

Key Monitoring results for Dastarkhwan-e-Meli

Date: 27 February 2021

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✓ REACH

- ✓ Recruitment , Forms, MIS, Training

✓ Relief

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- ✓ Lessons learnt and recommendations
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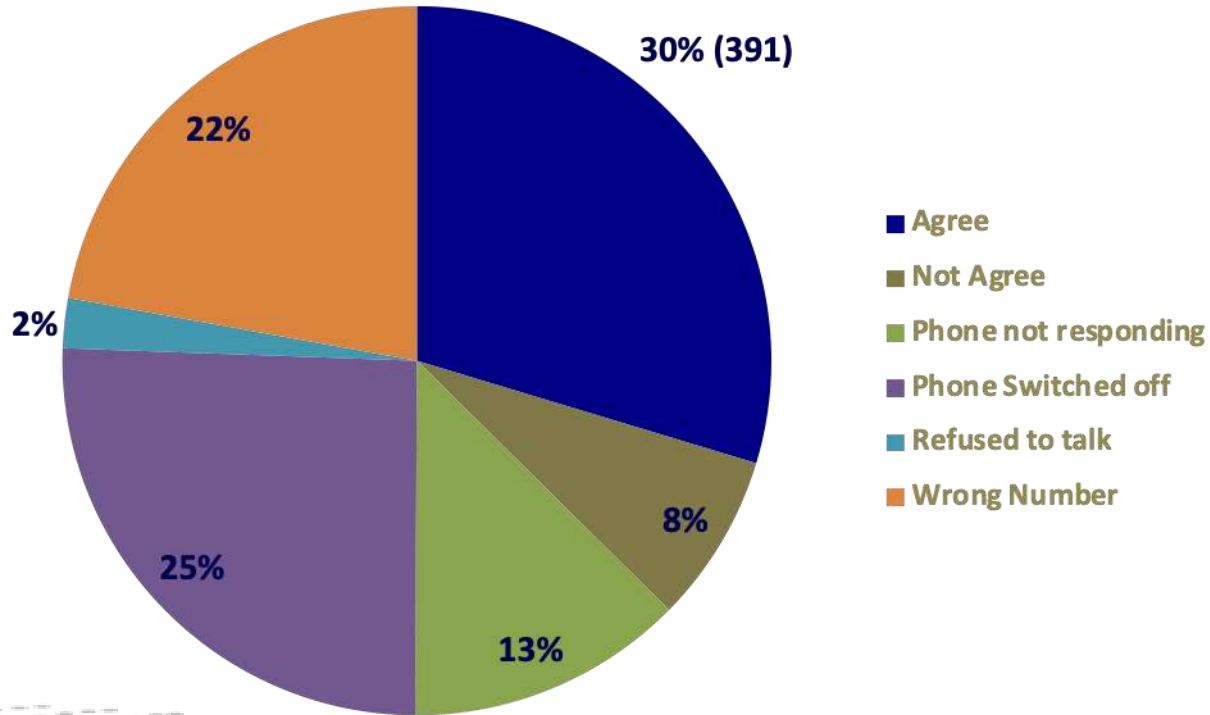


- ✓ Recruitment: Contracts for 33 provinces under process (Kabul)
- ✓ Forms developed integrated in the MIS
- ✓ MIS ready for entry and reporting
- ✓ Training will be conducted virtually to provincial monitors

