | Progress (%) |
|----|---------------------------------|---------|----------|--------------|
| 1  | Community profile completed     | 248     | 251      | 100%         |
| 2  | CDCs Elected                    | 268     | 275      | 100%         |
| 3  | WBA                             | 281     | 283      | 100%         |
| 4  | CDP completed                   | 281     | 270      | 96%          |
| 5  | Cluster CDC formed <sup>1</sup> | 18      | 20       | 100%         |
| 6  | Cluster CDCs CDPs completion    | 12      | 18       | 100%         |
| 7  | Numbers of PCCMC meeting held   | 68      | 59       | 87%          |
| 8  | Numbers of DCCMC meeting held   | 246     | 269      | 100%         |

**CDC and community analysis:**

- Total CDC membership comprised of 246,716 individuals i.e. 50.5% male (n=124,509) and 49.5% female (n=122,207)
- Total 481,147 CDC Office Bearers (OB) elected (male: 24,120, 50%, and Female: 24,027, 50%)
- 80.1% were elected for the first time as the CDC members.

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<sup>1</sup>The overall target of this indicator has already been achieved previously



**Non-FP Mobilization:** Social mobilization for KuchiCSP sub-projects is carried out by the government staff unlike normal CCAP. Evidence from the MIS and our own field visits suggest that this is because CDCs capacity and awareness levels of the program provided by MRRD is higher. This is also indicated from the ways in which SOs are implementing program activities and community tools developed by the CDCs.

## 2. Lessons Learnt:

- Activities that are either too slow or fast can affect the overall outcomes of the project.
- Awareness of the program's objectives among communities help maintain their expectations, however, any misunderstanding can lead to assumptions.
- Adhering to the program's principles and CDC election rules helps introduce new CDCs and prevent negative rivalry between people.
- Effective program awareness helped increase women participation in the communities.
- The data in the community profiles prepared under CCAP are also being used by the other government agencies to implement their programs.

## 3. Plan for the next Quarter:

- Social mobilization and institutional building for Kuchi sub-program
- Preparation of Institutional building manual for Kuchi program
- Follow up on the remaining district clustering
- Plan to reach 88 communities

### b. Urban

During the reporting period, the big achievement of urban level CCAP was completing 100% mobilization of targeted 850 CDCs and 175 Gozars.

#### Major achievements:

During the reporting period, 4 communities were mobilized, 4 CDCs elections were conducted and 7 CDPs were completed. During this reporting session a total number of USD 9.37 million disbursed to the communities.

**Progress to date:**

As the end of reporting period, a total number of 850 (100%) communities were mobilized, a total of 850 (100%) communities have completed their elections and selected their CDC representatives and a total of 850 (100%) communities have completed their development plan (CDP) respectively of the contracted 850 urban communities. As it is seen, all the four major cities PMUs have fully established all their contracted CDCs and completed their CDPs.

Participatory Learning Approach (PLA) is an exercise which enables the communities to know about their community social resources, poor and rich persons of their communities, working seasons and women mobility. This exercise has been completed in all those CDCs which have completed their community development plan.

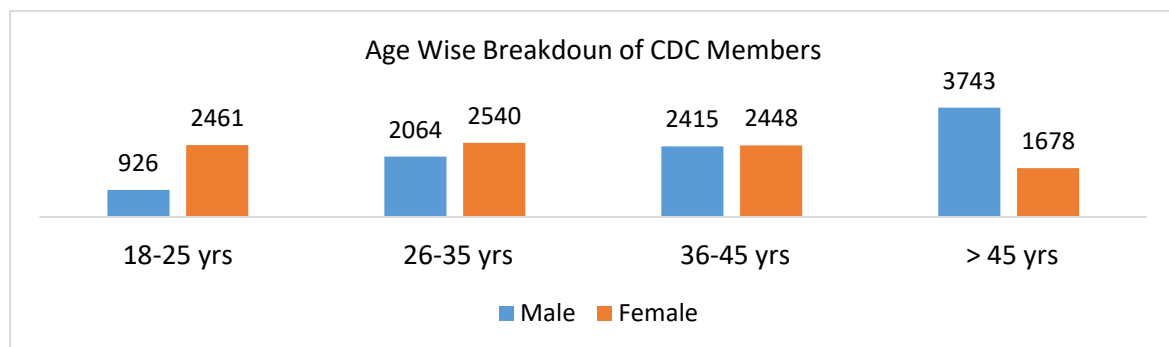
At Gozar level, a total of 175 Gozars Assembly elections completed, 175 Gozars Development Plans (GDPs) have been prepared and 356 subproject proposals have been reviewed and approved by Project Implementation Unit (i.e. 100% Gozars Election Completed, 100% GDPs prepared and 98.34% of proposals have 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.

**Note:**

**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%.

**Age-Wise Breakdown of CDC members:**



Sub-projects implementation

**a. Rural**

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

**a) Progress to date:**

A total of 3,569 sub-projects' proposals have been submitted and approved during the reporting period (151 Grid Extension, 1,354 Irrigation, renewable energy 52,218 Transport and 1,794 WASH) in the 34 provinces. A total 772 sub-projects were financed, and 1,589 sub-projects have been completed in the reporting period. The table below shows the number of sub-projects by sector:

**Table 4.3 Sub-projects completed**

| Sector                    | Approved     | Completed    | Failed   | Ongoing    |
|---------------------------|--------------|--------------|----------|------------|
| Grid Extension            | 151          | 7            |          | 14         |
| Irrigation                | 1,354        | 755          |          | 362        |
| Renewable Energy          | 52           | 8            |          | 39         |
| Transport (Road & Bridge) | 218          | 35           |          | 40         |
| WASH                      | 1,794        | 784          | 3        | 317        |
| <b>Grand Total</b>        | <b>3,569</b> | <b>1,589</b> | <b>3</b> | <b>772</b> |

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

**Slow progress**

The progress on sub-project implementation has been slow in this reporting period. It is due to lack of staff and technical issues. However, the delay in receiving the approval on the sub-projects 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> installments also affected the progress. In addition, the first two years of the program was more focused towards the SMIB and less on sub-projects implementation. While the second two years were dedicated to increasing sub-projects implementation, the rejection rates of the sub-projects were higher due to lack of capacity and technical knowledge at the field level. The field workers were new to the program with a huge amount of responsibility given to them. However, we have been in the process of cascading and channeling proper training and developing technical manuals to prevent further rejections. Similarly, we were unable to recruit the required number of engineers on time due to the bureaucratic recruitment process. The CCAP dedicated engineers were temporarily moved to MCCG, EQRA and CASA sub-programs in order to meet high expectations and quick delivery of the new sub-programs. This is evident from the progress made in EQRA and MCCG carried out by the CCAP engineers. While there has been significant delays, there has been some progress as shown in table 3.1 above.

**Reasons for the failure of projects**

The water supply network ID numbers 31-3101-M0082/1a and 31-3101-M0083/1a that had a potential source of a deep well in Saripul province/center were bored according to an estimated depth. However, due to a complicated hydrogeological formation of the well bored, we were not able to extract water according to the estimated depth. Hence, the remaining balance of the project was returned to the government.

Since the engineering division uses a traditional approach while selecting sites for water well projects,

there is always a 0.4% chance that the survey will return errors in the WASH sector. As a result, water supply network ID number 16-1615-M0009-1/a in Balkh Marmol district did not succeed. This is due to a complicated hydrogeological formation issue stated in the paragraph above.

**a) Lessons Learnt:**

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

**b) Plan for the next Quarter:**

The program has plan to develop, submit and approve 2,050 sub-projects proposals, and complete 3,000 sub-projects.

**b. Urban**

**Progress to date:**

During the reporting period, a total of USD 9.37 million has been disbursed for 80 CDC level and 126 Gozar level subprojects, while a cumulative amount of USD 70.35 million have been disbursed to CDCs and Gozars by end of the reporting period, at CDC level USD 51.60 million has been disbursed for 944 subprojects (46 water supply, 834 transport, 9 park/recreation areas and 55 power supply) and at Gozar level USD 18.75 million has been disbursed for 346 sub projects (11 water supply, 147 transport, 6 park/recreation areas, 26 power supply and 156 women livelihoods).Totally, 1,290 subprojects have been financed at CDCs and GAs levels (57 water supply, 981 transport, 15 park/recreation areas and 81 power supply and 156 women livelihood Projects).

**4.5: Summarized CDC level Sector Wise Subprojects:**

| Sector                             | # of SP Submitted | # of SP Financed | # of SP Completed | Grants Disbursed To CDCs (USD) | Estimated # Beneficiaries for Financed SPs | Actual # Beneficiaries for Completed SPs |
|------------------------------------|-------------------|------------------|-------------------|--------------------------------|--|--|
| Power Supply                       | 55                | 55               | 22                | 1,502,864                      | 89,598                                     | 35,145                                   |
| Park & Recreation Area             | 9                 | 9                | 5                 | 491,885                        | 13,060                                     | 6,562                                    |
| Water Supply and Sanitation        | 46                | 46               | 29                | 866,243                        | 76,132                                     | 48,067                                   |
| Road/Street Upgrading and Drainage | 834               | 834              | 481               | 48,735,092                     | 1,387,893                                  | 815,577                                  |
| Total                              | 944               | 944              | 537               | 51,596,084                     | 1,566,683                                  | 905,351                                  |

**4.6: Summarized Gozar level Sector Wise Subprojects:**

| S. No | Sector                 | # of SP Submitted | # of SP Financed | # of SP Completed | Grants Committed SP (AFN) |
|-------|------------------------|-------------------|------------------|-------------------|---------------------------|
| 1     | Park & Recreation Area | 6                 | 6                | 0                 | 44,578,326                |
| 2     | Power Supply           | 26                | 26               | 2                 | 171,964,427               |

|              |                                    |            |            |          |                      |
|--------------|------------------------------------|------------|------------|----------|----------------------|
| 3            | Road/Street Upgrading and Drainage | 153        | 147        | 4        | 1,718,474,115        |
| 4            | Water Supply and Sanitation        | 16         | 11         | 2        | 121,308,192          |
| 5            | Women Livelihoods                  | 165        | 156        | 0        | 235,213,140          |
| <b>Total</b> |                                    | <b>366</b> | <b>346</b> | <b>8</b> | <b>2,291,538,200</b> |

**Note:** If we write the beneficiaries at Guzar level in the above table, double count will occur, so, the beneficiaries columns have been ignored at Gozar level.

