



Government of the Islamic Republic of Afghanistan

Citizens' Charter Quarterly Progress Report (Fourth Quarter; Reflecting Annual Standing)

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



Reporting Year: 1397 calendar year/ 2018 fiscal year
Actual Period Covered: 21 December ,2017 to 21 December, 2018
Submitted on: 19 January, 2019

Table of Contents

1. Executive Summary:.....	2
2. Key Achievements:.....	7
3. Summarized Financial/Expenditure Status Update	6
3. a. Summarized Financial Status by Funding (US\$ Millions)	6
3. b. Summarized Financial Status by Funding Source (US\$ Millions)	6
4. Program Implementation Progress.....	7
4. a. Rural	8
Community Mobilisation:	8
Engineering:	12
Scorecards.....	20
Maintenance Cash and Construction Grant (MCCG)	23
Social Inclusion Grant and Grain Banks	19
4. b. Urban	21
Community Mobilisation	21
Engineering	23
Scorecards.....	26
Main findings summary	26
Results:.....	27
5. Operations Progress.....	28
MIS	28
Monitoring and Evaluation	28
Procurement	36
Staffing.....	37
Public Communications.....	37
Environmental and Social Safeguards Update.....	63
Grievance Handling.....	46
6. Inter-Ministerial Coordination	47
7. Key Challenges	48
8. Annex A: Detailed Output Data.....	52
A. Province-Wise Implementation Progress in Outputs	55
B. FP-Wise Implementation Progress in Outputs.....	56
C. Report on Training Sessions Conducted	57
9. Annex B: Results Framework	60
10. Annex C: Security Report	64

1. Executive Summary:

Overview:

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

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

Progress to date:

Citizens' Charter hit the ground in May 2017. As of the end of this reporting period, Citizens' Charter has reached nearly 9,958 urban and rural communities in 34 provinces, reaching 8 million people. To date, around \$147.6 million of grants have been disbursed to communities. These projects will help provide 63 million litres of drinking water per day to 2.5 million people, irrigate nearly one million jeribs of land, provide 5,500KW of energy, and build 900KM of roads.

Women's participation has seen a drastic increase, with women making up more than 49% of the 9,708 elected Community Development Council members and 50% of Office Bearers. Further 78% of eligible female voters have been participating in CDC elections, which is higher than the male participation rate.



9,958 communities reached
(During the year: 6,291)



9,708 CDCs elected
(During the year: 6,195)



34 provinces covered



78% eligible female voter participation



49% female members



7,885,779 beneficiaries
(During the year: 5,943,238)