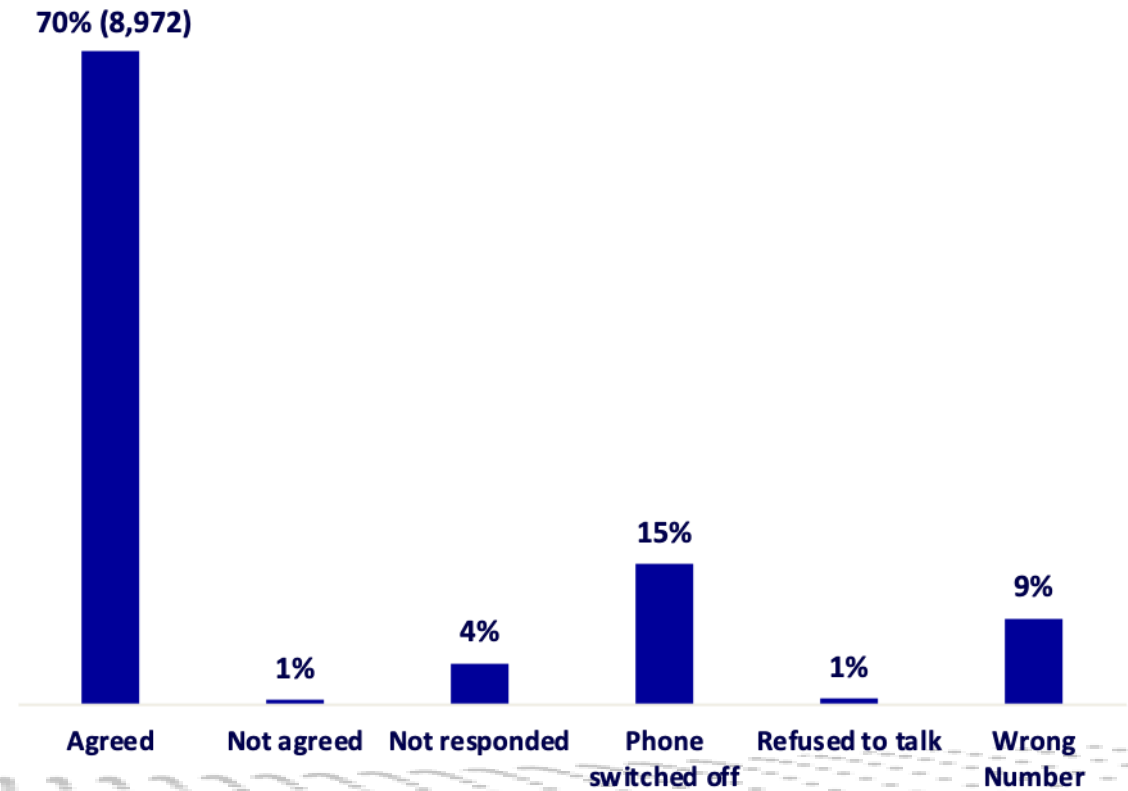


Covid-19 Relief - Coverage

From total 1,318 Phone interview with CPM:



From total 13,309 calls to HHs:



807 Sampled communities monitored by the provincial monitoring officers

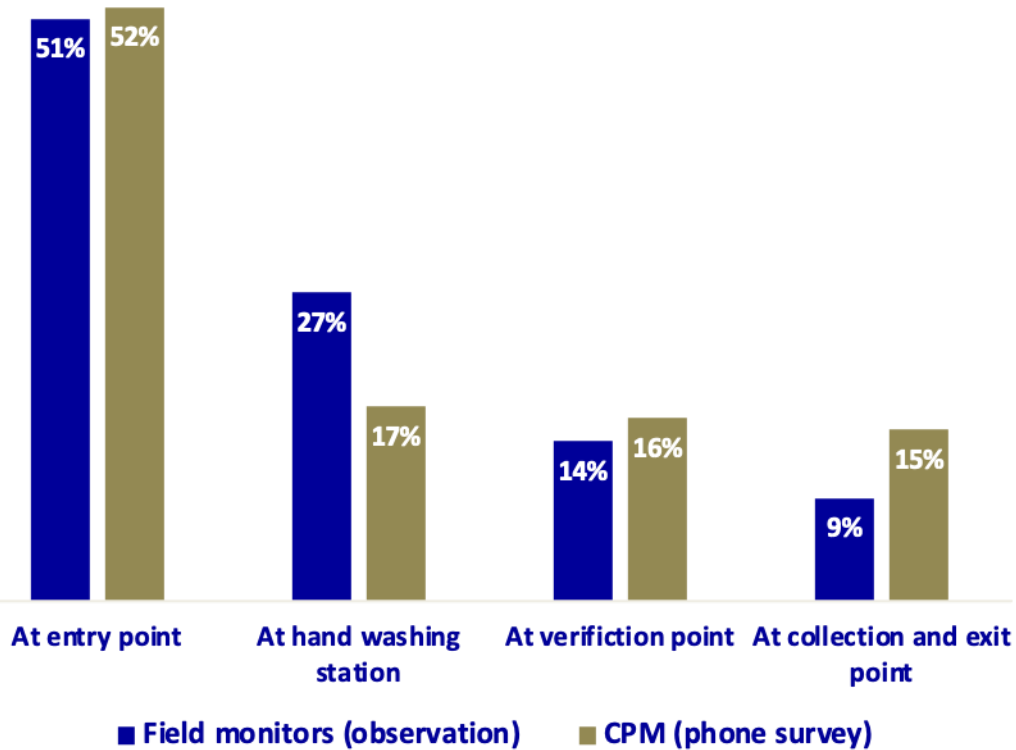


MRRD
CCPP

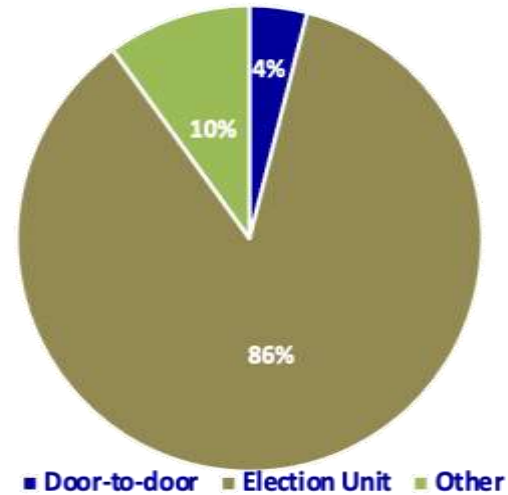
Comparative monitoring results



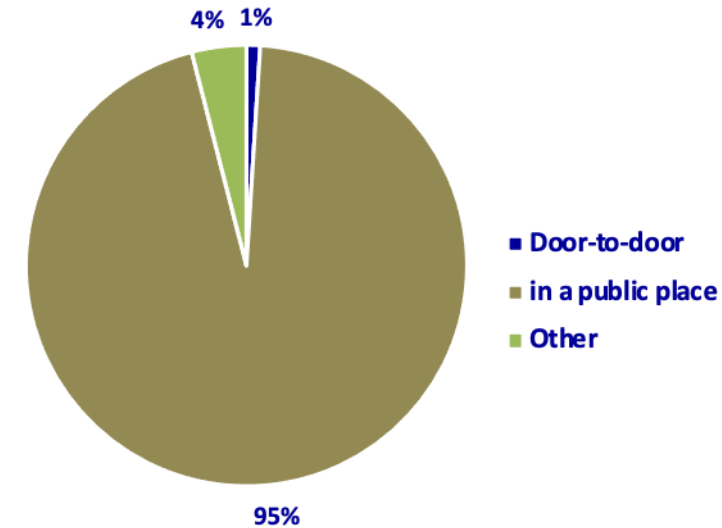
Team to guide people



Distribution point (CPM phone survey)



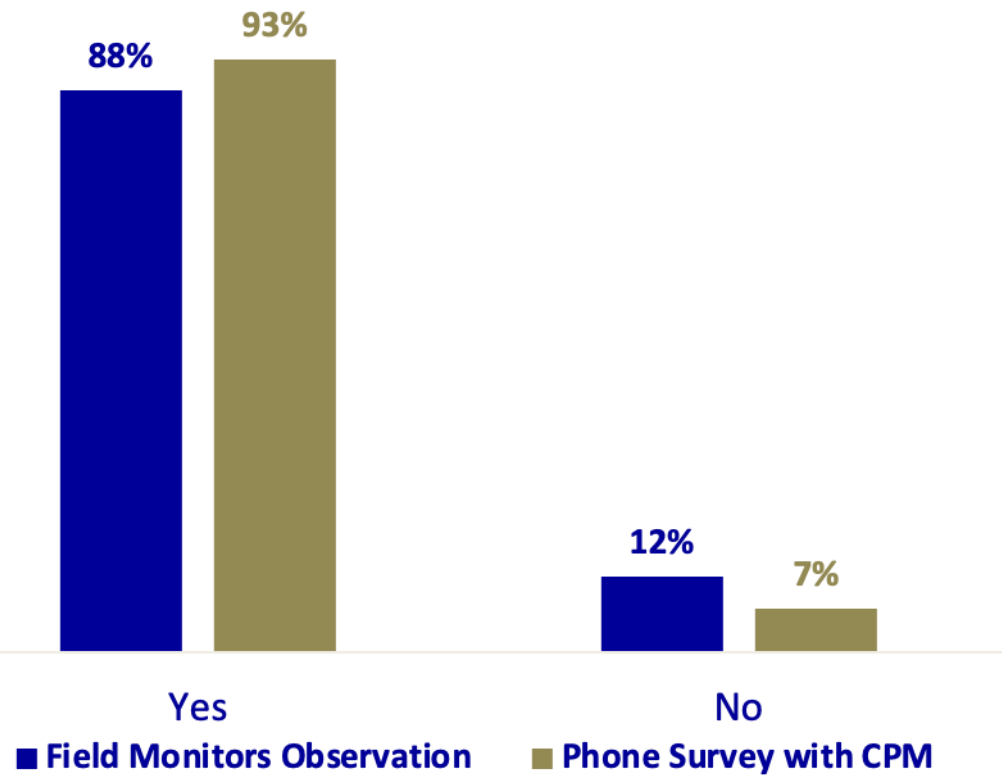
Distribution points (field monitors observation)