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

Due to spread of COVID-19 virus in the country, the number of field missions were decreased. In order to be able to conduct only three field missions to Mazar, Jalalabad and Kandahar cities, one trip to one city. In the below table you can find key findings and recommendations of the technical team during the field missions:

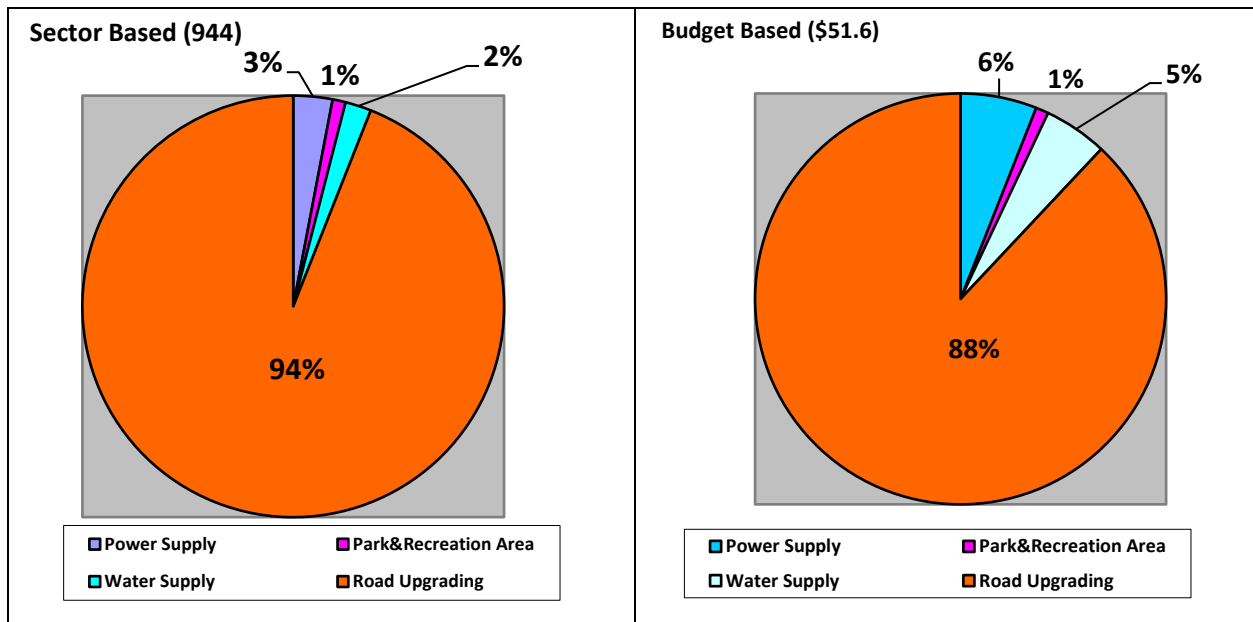
#### 4.7: Key Findings, Recommendations/Next Steps:

| S. No. | Findings  | Recommendations/Next Steps   |
|--------|---|--|
| 1      | In Kandahar city, 5 Gozars requested to have a joint water supply subproject. Overall, the Kandahar people don't have access to sufficient clean drinking water. By implementing such a project the communities are enabled to have access to potable water. Due to limited grant, only one community is unable to implement such a costly project. | The water supply and sanitation engineer conducted a field mission to Kandahar city and discussed this issue with PMU head, the FP and municipality. As a result, the water source identified and the project was designed. It is also recommended that the provincial team strictly follow up this issue with municipality and also the 5 Gozars' members are to be trained on community procurement and accountant procedures. |
| 2      | During the field missions, the PIU staffs have observed some missing parts in some communities' procurement files. Such faults only have been observed in CDCs with newly started subproject.   | Both PMUs and FPs' engineers are trained during field missions and the missing parts are notified to them. As such faults only have been observed in CDCs with newly started subprojects, so the newly started subprojects all documents are to be strictly monitored at the elementary stages of the subprojects implementation.  |
| 3      | Despite of having few missions during the reporting period, it is observed that some road subprojects have been constructed in low quality.   | Quality Control and Project Management trainings are recommended for all technical staffs of PMUs and FPs.   |

#### Important lessons learned:

During field missions, observed that some CDC and Gozar levels subprojects have quality deviations, in order to minimize these deviations and implement subprojects with high quality, we need to conduct quality control trainings for all FPs' site engineers and site supervisors.





#### 4.9: Key challenges and recommendations:

| Challenges  | Recommendations   |
|---|---|
| In the last three months the COVID-19 has affected overall progress of subprojects. | The FPs will go ahead for three more months with no cost extension. The amendment for the no-cost extension has already been prepared and will be given to WB and also NPA (National Procurement Assembly) for NoL. |

#### Next Quarter Plans:

- Review and approval of 79 CDC level 2<sup>nd</sup> installments, 4 Gozar level subprojects proposals (SPPs), 52 GAs level 2<sup>nd</sup> installments and 91 3<sup>rd</sup> installments.
- Conduct monitoring missions to four cities to ensure quality and quantity of subprojects, check community's procurement/accountant procedures, and provide to PMU team in case the progress is behind schedule
- Complete 140 CDC level and 50 Gozar level subprojects and their handover to the communities.
- Review and approval of 480 CDC level subprojects expenditure reports ( 70 SPs in 25% stage, 80 SPs in 50% stage, 170 SPs in 75% stage and 160 SPs in 100% stage) and rectification of all TPM deviations.
- Collect and clean GIS data from 3 cities (Kandahar, Jalalabad and Herat) about the formed CDCs and GAs.
- Digitize the Jalalabad city landmarks data of governmental offices, municipality offices, clinics, hospitals, schools, universities, banks, roads alignments.

#### Gender and women's participation

**a. Rural**

**1. Progress to date:**

Efforts have been made on a regular basis to ensure women’s inclusion in the program, and to monitor the quality of activities being carried out to improve women’s status and ensure gender mainstreaming in all aspects of the program. During this reporting period, several workshops were held to ensure gender balance in CDCs, and train staff on harassment in the work-Place. Similarly, meetings were held to assess overall achievements of FPs. Field visits provide an opportunity to observe the lived-realities of CDCs and their functionality. It also helps provide support to the field offices and establish trust and safe working environment for female staff in provinces where they are given an opportunity to communicate with the HQ focal points.

**Harassment at workplace:** a number of harassment cases were reported of which five were resolved. The field visits resulted in an unprecedented trust among female staff, that allows them to feel safe and secure in working with CCAP and report any misconduct. At the end of each visit, the program received feedbacks, suggestions, challenges and reports of harassment, which were then shared with CCAP management for a follow up and appropriate actions were taken by the Director General and Director of Operations.

**The Gender Assessment:** the Procurement process of Gender Study is at the final stage. The selected company has received the offer. The implementation and field work will begin in September 2020.

**Female Participation:** While women (member of CDCs and the local women) participated in social mobilization activities, including voting in CDC elections and being elected as CDC members, their active and meaningful participation as decision makers in the CDCs activities requires additional work and time as they continue to work in a conservative environment. However, female participation in community mobilization and CDCs’ activities still appears to be promising.

**Recruitment and capacity building:** A third batch of female interns have been hired by CCAP-MRRD. The 12 fresh graduate women are learning on the job and professional skills required to pursue their careers in the development sector.

|  |  |
|--|--|
|                             |  |
| <p>Female Social Organizer provides training on Harassment in workplace in Paktia province - December 2019</p> | <p>Harassment in workplace workshop in Herat province , December 2019</p>            |

|   |  |
|---|--|
|    |                            |
| <p>The Division Head presents gender related topics in a refresher training in Nangarhar province to the staff members - January 2020</p> | <p>The Division Head briefs women on their role in Citizens' Charter in Kandahar Province - January 2020</p> |

2. **Plan for the next Quarter:**

- Cascade Harassment in workplace and GBV training to staff in 13 provinces and Kabul HQ.
- Recruit new staff for the Gender Division after the new structure is approved. The vacant positions of SeniorGender/ESS Officer-Balkh and Gender-Officer/Kabul HQ will also be hired.
- Regular Monitoring of FPs activities and conduct surprise field visits of CDCs.
- Start the Gender Assessment study

**b. Urban**

- The percentage of women beneficiaries is 49.47% (699,902 females out of 1,414,444 population), and female CDC members are 49.94%.
- The field level participation of women as CDC members and office bearers is very good overall (almost 50%). Acceptance of female participation in the program is also increasing in communities.
- Female staff in CCAP-IDLG increased to 20%.

**Gender Related Progress:**

- On 10<sup>th</sup> June 2020, conducted a training on Gender sensitivity parts of REACH project to 25 FPs and PMUs staff (14 male, 11 female) through WebEx, in this session was focused on Gender gaps in REACH program and addressing those gaps, awareness raising on GBV and also GRM committee.
- On 3<sup>rd</sup> June 2020, held a coordination meeting with 16 field staff (9 male, 8 female) on resuming women projects with consideration of social distances and precaution measures during COVID-19 lockdown.

- On 20<sup>th</sup> March 2020, conducted an anti-harassment workshop for 24 CCAP and EZ-Kar staff (11 male, 13 female) on anti-harassment awareness raising, introducing the Grievance Redressing Committee and Code of Conduct for creating a safe working environment for women in the office.

**Women’s Livelihood Projects:** Total 164 women’s livelihood subprojects are approved and financed of which 58 projects are ongoing. These projects include child protection center, class rooms for girls, women community centers, tailoring, bakeries, shoe factory, pickle factory, poultry form, embroidery and women empowerment projects. With the completion of these subprojects 54,686 working days will be created for women. In the table bellow shows the number of women livelihood in each city with approved budget (equivalent to US\$3,352,053).

4.10: Women’s Livelihood projects status:

| Cities                | # of Approved Projects | # of Ongoing Projects | # of Completed Projects | Approved Budget (AFG) | # of Labour Days Generated |               |
|-----------------------|------------------------|-----------------------|-------------------------|-----------------------|----------------------------|---------------|
|                       |                        |                       |                         |                       | Male                       | Female        |
| <b>Herat</b>          | 40                     | 11                    | 0                       | 53,713,000            | 2,135                      | 18,235        |
| <b>Mazar-e-Sharif</b> | 30                     | 4                     | 0                       | 39,660,000            | 15,696                     | 13,680        |
| <b>Kandahar</b>       | 51                     | 15                    | 0                       | 83,260,000            | 8,742                      | 20,380        |
| <b>Jalalabad</b>      | 43                     | 28                    | 0                       | 58,010,740            | 14,040                     | 2,391         |
| <b>Total</b>          | <b>164</b>             | <b>58</b>             | <b>0</b>                | <b>234,643,740</b>    | <b>40,613</b>              | <b>54,686</b> |

**Important lessons learned:**

- CC has improved women’s participation in decision making process of the communities in the four major cities (50% of CDC & Office Bearers including 10 women as CDC Chairpersons and 2 women as GA Chairpersons); however, we need to pay more attentions towards meaningful participation of women in Kandahar and Jalalabad cities.

**Plans for next quarter:**

- Conducting 2 Gender Working Group (GWG) meetings at IDLG/CCAP level for addressing the program overall gender related issues.
- Holding women staff monthly coordination meetings for addressing their common challenges they are facing with in their workplaces.
- Holding workshops in Kabul and in the 4 major cities for discussing on Anti-Harassment Policy and establishing safe workplace for women in the urban CCAP PIU/PMU/ FPs offices.
- Establishing youth networks among the CCAP Youth Subcommittees (YSCs)
- Performing field monitoring visits to Kandahar, Herat and Jalalabad cities for focusing on women’s livelihood projects.