\$147.6 million grants disbursed



50% of Office Bearers are women



91% of CDC members are new

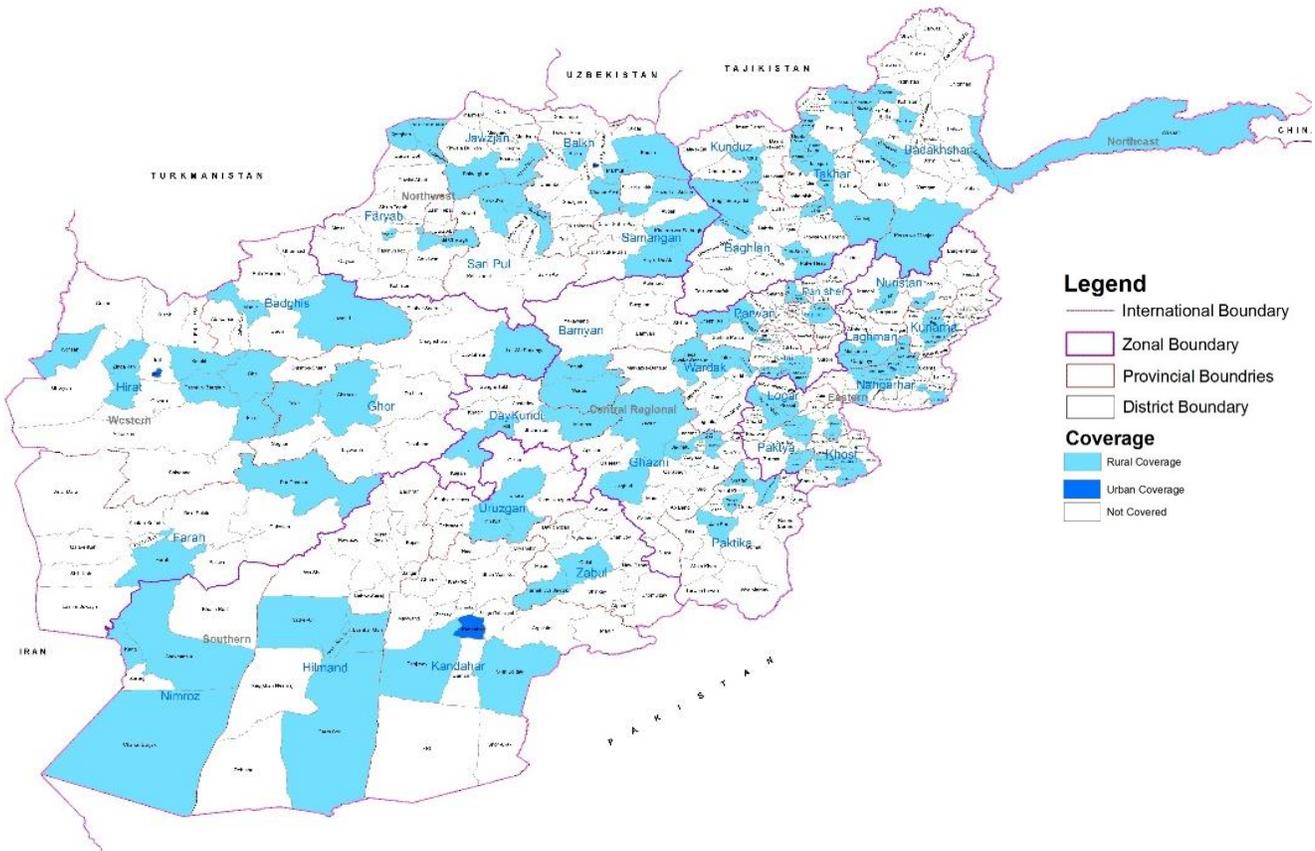
Output Indicator	Implementation Agencies	Cumulative up to end of previous quarter	Progress during reporting period	Cumulative up to end of this reporting period	Progress during the year
# of communities mobilized	Rural	8,585	1,373	9,958	6,291
	Urban	666	97	763	451
# of CDC elected	Rural	8,253	1,455	9,708	6,195
	Urban	633	90	723	449
# of CDC members registered	Rural	159,772	31,184	190,956	127,134
	Urban	13,550	1972	15,522	9,588
# of male CDC members	Rural	78,022	15,673	97,423	64,367
	Urban	6,786	988	7,774	4,801
# of female CDC members	Rural	78,022	15,511	93,533	62,767
	Urban	6,764	984	7,748	4,787
# of CCDCs/GAs registered	Rural	597	57	654	547
	Urban	100	15	115	73
# of CDPs completed	Rural	7017	1991	8,608	6,014
	Urban	592	101	693	526
# of CCDPs/ GA Plans completed*	Rural	107	255	362	362
	Urban	92	32	124	73
# of CDCs with SP financed	Rural	2,156	2,217	4,373	4,217
	Urban	463	128	591	568
# of CDCs with SP completed	Rural	-	-	-	-
	Urban	-	-	-	-
# of subprojects financed for CDCs	Rural	2,859	3,500	6,359	6,118
	Urban	553	90	643	618
# of subprojects completed	Rural	-	-	-	-
	Urban	-	-	-	-
# of subprojects financed for CCDCs (joint)/ Gas	Rural	-	109	109	109
	Urban	-	44	44-	44
Grants disbursed (USD)	Rural	49,221,009	56,094,635	105,315,644	80,267,651
	Urban	13.75	13.38	27.13	25.8
Grants utilized**	Rural	-	-	-	-
	Urban	-	2.3-	2.3-	2.3-
# of beneficiaries for soft comp (CDP completed)	Rural	6,900,737	1,581,251	8,481,988	5,943,238
	Urban	985,042	177,974	1,163,016	638,657
# of beneficiaries for	Rural	-	-	-	-

completed SPs	Urban	-	-	-	-
# of labor days generated **	Rural	-	-	-	-
	Urban	-	-	-	-
# of laborers employed **	Rural	-	-	-	-
	Urban	-	-	-	-
# of M/DCCMC coordination meetings held*	Rural	7	26	33	29
	Urban	1	1	2	2
# of PCCMC coordination meetings held*	Rural				9
	Urban	2	8	10	