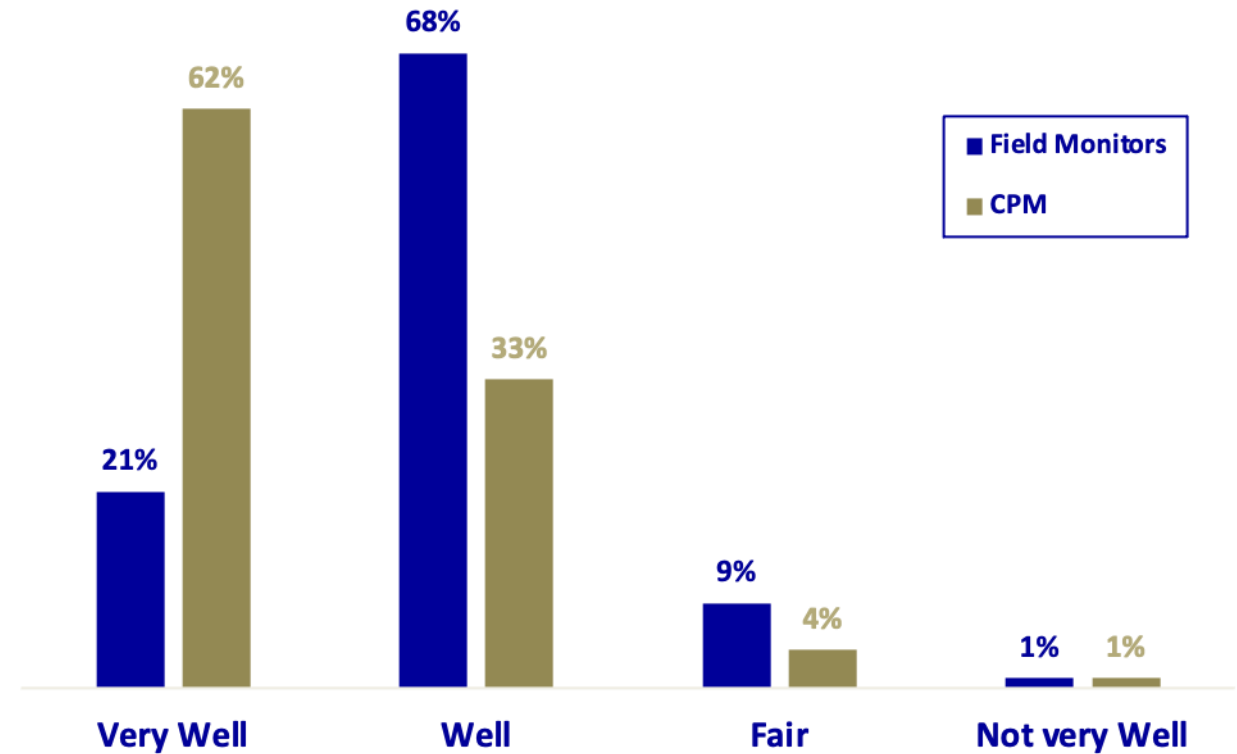
Comparative monitoring results



Those involved wear Mask or not



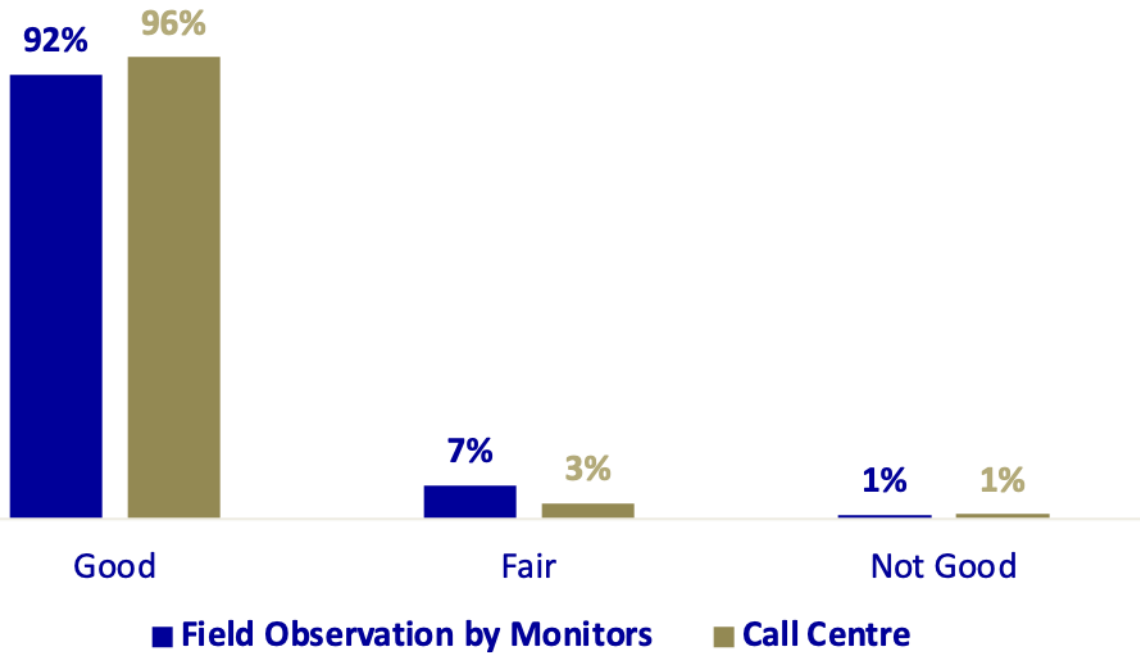
Overall Distribution process



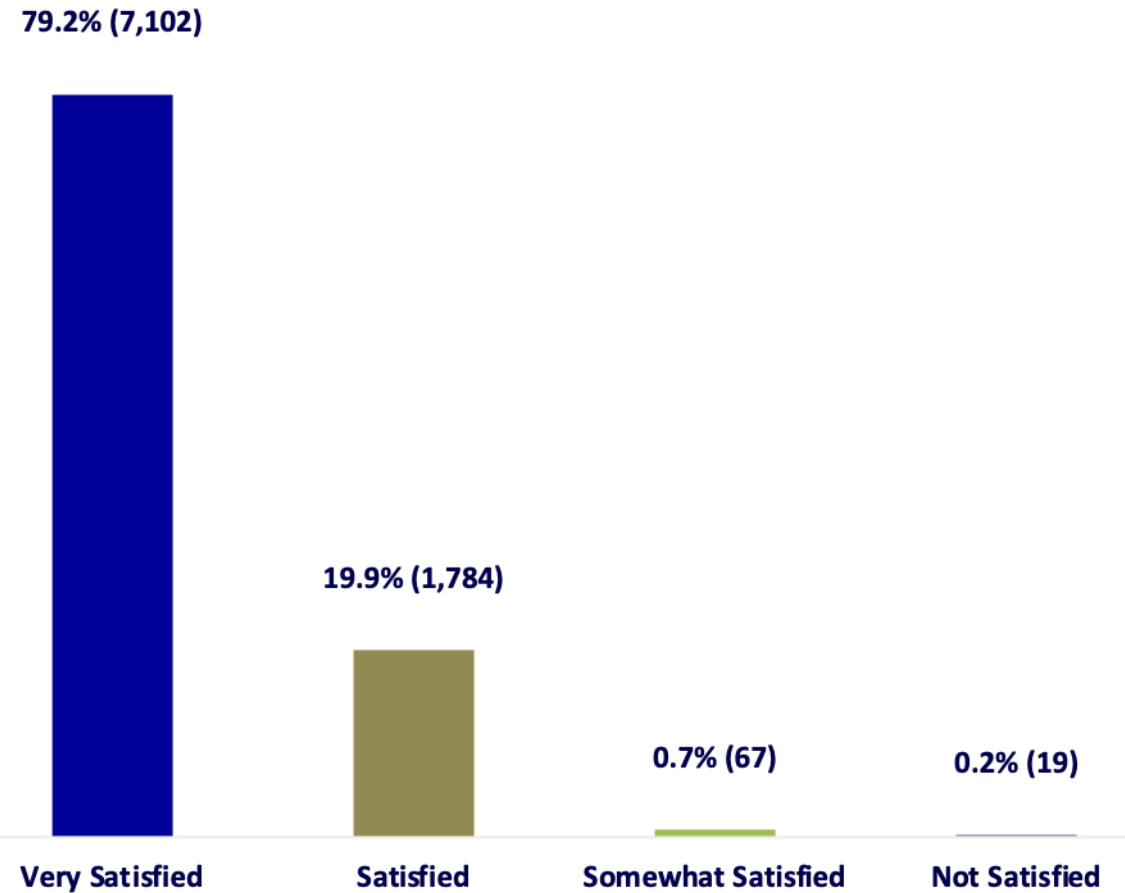
Comparative monitoring results



Package quality



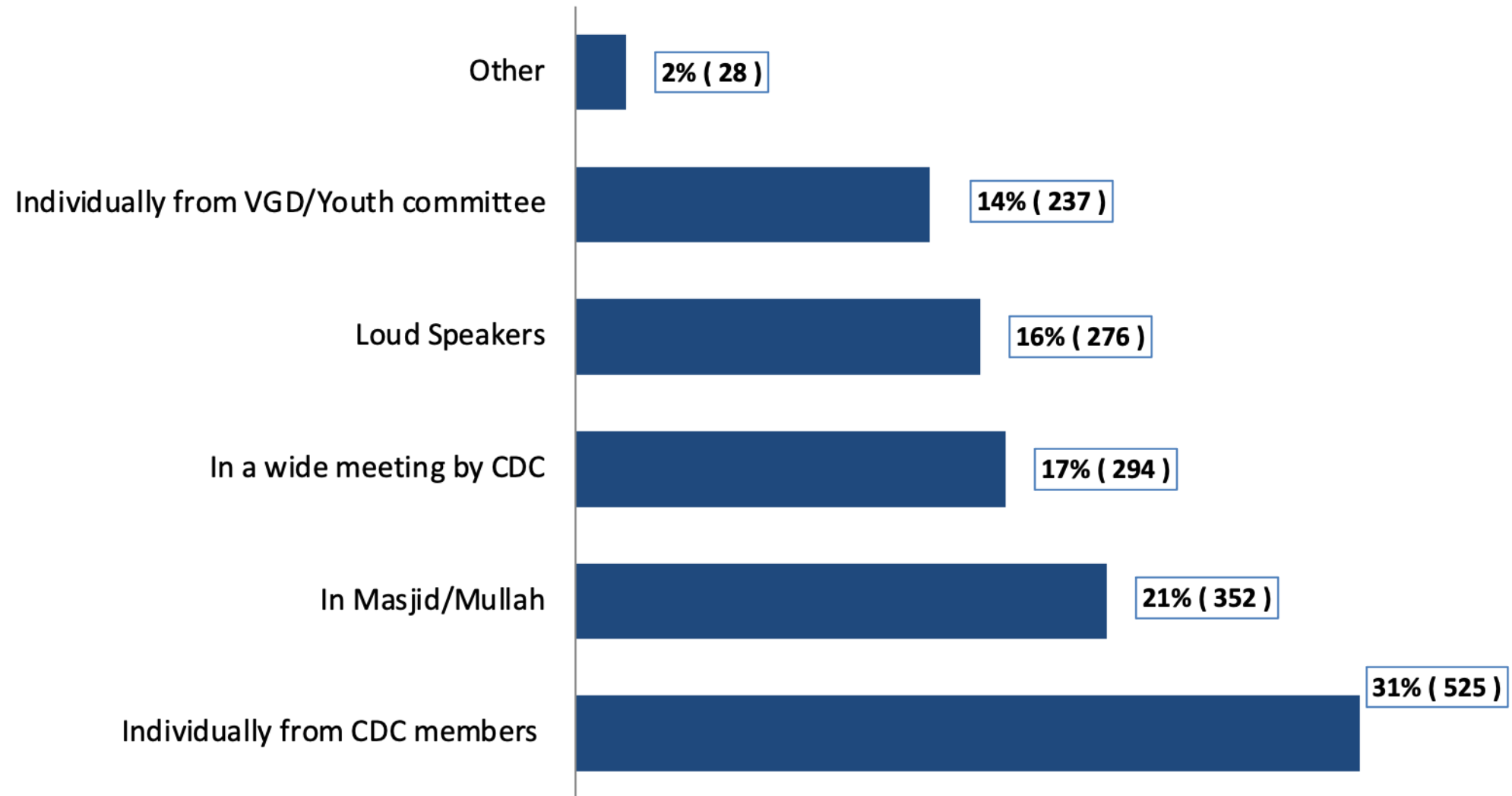
HHs satisfaction from the process and packages





Field Observation by provincial Monitoring Officers

Means used for HHs informing





Monitoring results from field observation cont....

Indicators	Yes #	No #	Yes %	No %
Was the poster posted in a public place showing the key aspects of the CCAP Social Inclusion Grant towards the Covid-19	701	106	87%	13%
Was the same amount of package distributed to all households?	796	11	99%	1%
Are the complete procurement documents of the relief package available with the CDCs?	705	102	87%	13%
Is the CPM team present in the event?	727	80	90%	10%
Are they briefed on their role in the distribution process?	582	145	80%	20%
Was the distribution team there to guide people to maintain line, keep distance and wash their hands?	481	326	60%	40%
Do those that handle goods, paper, pens, cash, etc. wear gloves ?	654	153	81%	19%
Does the community know where and how to file a grievance ?	552	255	68%	32%
Was there any conflict/ argument/grievance raised during the process of distribution?	85	722	11%	89%
was it resolved?	53	32	62%	38%



Monitoring results from field observation cont..