## Maintenance Cash and Construction Grant (MCCG) (Rural only)

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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 labor 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 labor days at the rate of AFA 350/person/day. This then provides the amount of the minimum 60% paid labor component and 40% non-labor:

### **Progress to date:**

A total grant of US\$ 48 million was disbursed to the 1,925 communities in 14 districts of 9 provinces of which 425 communities received MCCG grant during the reporting period. Similarly, 628 communities completed MCCG work, including 71 communities and the grant utilized for the completed work is over US\$ 14.5 million of which US\$ 9.3 million is used for labor work and US\$ 5.7 million for non-labor work. Over 3 million labor days have cumulatively been generated until now, including over 200,000 labor days for the reporting period. In addition, 2,530 skilled labors and 59,672 laborer from the poor category of the communities in 14 districts of MCCG were provided a maximum of 40 days' work per person.

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

## Grain banks (Rural only)

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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:** In total, 30,423 'Stop Seasonal Hunger Campaigns' were conducted in 10,670 communities with Vulnerable Groups Sub-committees formed in 114 districts of 34 provinces. 10,372 communities established grain banks and mobilized food and non-food items worth US\$4,159,616 from which 87,861 households benefited so far.

The table 4.11 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   | 114   | 0                                | 114  |
| # of Communities with established Vulnerable Groups Sub-Committees | 10,212  | 458                              | 10,670   |
| # of communities with "stop seasonal hunger campaigns" completed   | 28,881  | 1,542                            | 30,423   |

|  |             |            |             |
|--|-------------|------------|-------------|
| # of communities with food/grain banks set up  | 9,861       | 511        | 10,372      |
| Estimated value of goods/labor/cash raised by communities (US\$)   | \$3,873,727 | \$2,85,889 | \$4,159,616 |
| Actual # of beneficiaries in communities with food and non-food items have been distributed (Households) | 60,230      | 27,631     | 87,861      |

In addition to the above major achievements, 371 *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) (Rural only)

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 4.12 SIG Batch# 1: Returnee and 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  | 1,647   | 16                               | 1,663  |
| # of communities that have SIG Proposal Approved                          | 1,516   | 81                               | 1,597  |
| Total SIG matching grants disbursed (US\$)                                | \$1,289,624                                       | \$149,892                        | \$ 1,439,516                                     |
| Actual # of beneficiaries in communities with SIG grants distributed (HH) | 17,956  | 5,128                            | 23,084   |

Out of the 1,985 contracted, 1,663 communities have been covered in 13 districts of 9 provinces till date. From which, 1,597 SIG proposals submitted by the communities have been approved. The total matching grants disbursed under SIG batch# 1 is US\$1,439,516 from which 23,084 HHs 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, 1,079 have been covered so far. From the total covered communities, 1,096 SIG proposals have been approved. The total matching grants disbursed under SIG batch# 2 is \$691,881 from which 7,689 HHs have actually been benefited. The remaining distribution will take place during the lean season, as planned.

**Table 4.13: SIG Batch #2 progress to date - Drought Response SIG 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  | 6   | 0                                | 6  |
| # of districts covered  | 16  | 0                                | 16   |
| # of communities covered  | 1,079   | 113                              | 1,192  |
| # of communities that have SIG Proposal Approved                          | 841   | 255                              | 1,096  |
| Total SIG matching grants disbursed (US\$)                                | \$626,989   | \$64,892                         | \$691,881  |
| Actual # of beneficiaries in communities with SIG grants distributed (HH) | 6,486   | 1,203                            | 7,689  |

**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, 154 communities have been covered. From which 77 SIG proposals submitted by communities have been approved. The SIG matching grant disbursement process is currently in process.

**Table 4.14: 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  | 20  | 134                              | 154  |
| # of communities that have SIG Proposal Approved                          | 20  | 57                               | 77   |
| 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 (rural)

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, mobilization of Kuchi communities and Kuchi SPs' technical services have been seriously affected due to the governmental lockdown (as a preventive measure to COVID-19) and the involvement of KDSP's field staff in COVID-19 response program. The progress which has been made in the reporting period, illustrated in the table below.

**Table 4.15: Kuchi Development sub Program activity progress**

| S/N | Indicators                              | Cumulative Up to the end of previous reporting period | During the reporting period | Cumulative up to the end current reporting period |
|-----|---|---|-----------------------------|---|
| 1   | # of KCDCs mobilized                    | 541   | 56                          | 597   |
| 2   | # of KCDCs Elected                      | 523   | 64                          | 587   |
| 3   | # of WBA completed                      | 483   | 71                          | 554   |
| 4   | # of KCDPs developed                    | 479   | 75                          | 554   |
| 5   | # of Sub Projects surveyed and designed | 230   | 78                          | 308   |

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

**Table 4.16: Kuchi sub-program CDCs membership**

| Over all Female Membership in KCDC (Community mobilization and CDC election) |        |               |               |                 |        |          |
|--|--------|---------------|---------------|-----------------|--------|----------|
| Item   | # CDCs | Total Members | # Male Member | # Female Member | % Male | % Female |
| # Member   | 614    | 10,573        | 5,747         | 4,826           | 54     | 46       |

### **Lessons Learnt:**

- Due to the unique living nature and demand of Kuchi communities especially on the type of sub-projects (shelter for livestock, water reservoir for individual families etc); the implementations, operations & maintenance of SPs are different to the normal CDCs, which necessitate the development of a separate technical manual by the Engineering team for KDSP considering the field realities at KCDCs level in order to facilitate field staff on the proper implementation of SPs.



- Based on indicators listed in the Kuchi project to include and reach women, we have seen remarkable progress against indicator on women participation. Contrary to the common belief, Kuchi women participation in the whole social mobilization process is remarkable, which allows and provides good opportunities to the Ministry and other donor agencies to deliver social awareness and livelihood improvement services to Kuchi women who are one of the most vulnerable group in Afghanistan.

**Plan for the next Quarter:**

- Mobilization of 90 new Kuchi communities in the next quarter taking the recommendations stated above.
- Development of 85 KCDCs.
- Conducting WBA exercises in 85 KCDCs.
- Development of 85 KCDPs and.
- Technical survey, design, and implementation of 146 Kuchies Sub-Projects (if fund disbursed to the KCDCs bank's accounts on time).

**Dastarkhan-e-Milli**

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**a. Rural**

Dastarkhan-e-Milli was designed to respond to COVID-19 needs of Afghans in CCAP areas using Additional Financing. A pilot study was carried out to test methods, identify key problems and find solutions to address COVID-19 related issues. The relief efforts were piloted between May and June this year in 12 communities in 6 Provinces (Kandahar, Panjshir, Kunar, and Bamyān, Jawzjan and Badghis). The pilot allowed the program to try out:

- the implementation strategy (# of visits; types of engagement with CDCs and other key actors in the absence of community consultations; cash vs food modality, etc.)
- awareness raising around COVID-19
- updating the community profiles (in CCAP)/identifying vulnerable groups (e.g. IDPs, Returnees/ Economic Migrants)
- targeting/beneficiary inclusion/exclusion approach
- food packages content and decision-making

**Lessons learnt from the pilot**

- Promote the correct usage of PPEs amongst the SOs ensuring their safety.
- Cash grants should only be allowed in exceptional cases where in-kind support is not possible.
- Tazkira should not be viewed as the only basis to distribute relief packages.
- Most of the community phone numbers collected from CDCs do not work.
- The Governor and District Governors should not be directly engaged in the delivery of relief packages but they can monitor and observe activities.

The findings of the pilot were incorporated into the implementation guidelines of trainers and field responders. In addition, based on the Ministry of Public Health (MoPH) advice, we provided COVID-19

awareness raising to 10,200 communities between March and May 2020. *For full report on the pilot, refer to the Annex H of this report.*

|  |   |
|--|---|
|   |   |
| <p>Awareness raising regarding Dastarkhan-e-Meli to the representative of each <i>muhal</i>a in Punjab district of Bamyan province</p> | <p>Women representing poor households receiving food package of COVID-19 relief response of Citizen’s Charter in Punjab district of Bamyan Province</p> |

## **b. Urban**

IDLG is involved in Dastarkhan Milli that will implement this program in 14 cities after the approval from the relevant authorities; The OM and the required forms have been finalised; During the 1<sup>st</sup> semi-annual of the fiscal year 2020, monitoring mechanism and tools have been developed for Dastarkhan Meli.

The cash or kind distribution process will be started soon at the field level. The M&E unit will monitor the entire process by using the developed monitoring forms with consideration of the lessons learned from the SIG pilot phase. The developed draft monitoring forms already have been shared for review with urban CCAP Management, all unit heads, MRRD and WB, the forms have been reviewed and commented by all involved sides, currently the forms are ready for field test.

## **Community Score Card**

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### **a. Rural**

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 11,007 communities reported on clean drinking water and infrastructure scorecards of which 3,736 (34%) communities have access to clean drinking water while 3,103 (28%) communities have access to basic electricity as per the

[Citizens’ Charter Biannual Progress Report](#)

MSS, 8,252 (75%) of the reported communities have access to basic road, and 8,379 (76%) of the reported communities need small scale irrigation infrastructures. Similarly, in the second round, a total of 8,377 communities reported infrastructure MSSs, out of which 3,639 (43%) communities have access to clean drinking water MSSs, 2,313 (28%) communities have access to basic electricity MSSs, 6,520 (78%) communities have to basic road MSSs, 6,705 (80%) communities need small scale irrigation infrastructures. In the third round, 2,399 communities reported infrastructure MSSs, where 1,238 (54%) communities meet clean drinking water MSSs, 751 (31%) have access to basic electricity, 1,822 (76%) communities have access to basic road, and 1,857 (77%) communities need small scale irrigation MSSs.

**Health:** a total of 1,183 health facilities reported on the MSS Scorecards i.e. 601 in the first round, 461 in the second and 121 in the third round. In the first round, 472 (79%) health facilities reported to have met the MSS, 389 (84%) in the second round and 100 (83%) in the third round.

**Education:** a total of 6,347 education MSSs Scorecard completed for education facilities in all rounds, which comprises of 3,431 MSS Scorecard in first round, 2,453 in the second round and 457 in the third round. In the first round 2,119 (62%) met the MSS, while 1,784 (73%) in the second round, and 235 (51%) meet education MSSs.



CDCs' male members meet at a health center in Takhar province to complete the scorecard



CDCs' female members meet at a health center in Takhar province to complete the scorecard



CDCs' male members meet at a school in Takhar province to complete the scorecard

**Table 4.17: MSS Scorecard Summary by indicator and round**

| <b>Indicators</b>  | <b>1<sup>st</sup> Round</b> | <b>2<sup>nd</sup> Round</b> | <b>3<sup>rd</sup> Round</b> |
|--|-----------------------------|-----------------------------|-----------------------------|
| # of communities reported scorecard on clean drinking water and Infrastructure | 11,007                      | 8,377                       | 2,399                       |
| # Communities have access to clean drinking water as per the MSSs              | 3,736                       | 3639                        | 1,238                       |
| # of communities have access to basic electricity as per the MSSs              | 3,103                       | 2,313                       | 751                         |
| # of communities that have access to basic road as per the MSSs                | 8,252                       | 6,520                       | 1,822                       |
| # of communities that need for small scale irrigation                          | 8,379                       | 6,705                       | 1,857                       |
| # Health Centers reported on scorecards  | 601                         | 461                         | 121                         |
| # Health Centers provide all Minimum Service Standards                         | 472                         | 389                         | 100                         |
| # of schools reported on the scorecards  | 3,431                       | 2,453                       | 457                         |
| # of schools provide all Minimum Service Standards                             | 2,119                       | 1,784                       | 235                         |

**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 report on the score card of a school or health center, which does not affect the ways in which services are delivered.
- 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 with projects like EQRA, and designing sub-projects for the community in the CCAP.