Key Challenges and Next Steps

- **Demand for scale-up:** There is a huge demand and need to scale-up the program and complete national coverage sooner than planned. There is potential and capacity for a cascade roll-out to reach full coverage within six years, compared to the planned ten-year timeline. However, this would require availability of additional funds.
- **Drought:** The recent drought and dropping water tables have resulted in many existing water sources going dry. Water projects now require more complex infrastructure to ensure sustainable access for clean drinking water. The gap analyses conducted show a high likelihood that additional resources will be required to provide universal access to drinking water, compared to what was originally calculated based on data from the Afghan Living Conditions Survey (ALCS). Rural CC team proposed for Geophysics search unit in each region in order to conduct technical survey to measure the current level of water table and its declining pace which will enable the team to conduct the later surveys and prepare proposal for the project with less margin of errors in cost estimation. The proposal was not accepted at that time and currently, there are 240 water supply projects in this situation for which extra cost will occur. The additional cost to be added to these projects has been proposed to the management while according the manual, such extra cost over 15% should be Noled by the World Bank.
- **Land:** The lack of a national land cadastre is causing delays in implementing larger infrastructure project; this is particularly impacting land for the 2,000 school projects, which were recently launched, and the upcoming program for Kuchi communities, which is planned to begin roll-out in early to mid-2019. Close collaboration with ARAZI will be vital in implementing these activities.
- **Recruitment of female staff in insecure areas:** Women participation in some areas is a challenge. This is both due to insecurity and social norms. Problems are exasperated because of difficulty in recruiting female social organisers. To some extent by working with community elders it is possible to encourage women's participation. It is necessary to come up with innovative solutions to recruit female staff by working with the NTA committee on incentives for female staff in less secure areas.

Current Coverage



2. Key Achievements:

As of the end of the reporting period 9,958 urban and rural communities were mobilized, out of which 9,708 communities elected their Community Development Councils (CDCs), and 8,608 communities have prepared the Community Development Plans (CDPs). 654 Cluster CDCs have been formed. In rural area a total of 6,359 subprojects were financed in 4,373 communities with a sum of \$105.31 million, in which \$56.09 million for 3,500 subprojects were reported for reporting period.

A total disbursement of \$3.3 million for 1074 communities in 14 districts of 9 provinces for Maintenance Construction and Cash Grant (MCCG) has taken place while during the quarter \$19.2 million were disbursed to 554 communities. The work of MCCG projects has been completed in 58 communities.

Grain banks have been established in 4024 communities. There is widespread optimism and willingness of communities and CDCs towards this initiative. In total, 9965 "Stop Seasonal Hunger Campaigns" were completed in 4024 communities, with Vulnerable Groups Sub-committees formed in 100 districts of 34 provinces and 3448 communities established food/grain banks and mobilized food and non-food items worth \$449,580 from which nearly 8,921 households benefited so far. *(Please refer to the SIG/Grain bank section for step by step process)* Total 578 communities submitted request for the social inclusion grant in 14 districts of 10 provinces. The estimated value of goods/labour/cash raised by communities is \$621,050. The total matching grant disbursed under SIG is \$68,884 from which 3,784 households actually benefited from the total 19,146 planned. Remaining disbursements will be made during the

Annual Reflection:

During the reporting year in rural areas 6,291 communities were mobilized, out of which 6,195 communities elected their Community Development Councils (CDCs), and 6,014 communities have prepared the Community Development Plans (CDPs). A total 547 Cluster CDCs have been formed. In rural area a total of 6,118 subprojects were financed in 4,217 communities with a sum of \$198.185 million.

A total disbursement of \$24.8 million for 748 communities in 7 districts of 4 provinces for Maintenance Construction and Cash Grant (MCCG) has taken place this year. The work of MCCG projects has been completed in 58 communities.