Indicators	Yes #	No #	Yes %	No %
Was the targeting done based on the WBA	793	14	98%	2%
Have all eligible HHs included in the list received the package?	770	37	95%	5%
Have the following eligible HHs received assistance:				
a. Female Headed Households	754	53	93%	7%
b Elderly Headed Households	801	6	99%	1%
c Households with persons with disabilities	784	23	97%	3%
Were there any problems with households signing or giving thumbprint to acknowledge receipt of the assistance?	49	758	6%	94%
Is the approved and signed beneficiaries HH list available in the distribution site?	800	7	99%	1%
Does the information of beneficiaries HHs list match with the Disbursement Request Form ?	786	21	97%	3%
Have you and the FR team arrived to the community at least 1 hour earlier of the distribution?	799	8	99%	1%
Did the volunteers appear on agreed time on the distribution site?	792	15	98%	2%



Phone survey results from interviews with CPM

Phone survey with CPM members



Indicators	Yes	No	don't know
Did you or any other member of your team receive any training on your role in Dasarkhan-e-Mili	81%	19%	0%
Did the worker from government/FP conduct preliminary meeting with you and the CDC members to brief you on the basic in	88%	12%	10%
Were PPE kits distributed by field worker/SO to participants in this meeting	86%	14%	0%
Did all participants wear the masks?	81%	19%	0%
Did the distribution team guide people?	95%	5%	0%
Do they keep social distance?	94%	6%	0%
Do they wash hands?	92%	8%	0%
Did those involved in distribution wear masks?	91%	9%	0%
Where there any grievances or issues raised by the community?	16%	84%	2%
If yes, were the grievances resolved?	25%	75%	
Were there any other problems with the distribution process in your community?	5%	95%	0%

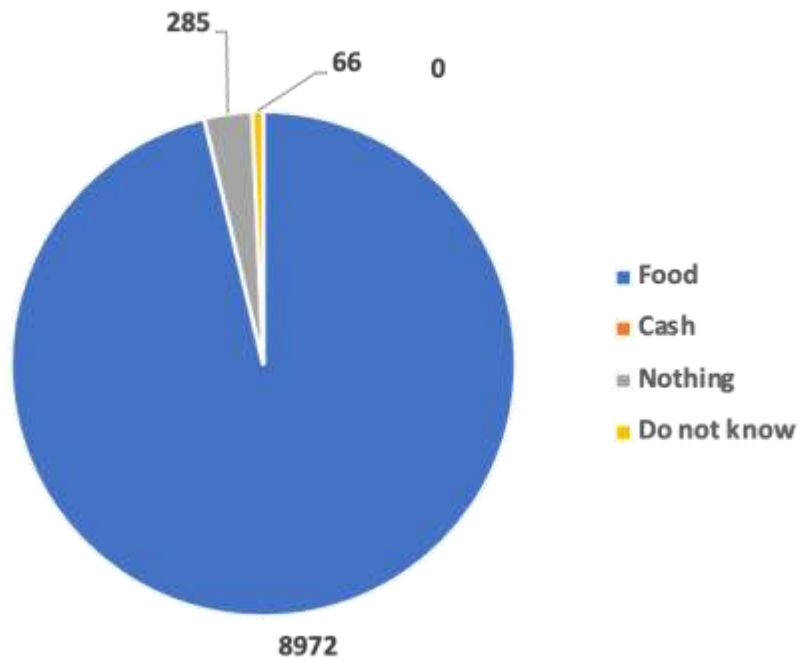


Phone survey results from interviews with HHs

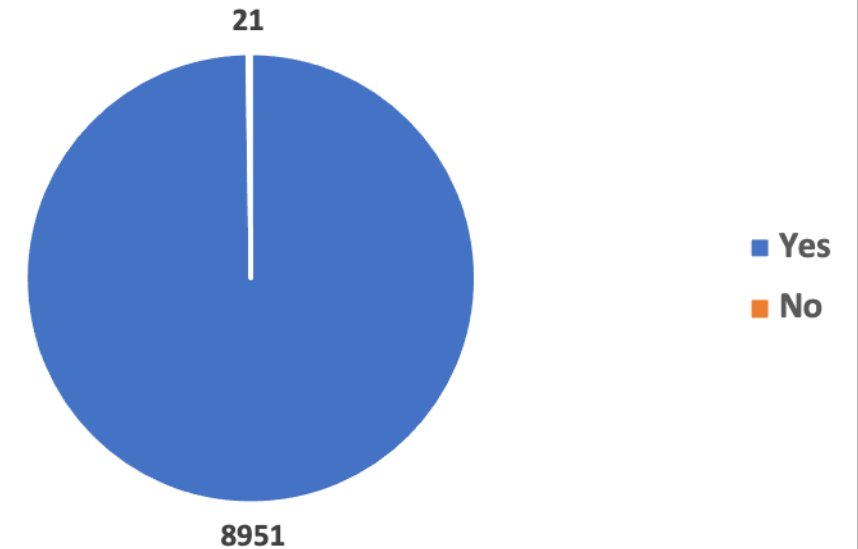
Phone survey with Beneficiary HHs (8,972)