**Plan for the next Quarter:**

- To complete the MSS score cards for the remaining communities and schools in accordance with the agreed targets.
- To share the detailed compiled MSS Score Cards reports to MoPH and MoE.

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

## b. Urban

During the fourth round of Scorecards (Jan-June 2020), 423 CDCs conducted the Scorecards in 18 Health Facilities. Out of these 18 Health Facilities, 12 Health Facilities meet %100 all MSS while other facilities meet some of Health MSS. In addition, 92 CDCs had completed the educational Scorecards in 11 Schools and all the Schools meet %100 all education MSS. By end of June 2020, it was supposed to finish the 4<sup>th</sup> round of Scorecards but due to COVID-19 the scorecard exercise suspended.

**4.18: The summary of performed scorecards could be seen in the below two tables:**

| Indicators   | 1st round | 2nd round | 3rd round | 4th round |
|--|-----------|-----------|-----------|-----------|
| # of Scorecards filled per Education and Health Facility | 115       | 148       | 146       | 29        |
| # of Scorecards filled per Education Facility            | 90        | 120       | 119       | 11        |
| # of Scorecards filled per Health Facility               | 25        | 28        | 27        | 18        |
| # of CDCs filled Scorecards for Health and Education MSS | 673       | 825       | 842       | 423       |
| # of CDCs filled Scorecards for Education                | 646       | 820       | 837       | 92        |
| # of CDCs filled Scorecards for Health                   | 585       | 709       | 701       | 423       |

## 5. Monitoring and Evaluation (M&E)

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### a. Rural

**Key Monitoring Findings:** during the reporting period, a total of 1,621 sampled communities were monitored in 102 districts of 34 provinces by provincial monitoring officers (PMOs).

- The CC posters were made available in 91% of the sampled monitored communities showing a minimal increase of 1%, from 90% to 91%, as compared to the last reporting period.
- The rate of the establishment of sub-committees, including CPM, has improved by 4% from the last reporting period, ranging from 95% to 99%.
- The grievance boxes were available in 75% of sampled monitored communities, and accessible in 88% to all the community members, especially women.
- Satisfaction level of male members has improved from 87% to 92%.
- There was a slight decrease in the number of meetings organised by male CDC members from 81% to 79%, whereas, in female wings of the CDCs, the figure shows a slight rise of 5%, from 49% to 54%, which is a welcoming news.
- The rate of sub-projects' completion increased from 28% to 47% as compared to the last reporting period<sup>2</sup>.

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<sup>2</sup> This includes only the sub-projects at the community level which were ongoing in the sampled communities during the monitoring visits, not the ones which are not started yet, suspended, problematic and etc. Therefore, the 47% completion rate does not represent the overall program implementation

- 28 of the sampled monitored projects were found suspended in the first round of monitoring and 7 in the second round due to technical deviations, low quality of the projects, weather conditions, social problems, delays in installments, and difficulties faced by CDCs in re-prioritizing projects.
- In over one-tenth (10.5%) of the CDPs in sampled monitored communities women priorities were not reflected in this reporting period while this figure was a bit higher during the last reporting, at almost 13%.
- Overall 102 i.e. 6% of the sampled monitored sub-projects were suspended and could not get off the ground in the both first and second round of monitoring visits due to: technical problems (23), Social Problems (16), delays in installments (16), the CDC member give priority to their first project (11), delays in procurement (10), winter and cold weather (9), and the remaining 17 sub-projects were delayed due to other reasons such as: carelessness of a contractor, lack of engineers, and insecurity
- The sub-projects in sampled communities were designed and implemented according to the need and priority of the community in 100% of the sampled monitored communities. 91% of the sampled monitored communities benefited from the subproject implementation. Defects in the sub-projects monitored were reported slightly lower in comparison to the last reporting period showing an overall decrease of 2% from 6% to 4%.
- Around 49% of sampled monitored sub-projects had a copy of sub-project proposal compared to 52% in the last reporting period.
- During this reporting period the existence of deviation in BoQ was 3% and 4% in first and second monitoring rounds, respectively, showing a decrease of 1% in each monitoring rounds compared to the last reporting period.
- The availability of operation and maintenance (O&M) plan went up slightly by 9%, from 61% to 70% of the sampled monitored communities.
- There was an increase of 18%, from 23% to 41% in the proportion of community members trained to operate and maintain the sub-projects. The data shows that in the sampled monitored communities men (n=1,230) and women (n=636) were trained with an average of 1.5 men and 0.8 women to operate and maintain the sub-projects during this reporting period.
- In the second visit to the communities, the availability of O&M plans went up from 59% to 79%, which is the highest recorded figure. In addition, in the 58% of the sampled monitored communities, men (n=568) and women (n=206) members were oriented on the O&M plans of the subprojects as compared to only 41% in the last reporting period.
- The data shows that in total 76 sampled monitored communities, the female SOs visited the same community 10 times and in total 205 communities the SOs visited the communities more than 10 times while there is only one community where the female social organizer never visited the community. For FP wise breakdown of the data, refer to the annex I.

**5.1: Frequency of visits conducted by female SO**

|             | Frequency of visits conducted by female SO |   |    |    |    |    |    |    |    |    |    |                   | Grand Total |
|-------------|--|---|----|----|----|----|----|----|----|----|----|-------------------|-------------|
|             | 0  | 1 | 2  | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | Morethan 10 Times |             |
| Grand Total | 1  | 1 | 15 | 10 | 24 | 27 | 50 | 42 | 43 | 20 | 76 | 205               | 514         |

It is worth mentioning that each finding/deviation of the inhouse monitoring under social mobilization and institutional building is assigned to the relevant FPs and each deviation in the infrastructure and CDCs documents is referred to the PMU focal points through the Monitoring Online Follow-up System for taking corrective actions.

**b. Urban**

During the reporting period M&E unit had one monitoring and grievance handling mission to Mazar-e-Sharif, however, there several missions were planned for monitoring of scorecards, social audits, CPM and End line IMI processes but due to COVID-19 lockdown the missions are postponed. The primary objective of the mission was to redress three complaints were registered by Amani, Ansarian, Noor Khuda and Mawlana Jalaludin Balkhi Gozars. Below you can see key finding of Mazar-e-Sharif mission:

**5.2: Key findings and recommendations**

| S. No. | Findings   | Recommendations/Next steps   |
|--------|--|--|
| 1      | The CPM committees do not function properly in Amani, Ansarian, Noor Khuda and Mawlana Jalaludin Balkhi Gozars of Mazar-e-Sharif city. | The relevant unit shall workout a plan to address the finding in coordination with FP and PMU. According to the plan, the relevant FP should work with the said gozars and ensure that the CPM committees of these gozars and other CDCs and Gozars in Mazar-e-Sharif are fully functioning. |
| 2      | Social audits have not been conducted in Amani, Ansarian, Noor Khuda and Mawlana Jalaludin Balkhi Gozars Mazar-e-Sharif.               | The social audit are to be conducted by Gozar members once per week on Fridays in the mosques, and the FP should ensure that social audits are taking place as required.   |
| 3      | The monitoring team recommendations are not followed up properly by FPs social organizers and engineers.                               | FPs are to increase their monitoring/supervision during the subproject implementation process and ensure that the construction activities are going on in accordance to the proposal requirements.   |
| 4      | Low level of communities members participation in the sessions held by FPs in Gozars   | FPs and PMUs are to pay attention on trust building among their staff by sharing openly there dissatisfactions on subprojects implementation activates, understanding each other problems, increasing coordination meetings and preparing jointly their monthly, quarterly and annual plans. |
| 5      | Low construction quality in some parts of street side ditch in Ansarian Gozar of Mazar-e-Sharif city has been observed.                | The mission team has instructed the contractor to demolish 192 meters side ditch and reconstruct it. In order to avoid such cases in the future, the Technical Unit at PIU will make sure that they have in place all the corrective measures in advance.                                    |
|        | Distrust prevailed among community members, FPs engineers and PMUs staff.  | Building trust among community members is out of FPs control; because, it is rooted to their past history and the complexity of tribal compositions and social power.  |

|  |   |
|--|---|
|  | <p>FPs are required to remobilize the CDCs and introducing the project objectives, and clearly indicate the role and responsibility of each person in the CDCs and convince them that the project benefit is for the whole CDC not just for any specific family or tribe.</p> <p>The PMUs and FPs staff are to work together for achievement of the program objectives and establish close coordination among themselves.</p> |
|--|---|

## **Community Participatory Monitoring (CPM)**

### **a. Rural**

Based on the MIS data, cumulatively 10,109 CPM sub-committees were established with total of 110,730 members of which 49% are female. The table 4.10 below shows the CPM reporting progress

**Table 5.3: CPM reporting 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 |        |
|---------------------------|--------|-------|---------------------------|--------|-------|---------------------------|--------|-------|---------------------------|--------|
| Male                      | Female | Joint | Male                      | Female | Joint | Male                      | Female | Joint | Male                      | Female |
| 7319                      | 7184   | 1386  | 4185                      | 4138   | 1014  | 4205                      | 4176   | 387   | 2319                      | 2304   |

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

For detailed monitoring findings on rural please refer to Annex I

### **b. Urban**

2332 CPM forms have been filled in the four cities. 819 CPM1, 722 CPM2, 590 CPM3, 201 CPM4 and 0 CPM5, in Herat city filled 669, Jalalabad 403, Kandahar 776 and in Mazar-e-Sharif 484 CPM forms.