During this year Grain banks have been established in **3,226** communities. There is widespread optimism and willingness of communities and CDCs towards this initiative. In total 2,602 additional "Stop Seasonal Hunger campaigns were completed in 3,226 communities; with Vulnerable Groups Sub-committees formed in 68 districts of 27 provinces and 2,195 communities established food/grain banks and mobilized food and non-food items worth \$245,920 from which nearly 7,136 households benefited so far.

Total 476 communities submitted request for the social inclusion grant in 5 districts of 3 provinces. The estimated value of goods/labour/cash raised by communities is \$596,050. The total matching grant disbursed under SIG is \$646,151 from which 3,196 households actually benefited from the total 18,850 planned.



A Water Reservoir constructed under Citizens' Charter in Haji Sher village, Muqar district of Badghis province. Muqar District is one of the areas hardest hit by the recent drought. Citizens' Charter projects are helping mitigate the impact of the drought in villages such as Hadi Sher, improving access to drinking water and irrigation infrastructure.

lean season, as planned under SIG is \$112,985 from which 3,341 out of 15,317 households planned, benefited.

Effective and systematic contact and relationship established with media also the awareness level has been improved by conducting regular meetings with the management of media outlets. The efforts have resulted with expansion of Citizens' Charter in the media hits in the most prominent local and national media outlets. PCD has recommended some slight changes to the website and made it more user friendly. The communication working group (Citizens' Charter MRRD and IDLG and WB) jointly worked on an improved version of media monitoring tracking, data entry and reporting mechanism that can easily analysed through charts and graph.

3. Summarized Financial/Expenditure Status Update

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

Component	Cumulative planned expenditure up to end of last Q	Cumulative actual expenditure up to end of last Q	Planned expenditures for the reporting quarter	Actual expenditures for reporting quarter	Variance during reporting quarter (planned vs actual)	Variance (+/-) from start of project to end of last quarter	Actual expenditures for reporting Year	Cumulative expenditure up to the end of the reporting period	Actual Utilization on Ground
1. Total Grants	95.29	84.23	61.4	58.09	3.31	11.06	60.27	142.33	
1.a. RASS	75.5	64.56	48	44.71	3.29	10.94	35.2	109.27	
1.b. UAB	19.79	19.67	13.40	13.38	0.02	0.12	25.07	33.06	18.01
2. Capacity Building	28.2	23.61	8.74	8.16	0.58	4.59	12.34	31.77	
2. a. Rural	21.5	19.33	6.87	6.38	0.49	2.17	8.9	25.71	
2. b. Urban	6.70	4.28	1.87	1.78	0.09	2.42	3.44	6.06	6.06
3. Evaluations and Studies	0	0.035	0.3	0.14	0.16	- 0.035	0.04	0.171	
4. Project Implementation Support	50.543	31.7	9.046	7.52	1.53	18.84	14.79	39.22	
4. a. Rural	43.433	28.23	7.776	6.28	1.50	15.20	11.3	34.51	
4. b. Urban	7.11	3.47	1.27	1.24	0.03	3.64	3.49	4.71	4.71
5. MCCG	7.92	16.81	-	0	-	- 8.885	8.31	16.81	
TOTAL	181.953	156.35	79.186	73.91	5.42	25.605	95.75	230.301	

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

Implementing Agency	Grant	Received	Utilized	Balance
MRRD	ARTF	119.8	115.92	3.88
	IDA	73.99	48.62	25.37
	MoF	0	0	0
	Danish	5.5	5.24	0.26
	German	25.75	16.43	9.32
	IFAD	0.18	0.18	0
	EQRA	8	7.28	0.72
	CASA	0.3	0.05	0.25
	Sub-Total	233.52	193.72	39.8
IDLG	ARTF	50.34	35.69	14.65
	IDA	7.49	7.48	0.01
	MoF	1.2	0.66	0.54
	Sub-Total	59.03	43.82	15.21
Total	ARTF	170.14	151.6	18.54
	IDA	81.48	56.1	25.38
	MoF	1.2	0.66	0.54
	Danish	5.5	5.24	0.26
	German	25.75	16.43	9.32
	Grand Total	292.55	237.54	55.01