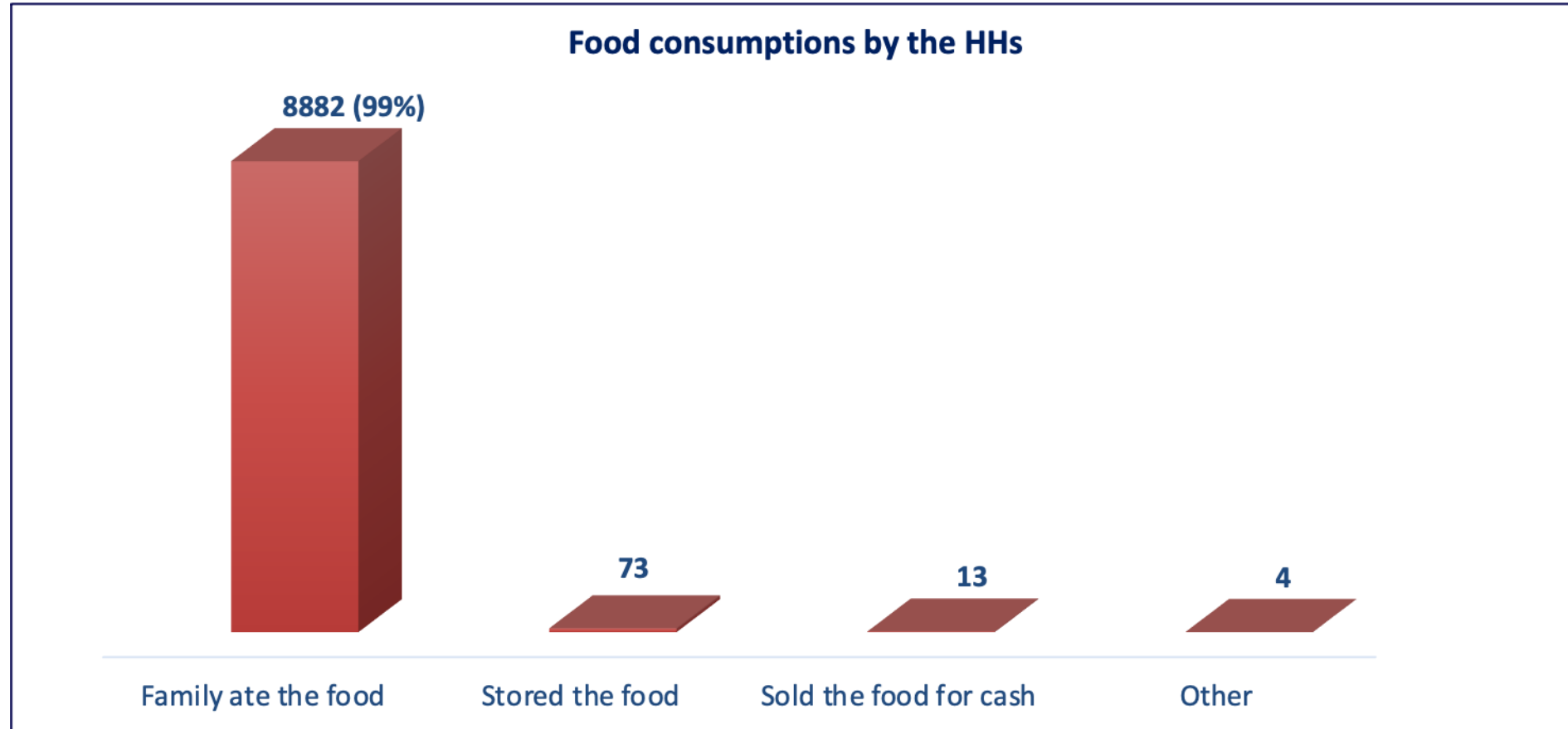
What did you receive as covid-19 relief response? 9,323



Were you treated with respect by the FR?



Phone survey with Beneficiary HHs (8,972)





Lessons learnt

- ✓ WBA was revised several months ago, new IDPs and Returnees arrived
- ✓ Distribution needs to start as earlier in day as possible
- ✓ Cash risk for CDCs
- ✓ False Grievances
- ✓ Rush implementation in relief led to increased grievances
- ✓ CPM answers to some questions during phone survey seem subjective
(Overall process rating, package quality)



Challenges

- ✓ Missing HHs and communities' codes in the MIS for call center
- ✓ Raise in prices
- ✓ Staff overloaded in the provinces
- ✓ 90% targetting



Thank you!
Any question?