#### **5.4: CPM report Status by city**

| S.NO | Province  | City               | # of CPM 1 | # of CPM 2 | # of CPM 3 | # of CPM 4 | # of CPM 5 | Total       |
|------|-----------|--------------------|------------|------------|------------|------------|------------|-------------|
| 1    | HERAT     | Herat              | 199        | 197        | 186        | 87         | 0          | 669         |
| 2    | NANGARHAR | Jalalabad          | 177        | 127        | 69         | 30         | 0          | 403         |
| 3    | KANDAHAR  | Kandahar           | 293        | 248        | 185        | 50         | 0          | 776         |
| 4    | BALKH     | Mazari Sharif      | 150        | 150        | 150        | 34         | 0          | 484         |
|      |           | <b>Grand Total</b> | <b>819</b> | <b>722</b> | <b>590</b> | <b>201</b> | <b>0</b>   | <b>2332</b> |

## **Institutional Maturity Index (IMI):**



### a. 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 2.5 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 5.5: CDC IMI Baseline coverage:**

| Region       | # of Elected CDCs | # of Communities reported IMI baseline until 20 Dec 2019 | # of Communities reported IMI baseline during the reporting period | Total  |
|--------------|-------------------|--|--|--------|
| <b>Total</b> | 12,024            | 10,960   | 310  | 11,270 |

**Table 5.6: CDCs' maturity level in each region:**

| Region             | Highly Mature   | Mature             | Low Mature         | Immature           | Total         |
|--------------------|-----------------|--------------------|--------------------|--------------------|---------------|
| Central (Kabul)    | 29              | 314                | 1,452              | 939                | 2,734         |
| East (Jalalabad)   | 31              | 285                | 1,156              | 870                | 2,342         |
| Northeast (Kunduz) | 10              | 113                | 1,144              | 548                | 1,815         |
| Northwest (Mazar)  | 4               | 69                 | 513                | 605                | 1,191         |
| South (Kandahar)   | 0               | 43                 | 435                | 1,044              | 1,522         |
| West (Herat)       | 49              | 509                | 923                | 185                | 1,666         |
| <b>Grand Total</b> | <b>123 (1%)</b> | <b>1,333 (12%)</b> | <b>5,623 (50%)</b> | <b>4,191 (37%)</b> | <b>11,270</b> |

### b. Urban

**Table 5.7. Urban IMI baseline**

| S.NO               | Province  | City          | # of Baseline IMI (CDC) | # of Baseline IMI (Education) | # of Baseline IMI (Environment) | # of Baseline IMI (Health) | # of Baseline IMI (Vulnerable) | # of Baseline IMI (Youth) |
|--------------------|-----------|---------------|-------------------------|-------------------------------|---------------------------------|----------------------------|--------------------------------|---------------------------|
| 1                  | HERAT     | Herat         | 200                     | 199                           | 199                             | 199                        | 199                            | 198                       |
| 2                  | NANGARHAR | Jalalabad     | 176                     | 177                           | 177                             | 177                        | 176                            | 176                       |
| 3                  | KANDAHAR  | Kandahar      | 300                     | 300                           | 300                             | 300                        | 300                            | 300                       |
| 4                  | BALKH     | Mazari Sharif | 150                     | 150                           | 150                             | 150                        | 150                            | 150                       |
| <b>Grand Total</b> |           |               | <b>826</b>              | <b>826</b>                    | <b>826</b>                      | <b>826</b>                 | <b>825</b>                     | <b>824</b>                |

**Table 5.7. Urban IMI End line**

| S.NO               | Province  | City      | # of Baseline IMI (CDC) | # of Baseline IMI (Education) | # of Baseline IMI (Environment) | # of Baseline IMI (Health) | # of Baseline IMI (Vulnerable) | # of Baseline IMI (Youth) |
|--------------------|-----------|-----------|-------------------------|-------------------------------|---------------------------------|----------------------------|--------------------------------|---------------------------|
| 1                  | HERAT     | Herat     | 3                       | 3                             | 3                               | 3                          | 3                              | 3                         |
| 2                  | NANGARHAR | Jalalabad | 7                       | 7                             | 7                               | 7                          | 7                              | 7                         |
| <b>Grand Total</b> |           |           | <b>10</b>               | <b>10</b>                     | <b>10</b>                       | <b>10</b>                  | <b>10</b>                      | <b>10</b>                 |

### Third Party Monitoring (TPM)

#### c. Rural

Engineering Division had introduction meetings with the technical and management team of the new contracted ARTF Third Party Monitoring Agent (TPMA). The monthly plan of the TPMA for the months of March and April for CCAP was shared with Engineering Division. According to this plan, the TPMA started inspection of sub-projects. All deviations have been assigned to field engineers for rectification. Field colleagues are working on the deviations and will resolve soon by providing required documents and geo-tag photos. As the TPMA has developed a new platform for deviation records, we were unable to generate records from the new system for this reporting period. The overall summary of deviations are as follow:

**Table 5.8: Status of the monitoring deviations**

| Rectification Priority | Open       | Pending    | Rectified  | Unrectifiable | Grand Total |
|------------------------|------------|------------|------------|---------------|-------------|
| <b>Major</b>           | 159        | 72         | 88         | 66            | 385         |
| <b>Minor</b>           | 183        | 108        | 122        | 11            | 424         |
| <b>Grand Total</b>     | <b>342</b> | <b>180</b> | <b>210</b> | <b>77</b>     | <b>809</b>  |

#### d. Urban:

##### Third Party Monitor (TPM) Urban:

##### MSI-TPM Deviations Status:

IDLG has received cumulatively 634 deviation from third-party monitor (MSI), and has addressed all the deviations, in the month of December 2019 a total of 184 deviation rectified by IDLG but the MSI database does not reflect these deviations as rectified because the MSI contract has ended as end of 2019. So these deviations remained pending however they are rectified. The details of MSI-TPM deviations have been listed below in the table:

**Table 5.9: Status of the monitoring deviations**

| City               | Pending    | Rectified  | Unrectifiable | Grand Total |
|--------------------|------------|------------|---------------|-------------|
| <b>Balkh</b>       | 4          | 110        | 4             | 118         |
| <b>Herat</b>       | 45         | 58         | 1             | 104         |
| <b>Kandahar</b>    | 82         | 140        | 17            | 239         |
| <b>Nangarhar</b>   | 53         | 101        | 19            | 173         |
| <b>Grand Total</b> | <b>184</b> | <b>409</b> | <b>41</b>     | <b>634</b>  |

##### ATR-TPMA Deviation Status:

As of 1<sup>st</sup> Jan 2020, the third-party monitor contracted by World Bank with ATR Consulting. ATR is using new platform and the deviations are coming through this new platform. The details of all deviations reported by ATR-TPMA since January 2020 have been included in the below table: all new deviations have been rectified at field level and The status of deviations are as following:

**Table: 5.10: Deviation Status**

| City               | Acknowledged | Not read | Pending Ministry Action | Pending review | Rectification in progress | Rectified | Grand Total |
|--------------------|--------------|----------|-------------------------|----------------|---------------------------|-----------|-------------|
| Balkh              | 11           | 0        | 89                      | 2              | 5                         | 7         | 114         |
| HERAT              | 0            | 0        | 1                       | 0              | 0                         | 0         | 1           |
| KANDAHAR           | 6            | 5        | 24                      | 0              | 0                         | 3         | 38          |
| NANGARHAR          | 0            | 1        | 39                      | 4              | 0                         | 5         | 49          |
| <b>Grand Total</b> | <b>17</b>    | <b>6</b> | <b>153</b>              | <b>6</b>       | <b>5</b>                  | <b>15</b> | <b>202</b>  |

## 6. OPERATIONS PROGRESS

### Management Information System (MIS)

#### a. 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, CCDs, 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

#### b. Urban

Online MIS has been enhanced by developing new modules or enhancing the existing modules, as following:

- Further enhanced the reporting sections of MIS:
- Conducted the data cleaning, removed most of data errors, and completed most of the missing data.
- Developed the following modules/sections of Human Resources Management Information System (HRMIS):

- Resolved most of the system errors and technical problems
- Developed Task Management System.
- Initiated Task Management System Development.
- Developed peace pilot module/forms in MIS
- Cleaned HH ODK data of CCAP for SIG relief usage.
- Added Gozar CPM and linkage forms to MIS.
- Added a section in SFSR, where we can capture the extra work done.
- Developed SOE based financial procedure in MIS.

**Plans for next quarter:**

- Developing the remaining modules/sections of HRMIS
- Completing development of Assets Management System
- Checking data quality and completing missing data
- Developing MIS system for City Investment Program (CIP).
- Developing MIS module of SIG relief package.
- Developing MIS system for REACH project.
- Developing MIS system for Kabul Municipality.

**Procurement**

**a. Rural**

**Completed Packages:**

The listed procurement activities in table 4.11 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 6.1: List of Procurement Packages where the contract has been signed**

| SN   | STEP ID              | Goods/Non- Consulting Services  | Amount in AFN |
|--|----------------------|---|---------------|
| <b>Part of Procurement Plan Activities</b> |                      |   |               |
| 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 |
| <b>Part of the IOC Activities</b>          |                      |   |               |
| 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 6.2: 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   |

### b. Urban

#### 6.3: Urban 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                |
| <b>Total</b>                          |      | <b>13</b>              | <b>4.74</b>         | <b>19</b>                | <b>4.54</b>         | <b>32</b>      | <b>9.28</b>         |

## Staffing and Recruitment

### a. Rural

*Table 6.4: Rural staffing breakdown*

| RURAL<br>NTA Levels                | Gender-disaggregated |        |       | Unit disaggregated |          |          |       |
|------------------------------------|----------------------|--------|-------|--------------------|----------|----------|-------|
|                                    | Male                 | Female | Total | HQ                 | Province | District | Total |
| <b>Management (A &amp; B)</b>      | 17                   | 1      | 18    | 18                 | 0        | 0        | 18    |
| <b>Professional (C, D &amp; E)</b> | 1,335                | 72     | 1,407 | 138                | 331      | 938      | 1,407 |
| <b>Support (F, G and H)</b>        | 859                  | 148    | 1,007 | 80                 | 243      | 684      | 1,007 |
| <b>Total #</b>                     | 2,211                | 221    | 2,432 | 236                | 574      | 1,622    | 2,432 |
| <b>Total %</b>                     | 90.91%               | 9.09%  | 100%  | 9.70%              | 23.60%   | 66.70%   | 100%  |

### b. Urban

Of the total 235 staff approved in the staffing plan, 209 were contracted, the recruitment for 8 new staff is under process, and 18 more staff will be recruited later in the CC implementation. 20% of the recruited staff are female.

*Table 6.5: Urban staffing breakdown*

| URBAN<br>NTA Levels                | Gender-disaggregated |            |             | Unit disaggregated |              |             |
|------------------------------------|----------------------|------------|-------------|--------------------|--------------|-------------|
|                                    | M                    | F          | Total       | HQ                 | Municipality | Total       |
| <b>Management (A &amp; B)</b>      | 27                   | 2          | 29          | 26                 | 3            | 29          |
| <b>Professional (C, D &amp; E)</b> | 98                   | 35         | 133         | 60                 | 73           | 133         |
| <b>Support (F, G and H)</b>        | 42                   | 5          | 47          | 29                 | 18           | 47          |
| <b>Total #</b>                     | <b>167</b>           | <b>42</b>  | <b>209</b>  | <b>115</b>         | <b>94</b>    | <b>209</b>  |
| <b>Total %</b>                     | <b>80%</b>           | <b>20%</b> | <b>100%</b> | <b>55%</b>         | <b>45%</b>   | <b>100%</b> |

## Public Communications:

### a. Rural

Meetings were initiated with some of the prominent media companies such as the TOLONews, BBC Kabul team, VoA, 1TV and others to discuss on the recent updates on CCAP, its sub-programs and other related issues like score cards, Kuchies Development Program and women empowerment. However, due to the COVID-19 lockdown face-to-face meetings were interrupted, as the media focus had been entirely on covering the pandemic. The program continued sharing daily news bulletin with the media and invited them to important events. 5 articles were prepared and published in local newspapers. Phone calls, emails, and footages were shared with the media. The media monitoring captured 3,311 reflections of CCAP in the national and local media as well as on the stakeholder online pages. CCAP management also appeared regularly on media exclusive interviews.