4. Program Implementation Progress

Output Indicator	Implementation Agencies	Cumulative up to end of previous quarter	Progress during reporting period	Cumulative up to end of this reporting period	Implementation Progress during the year
# of communities mobilized	Rural	8,585	1,373	9,958	6,291
	Urban	666	97	763	451
# of CDC elected	Rural	8,253	1,455	9,708	6,195
	Urban	633	90	723	449
# of CDC members	Rural	159,772	31,184	190,956	127,134

registered	Urban	13,550	1,972	15,522	9,588
# of male CDC members	Rural	78,022	15,673	97,423	64,367
	Urban	6786	988	7774	4801
# of female CDC members	Rural	78,022	15,511	93,533	62,767
	Urban	6,764	984	7,748	4787
# of CCDCs/GAs registered	Rural	597	57	654	547
	Urban	100	15	115	73
# of CDPs completed	Rural	7017	1991	8,608	6,014
	Urban	592	101	693	526
# of CCDPs/ GA Plans completed*	Rural	107	255	362	362
	Urban	92	32	124	73
# of CDCs with SP financed	Rural	2,156	2,217	4,373	4,217
	Urban	463	128	591	568
# of CDCs with SP completed	Rural	-	-	-	-
	Urban	-	-	-	-
# of subprojects financed for CDCs	Rural	2,859	3,500	6,359	6,118
	Urban	553	90	643	618
# of subprojects completed	Rural	-	-	-	-
	Urban	-	-	-	-
# of subprojects financed for CCDCs (joint)/ Gas	Rural	-	109	109	109
	Urban	-	44	44	44
Grants disbursed	Rural	49,221,009	56,094,635	105,315,644	63,687,651+16.58 million USD
	Urban	13.75	13.38	27.13	
Grants utilized**	Rural	-	-	-	-
	Urban	-	2.3-	2.3-	-2.3
# of beneficiaries for soft comp (CDP completed)	Rural	6,900,737	1,581,251	8,481,988	5,943,238
	Urban	985,042	177,974	1,163,016	638,657
# of beneficiaries for completed SPs	Rural	-	-	-	-
	Urban	-	-	-	-
# of labor days generated **	Rural	-	-	-	-
	Urban	-	-	5,445,058	5,382,105
# of laborers employed **	Rural	-	-	-	-
	Urban	-	-	-	-
# of M/DCCMC coordination meetings held*	Rural	7	26	33	29
	Urban	1	1	2	2
# of PCCMC coordination meetings held*	Rural				9
	Urban	2	8	10	

4. a. Rural

Community Mobilisation:

Major achievements:

Overall, social mobilization is progressing on schedule. Community participation levels are very high, and the PRA tools are helping to bring changes in the community behaviour, including: ensuring equity; accountability; reduction of unnecessary expenditure; regular community meetings; including women, IDP/Returnees and vulnerable groups in all development activities; and making participatory decisions.

Progress to date:

The social mobilization progress is on track in the secure provinces while there are challenges in insecure areas, and work is significantly behind schedule. The provinces where work is affected include: Uruzgan, Helmand, Kandahar, Nangarhar, Khost, Paktika and Ghazni (see Annex 3 for more details).

The table below shows the planned versus actual progress on some main indicators of the soft component during this quarter. One of the main reasons along with insecurity for lower progress is cluster formation in some provinces, as the social mobilization plan is link with engineering therefore mobilization plan was less than other quarter to achieve engineering/technical part by end of December 2018, therefore the achievement is more than planned.