Further, paid radio and TV spots on the program were broadcasted at national level covering 15 key media outlets with 172 minutes spots broadcasted through Tolo TV, TOLONews, Shamshad TV, Ariana TV, Khurshid TV, Kabul News, Zhwandon TV, Arezo TV, Asia TV-Herat and Zhman TV.

We also launched a TV and Radio Awareness Campaign throughout the country and broadcasted over 16,000 minutes of spots on key program achievements through 68 radio and 34 TV outlets.

Considering the importance of covering COVID-19 awareness messages, campaigns were launched using social media, documentary films and spots to educate the public on its preventive measures and key messages. Further, the communication strategy was drafted for Dastarkhan-e-Mili in coordination with the partner organizations. The website and social media pages of CCAP is regularly updated using Facebook



*A Tolo News Reporter interviewing a Person With Disability who received a Package through a Grain Bank In Faizabad, Badakhshan*

as a key channel of communication that has reached more than 54K followers.

#### **Support to CCAP and its Sub-Programs**

30 video and radio spots, 3 documentary films and over 500 new stories, articles, success stories, news bulletins; containing more than 1,200 pictures were produced over the reporting period and were communicated through social media, TV and Radio stations, mobile cinema and other relevant events such as the MTR sessions. The program factsheets and brochures were also regularly updated and made ready for dissemination during many events at the central and provincial level.

#### **Initiatives and Innovation**

Built and enhanced coordination with CJPOTF – the Public Awareness Division of RS-NATO that resulted in PCD's participation at BAYAN Radio programs to convey messages around CCAP.

Prepared awareness raising products for the CCNPP MTR at the world bank and communicated the key achievements to the participants especially for the program donors as documentary film, infographics, banners, brochures, one pager, and other products that conveyed the program key outcome messages.

15 rounds of Mobile Cinema were conducted for the CDCs and local residents in different districts of Badakhshan, Takhar, Balkh, Herat and Faryab provinces covering hundreds of people and showcased the video documentaries on all components of the CCAP as well as videos on encouraging the CDCs for maintenance of the projects, women empowerment and GRM.



#### **Plans for next reporting period:**

- Launch Dastarkhan-e-Milli Awareness Campaigns
- Finalize the coding and technical work of the new design of the website and launch it
- Take national media reporters to the field on CCAP Projects

For details on the public communication progress, please refer to the Annex J

## b. Urban

IDLG jointly with World Bank, MRRD and based on MoPH guideline has created and developed 13 videos on precautionary measures for preventing the spread of COVID-19 virus such as social distancing, sanitizer preparation procedures at home, children behaviors during COVID-19 lockdown, the right ways for washing and sanitizing hands and observing hygiene, the right ways to be in touch with each other and disseminating COVID-19 preventive messages by community leaders.

Besides, CC has posted 53 news related to COVID-19 disease in social media and designed 29 infographic posters for updating people

about recent updates on COVID-19 infection status in Afghanistan with geographic distinctions. Also, the CC played a vital role in messaging people about the social distancing and implementing hygienic measures at their homes and outside.

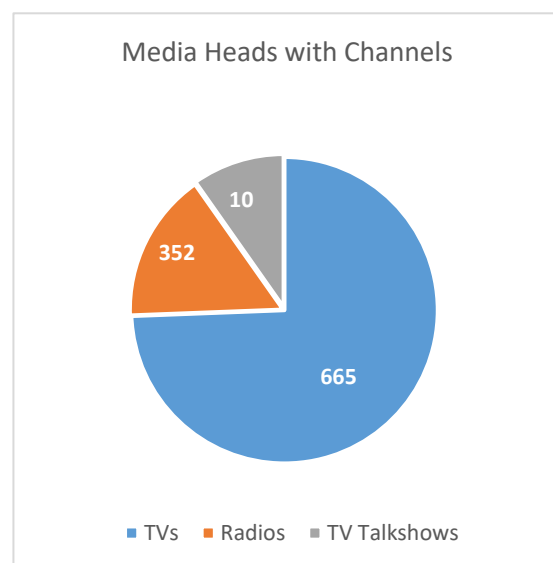
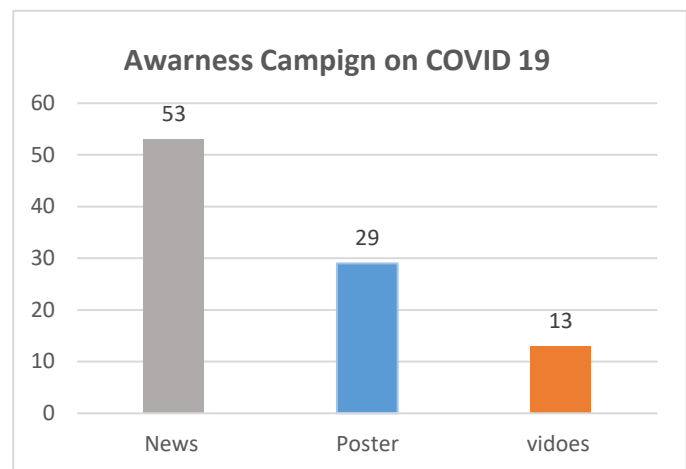
### **Media Appearance:**

During the reporting period, CC could maintain the previous media appearance momentum (one recorded media head per day) through involved media outlets in the 4 targeted cities and Kabul.

BBC and Voice of America (VOA), which are the most popular TVs with having a wide range of national and international audiences, developed a news report separately on Citizens' Charter achievements and depicted the impact of women role in urban areas, as part of media engagements. During the reporting period, we have arranged several interviews of Management with Tolo and Khurshid TVs as well as Radio Bayan.

### **Media Campaign;**

Depending to the need, a 6 months media campaign successfully was launched at national and regional levels from 28<sup>th</sup> August 2019 to 27<sup>th</sup> February 2020. This advertisements covered the impact of MSS completed projects on level of communities' living standards, the scorecards and grievance uptake channels from most viewed TVs and radios at the 4 major cities and at the national levels. Around 10 different TVs and 5 radio channels including Tolo and Shamshad TVs have broadcasted 1,050 spots. A schedule was designed that during the 6 months there was no single day and night left from advertisement broadcasting. Based on contract, 1,039 spots broadcasted in free at non-peak times.





As per Afghanistan Access to Information Law, the CC website updates the most recent progress on daily and hourly basis. For strengthening transparency and accountability, IDLG regularly put recent updates in Website in following areas.

- Press releases on various activities of the program
- success stories in video format on program engagement and impact
- Procurement announcements, it increases page visits
- CCAP, EZ-Kar and CIP vacancy announcements
- video spots on carrying different messages on communal activities

#### **Social Media Pages:**

As per communication strategy, the Citizens' Charter is reaching the engagement phase and the Social Media Platforms which played a vital role in bringing communities together. As now, people eagerly participate and interact through social media pages particularly through Facebook. Different strategies are undertaken in order to better engage the people to participate in the CCAP program.

Besides updating 453 posts, we have 4 series in social media pages and they are 1). Before – after picture series of subprojects, 2). Photo of the week (good picture of one CC completed subprojects), 3). Monday success story profile of the best CDC, and 4). Update 24 hours story at Facebook timeline where large number of people are interacting, sharing and commenting.

Besides focus on reaching to external audience/participant groups, PCU 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.

#### **Lessons Learned:**

For media campaign on GRM, MSS & Scorecard contract was signed with Media Group Company. What we have learned, is that we should not look for a production company, instead it is better to deal directly with the TVs, because the production companies create a lot of problems during implementation, especially in payment related issues.

#### **Plans for next quarter:**

- Performing awareness campaign on CCAP/SIG
- Preparing REACH strategic communication and implementation plan
- Conducting joint work with Ministry of Hajj on a MoU to improve traditional messaging through mosques (masjids)
- Continuing and expanding media campaigns
- Engaging with the academia and CSOs and launching public forums around CCNPP
- Launching awareness campaigns on ESS
- Including communications indicators in MIS and Logical Framework
- Launching scorecard report through press conferences.
- Developing branding policy
- Continuing and enhancing relations with GMIC and Line Ministries communication teams
- Facilitating projects inauguration trips for senior management and media

## Environmental and Social Safeguards (ESS)

### a. Rural

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 6.7: The ESS progress for the reporting period is as below:**

| Indicator  | #    |
|--|------|
| # of Site Selection done                         | 2668 |
| # of ESMPs prepared                              | 2642 |
| # of voluntary land donations                    | 1507 |
| # of purchased land                              | 10   |
| # of Public land (community/gov)                 | 473  |
| # of ESS sub-committees established <sup>3</sup> | 402  |
| # of Communities trained on ESS                  | 822  |
| # of ESS related grievances recorded             | 4    |
| # of subprojects monitored on (SS aspects        | 383* |

A eight joint projects screening report and Environmental Social Management Plans (ESMPs) were developed covering 39 CDCs. These were accepted by the the Bank's safeguarding team. Please see below:

1. Screening Report and ESMP for Gravity Water Supply Network Joint Project between 3 CDCs of Tash Qala Bilchiragh District of Faryab Province
2. Screening Report and ESMP for Water Supply Network joint Project between 3 CDCs of Labe jare Sheberghan District, Jawzjan Province
3. Screening Report and ESMP for Water Supply Network Joint Project between 4 CDCs of Bakawol, Jawzjan Province
4. Screening Report and ESMP for Water Supply Network Joint Project between 4 CDCs of Shegai from Jawzjan Province
5. Screening Report and ESMP for Road Joint Project between 10 CDCs Dari-E-Noor, Kunar Province
6. Screening Report and ESMP for Road Joint Project between 3 CDCs Inga Arigh, Province
7. Screening Report and ESMP for Transport Sector, RCC Bridge Joint Project between 2 CDCs Sarepul Province
8. Screening Report and ESMP for Micro Hydro power Joint Project between 10 CDCs Panjab, Bamyan Province

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3

**Plan for the next Quarter:**

- Considering the COVID-19 outbreak, conduct spot-check field visits of ESS documents and implementation of ESMPs.
- Conduct training sessions for new staff on ESS issues in all regions, including on the job training.
- Preparation of a screening report and ESMP for joint projects.

**b. Urban**

Under the title of “one household, one tree” awareness campaign was facilitated by IDLG during the month of March 2020, in which each community household should plant at least one tree, take its picture and send to be aired as a successful trend in CC official pages. A number of posters, infographics and videos were produced for encouragement of locals to enthusiastically take part in this campaign. As a result of this campaign, almost 5,580 seedlings were planted in the targeted neighborhoods.

Constructing a recreational park under Citizens’ Charter in Jalalabad which had affected some families, was resolved by implementing the Safeguard Corrective Action Plan (SCAP), the SCAP was NoL by World Bank, following is the status:

- ✓ Disbursed Afg.10,658,000 compensation amount to 192 affected stall owners.
- ✓ Disbursed Afg. 24,904,020 Compensation amount to 11 affected households.
- ✓ Given 14 plots to 11 households as compensation against their land.
- ✓ Transferred Afg. 413,700 to Jalalabad municipality account as the land cost and taxes of 14 plots.
- ✓ Restarted Jalalabad park subproject physical activities on 10 February 2020
- ✓ Helped the TPM representative on preparation of post-audit report of Jalalabad park project in terms of collection of Project Affected Persons (PAPs) contact numbers and bank verification letters.