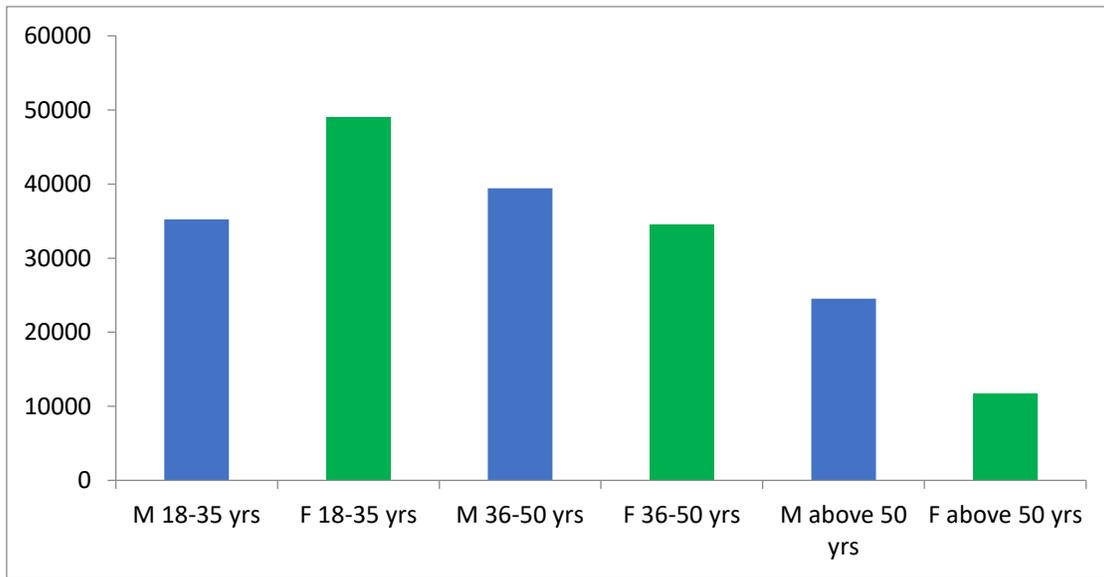
Social Mobilization progress for some key indicators during the reporting quarter (Planned vs actual):

SN	Indicator	Planned	Actual	Progress (%)
1	Community Profile completed	1710	2764	161
2	CDCs Elected	1921	2898	150
3	CDP completed	2109	3178	150
4	Sub-committees formed	1208	1532	126
5	Cluster CDC formed	656	621	95
6	PCCMC	2	8	400
7	DCCMC	13	26	200

CDC and community analysis:

- Total CDC membership is 194,412 (men: 99,171, 51% and women: 95,241, 49%)
- Total 39439 Office Bearers (OB) elected (men: 19,856, 50% and women: 19,583, 50%)
- 92% of CDC members and 81% OBs are new (never elected before under NSP)

Age-Wise Breakdown of CDC members:



Gender / women's participation:

- The participation of women is different, they have active participation in all regions but in some places it is not tangible and it is due to security situation. for example in Zabul and Uruzgan provinces it is difficult to bring women together and conduct meetings
- One of the positive points is that now women can come out of their home and they can take part in CDC, use their abilities and knowledge. However, it is still a challenge but comparing to previous decades there are positive changes. Formerly it was not common for women to come out of home and to work for society. The community women awareness level and women participation overall have been improved. In most of the regions women are involved in CDP process and project selection as well as one of the cash withdrawal members is women (out of 4 individuals).
- According to the Citizens' Charter wellbeing analysis women headed households are considered as "D" Category and grain banks are established to give food and other assets for D category, also based on MIS/ VGD data till date 3772 women headed families are gaining benefit from 692 grain banks

Achievements:

- Establishment of Gender Focus Group within Organization
- Gender focal point selected in PMU level from CCNPP SO and FP SO
- Gender/ ESS Training conducted at HQ/Citizens' Charter to (14) FP chief trainers and (6) Sr. Gender/ESS Officer (6) Sr. Capacity Building Officer from 6 main PMU, the training started from (09-11-December 2018) and they cascade Gender/ ESS training to SOs.
- Gender officer is hired and all Sr. ESS/ Gender officer positions are recruited at the regional level.
- Beneath chart elaborate progress of the training:

PKG No	FP	Province	Participants	Training on	Plan	Report	Remark
1	SDO	Zabul	FP PT, SOs & PMU	Gender & ESS	yes	Yes	
		Uruzgan	Provincial Trainers ,Sos			Yes	
2	CHA	Kadahar	Social organizer	Gender &ESS	yes	yes	
		Helmand					
3	CHA/ MOVE	Nimruz	Social organizer	Gender & ESS	yes	Yes	
		Farah					
4	Afghan aid/CHA/OXFAM	Ghor	Social organizer	Gender & ESS	yes	yes	
		Heart					
5	CHA	Faryab	FP PT, SOs & PMU	Gender	yes	yes	
		Badghis	PT,SOs				
6	SCA	Juzjan	Social organizer	Gender & ESS	yes	yes	
	NPO+RRAA	Sar-e pul					
	ACTED	Balkh					
7	AKDN+OXFAM	Bamyan		Gender & ESS	yes	yes	
		Daikundi					
8	AKDN	Baghlan	PMU PT & SOs	Gender & ESS	yes	yes	
		Kunduz					
		Samangan					
9	AKDN	Takhar	FP PT & Sos	Gender	yes	yes	
		Badakhshan					
10	CHA	Parwan	Social organizer	Gender & ESS	yes	Yes	
		Panjsher					
		Kapisa					
11	DACAAR	Laghman		Gender & ESS	yes	yes	
		Kunar					
		Nooristan					
12	Afghan aid	Logar	FP PT, Sos& PMU PT,Sos	Gender	yes	yes	
	Action aid	Kabul					
	SCA	Wardak					
13	CARE	Ghazni		Gender & ESS	yes	yes	
		Paktika					