Table 6.8: Concerning to the safeguard issues of other subproject, please refer to the following table:

| Indicator  | #    |
|--|------|
| # of Site Selection done                         | 1306 |
| # of ESMPs prepared                              | 1306 |
| # of voluntary land donations                    | 26   |
| # of purchased land                              | 4    |
| # of Public land (community/gov)                 | 13   |
| # of ESS sub-committees established <sup>4</sup> | 1117 |
| # of Communities trained on ESS                  | 941  |
| # of ESS related grievances recorded             | 9    |
| # of subprojects monitored on (SS aspects        | 782  |

**Social Risk Assessment:**

Social Risk Assessment (SRA) is one of the World Bank's action points, for conducting SRA the WB hired a consultancy, who developed the required forms and questionnaires for conducting the SRA. On 30<sup>th</sup> January 2020, during the MTR meeting agreed that the IDLG/MRRD should conduct Focus Group

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4

Discussions (FGD) in Jalalabad and Herat cities and share the collected information within two weeks with WB and the consultancy.

For this purpose, two teams traveled to Herat and Jalalabad cities, for the training of 7 CDC in each city. The predefined information has been collected by the teams and shared with consultant for further analysis.

#### Key Achievements on ESS

- Reviewed ESS part of 117 SPPs (38 in Kandahar, 19 in Balkh, 7 in Herat and 53 in Jalalabad) during the semiannual reporting period.
- Prepared, developed, designed, and finalized ESS brochure content for urban area community awareness and got its NOL.
- Prepared ESS booklet and translated from English to Dari and Pashto languages and sent to the WB ESS team for NoL.
- Developed an ESS logbook for ESS related issues such as trees cut down, OHS, and land acquisition issues.

#### Important Lessons Learned:

- The important lesson learned is the Jalalabad park subproject implementation non-compliance with national and WB policies which caused a long term delay (almost 10 months) in implementation of the project and preparation of Safeguards Corrective Action Plan (SCAP) and its implementation.
- Civil engineers have been assigned as ESS officers, whereas they couldn't handle the ESS relevant issues, like SPPs, ESMPs preparation and implementation, land acquisition, and social risks, in compliance with the objectives of ESMF. Therefore, it is recommended that ESS experts be recruited in PMUs and FPs.
- Jalalabad park project indicate that land acquisition in terms of donation is to be cleared before subprojects planning or approval.

Lack of awareness of the community and CDC member remains a challenge, and the ESS officers to train them on the ESS related topics accordingly.

#### Next Quarter Plans:

- Review and follow up of ESS related issues in Kandahar, Herat, Jalalabad, and Mazar-e-Sharif cities to ensure that:
  - ✓ The contractors understand the site-specific ESMPs and its requirements which should be part of the contract and bidding documents
  - ✓ The resettlement and land acquisition relevant issues are done based on the procedures and standards provisions of project ESMF and RPF.
  - ✓ The documentation is done and recorded accordingly.
- Finalize public awareness booklets with World Bank and share with communities.

#### Grievances Handling

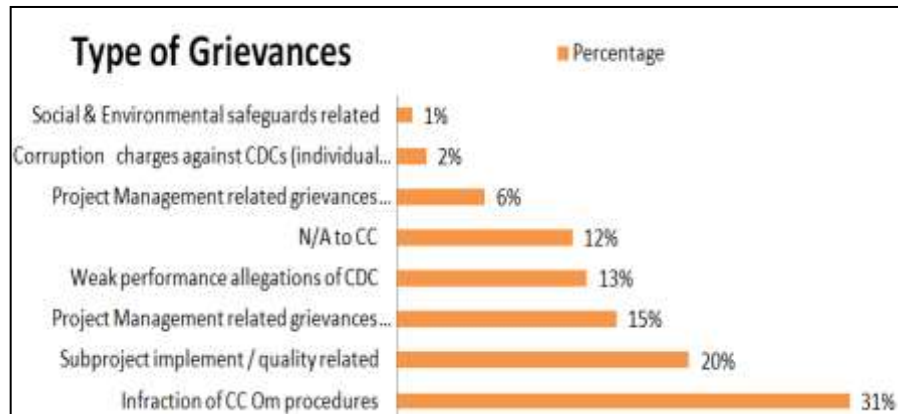
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### a. Rural

#### **Progress on grievance handling:**

The total number of grievances received so far has reached 1885. Out of this, 1,705 were resolved and feedback provided to the complainant and around 180 are under investigation.

The chart shows the types & percentage of grievances being handled so far, while



the majority of the complaints received related to the infraction of the Operations Manual.

### b. Urban

A total of 278 complaints recorded by grievance handling team, 267 grievances have been resolved and 11 grievances are under investigation which will be addressed soon. During this reporting period, 41 grievances have been registered by the grievance team.

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

## 7. Inter-ministerial coordination

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In this reporting period, the MoF team worked closely with line ministries towards implementing the CC Governance, Coordination and Reporting Mechanism at place. Various coordination meetings at ministers' level, directors' level and technical committees' level were held. It's worth mentioning that two inter-ministerial steering committee meetings were conducted on key policy and strategic issues including the Mid-term Review of the Citizens' Charter.

### **Citizens' Charter Steering Committee Meeting dated Feb 19, 2020**

The 2<sup>nd</sup> CC Steering Committee Meeting for the year 1398 was opened by H.E Dr. Mohammad Homayoun Qayoumi, Acting Minister of Finance then. Dr. Qayoumi welcomed the participants of the meeting including Excellency Minister of MRRD, Deputy Ministers, World Bank team responsible for Citizens' Charter and the wider CC team.

In the outset, Citizens' Charter Urban and Rural Director Generals presented the CCAP MTR's overall achievements, challenges and way forward. Following the urban and rural presentations, Mr. Janmejay Singh from the World Bank presented the CCAP MTR updates and recommendations with emphasis on key strategic priorities, implementation issues and policy recommendations going forward. The Steering Committee reached to a number of important decisions and conclusions on key strategic priorities and policy recommendations including sustainability of CDCs and sub-committees, SOE based disbursement, insecure areas CDCs, MSS, and inter-ministerial coordination and collaboration.

### **Citizens' Charter Steering Committee Meeting dated April 30, 2020**

The meeting was initiated with opening remarks from the Acting Minister of Finance, Mr. Abdulhadi Arghandiwal. The participants included:

- Minister Abdul Hadi Arghandiwal (Chair – MoF)
- Minister Nasir Durrani – MAIL
- DM Hashmatullah Ghafoori – MAIL
- DM Naheed Sarabi – MoF
- DM Shahzar Zadran – MRRD
- DM Abdul Baqi Popal – IDLG DMM
- And the CCAP directors and wider team

The meeting discussed the progress, issues and next steps of the Citizens' Charter Afghanistan Project. The MTR key strategic priorities were also discussed and followed up.

#### Inter-ministerial coordination meetings:

| Meeting                                   | Date              | Participating Entities               |
|---|-------------------|--------------------------------------|
| CC Ministerial Steering Committee Meeting | Feb 19, 2020      | MoF, IDLG, MRRD, WB, MAIL, MoE, MoPH |
| CC Ministerial Steering Committee Meeting | April 30, 2020    | MoF, MAIL, IDLG, MRRD                |
| CC Directors Level Meeting                | Feb 23, 2020      | MoF, IDLG, MRRD                      |
| CC Directors Level Meeting                | April, 2020       | MoF, IDLG, MRRD                      |
| CC Directors Level Meeting                | Jun 16, 2020      | MoF, IDLG, MRRD                      |
| CC Directors Level Meeting                | July, 2020        | MoF, IDLG, MRRD                      |
| CC Directors Level Meeting                | Aug 17, 2020      | MoF, IDLG, MRRD                      |
| CCAPP website discussion                  | March 18, 2020    | MoF, IDLG, MRRD                      |
| Meeting with MoF Budget and Treasury      | April, 2020       | MoF, IDLG, MRRD                      |
| Meeting with MoF Budget and Treasury      | May, 2020         | MoF, IDLG, MRRD                      |
| Meeting with MoF Budget and Treasury      | June, 2020        | MoF, IDLG                            |
| Meeting with Tolo TV                      | March 03, 2020    | MoF, IDLG, MRRD, Tolo TV             |
| Meeting with BBC regarding CC awareness   | March 15, 2020    | MoF, IDLG, MRRD, BBC                 |
| Communication messaging tracker meeting   | March 16, 2020    | MoF, IDLG,                           |
| MTR meeting                               | January 22, 2020  | MoF CC, IDLG, MRRD,                  |
| MTR meeting                               | February 02, 2020 | MoF, MRRD, IDLG                      |
| Communication Strategy Discussion         | February 20, 2020 | World Bank, MoF, IDLG, MRRD          |

#### MCCMC

Since the inception of the program, a total of 18 MCCMCs (Municipality Citizens' Charter Management Committee) coordination meetings have been convened in the four cities, out of which 7 MCCMCs (2 in Jalalabad and 2 in Mazar-e-Sharif and 3 in Kandahar) have been conducted during the 1<sup>st</sup> semiannual of the fiscal year 2020.

The MCCMC meetings are led by mayors, the meetings participants are mostly among 40-60 persons, the aim of these meetings are to improve coordination and collaboration among Municipalities, PMUs, Community Development Councils (CDCs), Gozar Assemblies (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.



The MCCMC 7<sup>th</sup> Meeting Held in Jalalabad City on 08/03/2020, the meeting led by Jalalabad City Mayor



The MCCMC 5<sup>th</sup> Meeting Held in Mazar-e-Sharif City on 05/03/2020, the meeting led by the City Mayor

| PCCMCs/M/DCCMs held                          | Cumulative up to end of previous reporting period |       | Progress during reporting period |       | Cumulative up to end of this reporting period |       |
|--|---|-------|----------------------------------|-------|---|-------|
|  | Rural   | Urban | Rural                            | Urban | Rural   | Urban |
| Number of PCCMC coordination meetings held   | 33  | 0     | 26                               | 0     | 59  | 0     |
| Number of M/DCCMC Coordination meetings held | 131   | 11    | 138                              | 7     | 269   | 18    |

## 8. Success Stories

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### Rural

#### Success story 1:

**Micro Hydro Power project of Citizen's Charter has changed the living standards of people and students' performances in Qalai Mohammad Hashim community of Abshar district in Panjshir province.**

Basic electricity is among the MSS menu of Rural CC to provide at least 100W energy to each household through micro hydro, biogas or wind (only the places that cannot be reached by the grid). Since electricity is one of the basic needs in today's world, provision of basic electricity to rural communities is meant to bring light to their houses, improve their access to mass media and social media, and run some electricity equipment, which the power system under CC can afford such as fan, washing machine, computer and etc.

Qalai Mohammad Hashim is one of the communities in Abshar district of Panjshir province under the coverage of the CCAP which has sufficient resources of running water. Majority people of this community voted and prioritized Micro Hydro Power (MHP) project in their CDP, as they used to face several problems in the absence of electricity in their community despite being rich in water resource. Majority of the people were almost disconnected or had limited virtual connection with the rest of the country, as they did not have access to the mass-media, including TV. They used to be unaware of social, economic, political and cultural incidents and affairs around the country. The children used to perform weaker in their studies due to the lack of electricity in their houses during night time.



Since people of this community were well-aware of their problems and needs, and as well as about the resources available in their community, majority of them voted and prioritized MHP project in their CDP. The project was inaugurated on December 29, 2019 with the capacity of 8KW energy completed and total budget AFN 2,260,000 including 30% community's contribution. The project produces electricity for 70 households of which total 538 people benefited.

People of the community felt and noticed significant changes and positive outcomes in their lives with the completion of the project *"We used to face numerous problems in the absence of electricity in our community. People could not afford fuels to generate electricity in their houses, charge mobile phones, watch TV, wash dress etc. In addition, children did not perform well in schools, as they support their families in agriculture work or other family small businesses during the day and while at night, there was no proper lighting system for them to carry out their homework and self-study. The villagers were not aware of the country's political, social, economic and other very important day to day affairs in the country. Now we have access to electricity. We can use washing machine, watch news and other interesting*



programs in TV channels, children do their homework and there is a significant shift in their performances. Women also watch different program, including cooking programs. We appreciate the government for its development work in our village, which has brought visible changes in everyone's life". Mr. Rahimullah one the community's residents said.



Mr. Bismillah speaks about the changes because of the MHP project in their community.

CC has always prioritized to utilize the locally available resources, and maximize the productivity and efficiency of the existing resources in the rural communities, which should also contribute to better living standards for people in these communities. Another person from the community Mr. Bismillah was well-aware of the program from start to the end, he also knew the socio-economics impacts of such projects in the communities, which shows a greater step towards community empowerment and capacity building in this program. "We could not afford to light up our houses without the government's help. A majority of the households in our community suffer

poverty. We, the community members, decided together in CDP to prioritize electricity as the main project since we were in the need of this in our houses so that our children can study more, can make their future and serve the country. We appreciate the government for such projects and hoping for more projects such as these in our community" Mr. Bismillah one the community members said.

### Success story 2:

#### Shukria's Part in fighting COVID-19 Coronavirus

#### We can overcome Coronavirus!



Ms. Shukria, 24 is the Deputy Head of CDC in Shabirghan, center of Jawzjan province. After she participated in a Coronavirus Awareness Campaign conducted by MRRD/CCAP, she knew the serious threats posed to the humanity by this deadliest virus. She learned how to prevent and fight against this pandemic disease that can spread unless prevention instructions are considered carefully.

The CCAP is conducting Public Awareness Sessions for the key members of CDCs and Mosque Mullahs for around 12,000 communities in 123 districts communicating prevention messages to cope with Coronavirus. These sessions were further cascaded down by the CDCs members to other rural residents through small gatherings where social distancing and other health care guidelines were observed. The Mullahs also announced these guidelines and messages through the Mosques loudspeakers so everyone can access to it.

Shukria says, the awareness campaign helped her think about assisting the poor residents of the village. She came with an idea to play a role in protecting the villagers against the virus by sewing masks and free distribution. *“During the campaign we came to understand the danger of Coronavirus seriously. One of the ways to protect and combat this deadly contagious disease is wearing masks. Most of the residents in our community cannot afford to buy masks. It is also short in the market these days. Together, with four others, we started to help the residents by distributing free masks.”* Says Shukria.

Now Shukria sews around 100 masks everyday. So far, she has been able to distribute around 1,000 masks free of charge to the villagers suffering financial difficulties. Shukria added that her plan is to train more women in the village on sewing masks, as she sees this an effort to prevent the pandemic outbreak of this virus.

Nakarabad CDC is consisted of 30 members, half of which are female. Shukria has been quoted by other members as one of the reliable female members who tirelessly tries to offer any social support and initiatives for the sake of her community’s well-being.

It is worth mentioning that MRRD/CCAP has so far covered around 9,500 communities through the public awareness campaigns that is welcomed by the villagers.

## **Urban**

### **Success Story**

#### **Women Making Informed Decisions and Managing Grants through the Citizens’ Charter**

The urban Citizens’ Charter Afghanistan Project (CCAP) includes a minimum of 10% of the US\$ 200,000/ Gozar grant designated for women’s subprojects. These were earlier limited to women’s livelihood subprojects, but based on lessons-learned from the ground and with the requests coming in from women Gozar assembly (GA) members and office bearers, the permissible menu for these grants have opened up to specific infrastructure subprojects that directly benefit women in particular as well in accordance with the Operational Manual.

There is a total of 175 Gozars in the urban CC coverage and of these, 120 have designed and undertaken women’s subprojects. Four Gozars in the city of Mazar-e-Sharif recently inaugurated their women’s subprojects. These included:

- a. The construction of the Sayed Yahya Omari Kindergarten by the women of GA Sabz in Nahia 9 with a total budget of AFA 1.34 million;
- b. The construction of a new kindergarten by the women of GA Block Hay Hawayee in Nahia 8 with a total budget of AFA 1.24 million;

- c. The construction of a boundary wall for the Abu Ali Sina High School by the women of GA Naweem in Nahia 10 with a budget of AFA 1.34 million; and
- d. The set up and training of personnel for a bakery by the women of GA Mutahed Ansari in Nahia 7 with a total budget of AFA 1.07 million.

The women GA members, in close consultations with the women members and office bearers of the Community Development Councils (CDCs) of the communities included in the Gozar, decided upon these projects. They then worked closely with the FPs and their male GA counterparts to ensure proper subproject proposal preparations, approval processing and fund management.

The 2 kindergartens mentioned have the capacity to accommodate around 36 children each, aged between 0 to 6 years. They will serve as a great help for the families, and especially the mothers of these children. The boundary wall was for a school with over 7,000 students, of which nearly half are girls, and a protection wall encourages more attendance and participation of girl students in particular, but also male students. The bakery project helps train a total of 100 women, 20 from each of the 5 communities of the Gozar, in preparation, packaging and sale of common bakery products popular in the city, for a period of 6 months. This project could help support these women in improving their livelihood/ incomes in future.



In addition to the direct impact of the selected projects, it is important to emphasize the indirect benefits that such projects bring. They provide women CDC and GA members with a more prominent role in the decision making for the use of development funding, equip them with training on rationale and prioritization of various projects proposed by their constituents, hands-on mentoring in participatory consultation and negotiation skills, helps them learn and practice basic project management, procurement and accounting skills, and most importantly, encourage women leaders to consider the needs of the poor women and especially FHHs in their communities, and highlights the role and ability of women to lead development work.

All the women GA members and other women benefitting from these four projects expressed their gratitude and appreciation for the Citizens' Charter's role in empowering women.

## 9. Key challenges and recommendations

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### 9.1. Cross-cutting challenges:

**Insecurity:** Insecurity continues to remain one of the main challenges disrupting CCAP activities. During the reporting period, 17 incidents of kidnapping, life threatening warning, and killing were reported. Based on the High Risk Area reports, 456 communities in 10 provinces were ranked 'Extremely Insecure' of which 311 communities fall under Uruzgan and 70 in Ghazni provinces during the reporting period. Overall 668 communities were suspended for different reasons and of these, the implementation in 585 communities was suspended due to insecurity. The suspended communities are located in Ghazni, Paktia, Paktika, Uruzgan and Wardak provinces. *Please refer to Annex L for more detail.*

**COVID-19:** One of the biggest challenges affecting the program and sub-project activities during this reporting period was the COVID-19 pandemic. It adversely affected all of our major activities in every single sub-project and sub-program. This includes, but not limited to, social mobilization due to social distancing rules, procurement of items to implement sub-projects, as well as score card implementation in schools.

**Cultural Barriers:** Harmful traditional practices such as limited mobility of girls and women, *Walwar*, low level of trust on women's capabilities, harmful masculinity etc. are still omnipresent in the country. This has meant that only a small number of grievances were received from women, with the current rate of 2.5%. As such significant efforts and commitment is required on women empowerment and social inclusion at the central, provincial, district and community levels.

**Lack of Staff:** lack of staff in Gender, Procurement, Engineering, and HR prevented the accomplishment of some of the activities in all 34 provinces. For example, due to the lack of technicians to test the water quality in 34 provinces, we were not able to successfully implement some of the sub-projects. Similarly, delays in recruiting engineers affected the overall sub-project completion rate as planned. In addition, the small number of grievances reported is also due to having no dedicated Grievance Handling staff at the field level. As a result most of the grievances may not have been registered into the system.

**Lack of Capacity Development for staff:** Lack of training was found 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.

**Undermining Community Structures:** 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. 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.

**SOs Downsizing:** Based on the contractual agreement, the FPs are required to downsize their SO staff (one female and one male) for 30 communities, which can have an impact on the quality of the project and the FPs may not be able to achieve their project targets. The FPs will have to make sure they can achieve the remaining activities by preparing a clear work plan and outlining detailed activities. There have also been reports from CCAP divisions that FPs have not followed through their contractual

agreement as well as there has been some difficulties in implementing the program. For example, there has been absence or low attendance of the FPS in the Grain Banks, as well as some FPs do not conduct follow up visits to the communities as per the training manuals. In addition, FPs need to pay more attention to women participation and gender issues in the social mobilization and institutional building.

## 9.2. Specific Challenges:

**Social Inclusion Grant (SIG) and Grain Banks:** Due to poor economic conditions, some communities are unable to mobilize food and non-food items to the grain banks in order to be eligible for the SIG matching grant. Therefore, our recommendation is to remove the condition of contribution from the communities completely. We recommend the expansion of SIG implementation to all communities with full coverage. This will contribute in mitigating hunger levels and food insecurity amongst poorest households during the lean and winter seasons. In addition, the SIG expansion would lead to increased trust of people towards the government.

**Illiteracy rate in Kuchi communities:** Due to the high illiteracy rate in Kuchi communities, majority of Kuchi people still do not have Tazkiras (National Identity Cards); hence, long-term solution at government level in coordination with other Ministers and administrations to provide educational and awareness programs are required to be carried out to increase the literacy level of Kuchi Communities. Beside, the leadership of the program in coordination with the National Statistic and Information Authority should take serious measures in solving Tazkira Problem faced by Kuchis.

**Illegal use of kuchies pasture by landlords and powerful group:** 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.

**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.

**Adding additional sub-programs to the original CCAP:** Adding the new programs such as EQRA, Dastarkhan-e-Milli, CASA with the current resources and high demand overlarded the team. For example, the recruitment of EQRA engineers took time while the implementation and completion of schools was the top priority and urgency for the government where the CCAP engineers were assigned to EQRA. In addition, since the design and implementation of Covid-19 relief response is the entire responsibility of the IAs; therefore, the PMU staff along with HQ have been busy in its design and social mobilization which somehow indirectly affected the sub-project implementation pace.

**MCCG Targeting:** 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:** 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.

**Key Challenges and Recommendations:**

| S. No | Challenges   | Recommendations  |
|-------|--|--|
| 1     | Cultural barriers in the filed in terms of women participation in making videos and other publication materials for Citizens’ Charter. | The Gender Unit is recommended to conduct more women trainings and mobilization activities in order to convince them and their families to participate in social activities. |

**10. Annexes**

Annexes are attached.