Key Challenges and Recommendations:

Challenges	Recommendations
<p>Insecurity and threats by the antagonists, for example, in two districts of Sar-e pul Province like, centre of Sarepul and Gosfandi district. In addition, in some other Provinces like Maimana and Del cheragh districts of Faryab Province. Also in Balkh district of Balkh Province.</p>	<p>High risk unit should keep close coordination with the insecure provinces to remove threats by meeting elders of the villages & CDCs and give them awareness of the beneficiary of the project in their regions. Strategy for high risk areas must be clear among the FP colleagues as well, especially women participation in election and women inclusion in CDC. In case if the CDC is located in high risk areas they should inform our Gender and ESS colleagues in region.</p> <p>High Risk Unit must conduct training on High Risk Strategy to all Sr. Gender/ESS officers and Social Organizers.</p>
<p>Cultural limitations and barriers, and Gender based discrimination, dishonour and marginalization of women and girls.</p> <p>Women participations is symbolic in some shuras and men are the decision maker, which means that traditional custom is still going on within Afghan community and it takes long time to get rid of it.</p> <p>The old age women are itself a challenge, in CDCs they are not able to have active participation and even they cannot hear the voice around.</p> <p>There were female clerks in some shuras (not all) who are illiterate and some of them are not able to read and write.</p>	<p>The regular and strong follow up and awareness raising programs through CCNPP/SO and FP SOs for CDCs especially work with male members who have more authority at home and can easily motivate women to take part within the community. If they know accurately about benefits of having women in community development than this can reduce the tension of Cultural barriers, and limitations. Also, Gender division is working closely with Public communication division on making short documentary on women active participation and it is ongoing. Plan for exchanges visits between conservative CDCs and more successful CDCs.</p>
<p>Lack of Female Social Organizers staff in some provinces (South region). such as in Uruzgan, Zabul and these are the provinces that female SOs positions are still vacant both in FPs and CCNPP. Moreover, in Parwan Province in Sya gird and Shikh Ali districts female SOs are not recruited, thus such kind of gaps leads to lack of women participation in CDCs and in sub-committees.</p>	<p>We need to have active female staff to contact the female members of the CDCs, CC/HRD should speed up the recruitment process of the remaining female only positions (especially SOs in south region) so that they can work productively for increasing women participation.</p> <p>It is necessary to come up with innovative solutions to recruit female staff by working with the NTA committee on incentives for female staff in insecure areas. Some flexibility should be given to female SOs in terms of reference (ToR) and higher salary benefits for areas that have worse security condition, thus it will be more productive and</p>

	helpful to find female SOs.
As the result of INGO/NGO works/activities in rural community, village's people come with higher expectation, from the Citizens' Charter as they might have been receiving refreshment, hygiene kit, School kit /stationery or any other incentive item. They have the same desire from Citizens' Charter which is not possible to fulfil it because Citizens' Charter is limited to MSS.	Supportive mechanism for participation of women -Share women challenges and problems with key male figure of the village. -Joint meeting (CCNPP staff & CDC members, and FPs) to address the challenges. -Encourage women through CDC meetings. -
Low qualification of some SOs recruited by FPs.	Capacity Building courses for Social Organizers by FPs. FPs are responsible to consider quality of work and capacity of SOs, and must conduct on job training for SOs.

Lessons learned:

- As womenCDC member say: the only way that can be fight against security and illiteracy challenges is to raise the CDC awareness through establishing schools, institutes and courses and through some programs such as Citizens' Charter in the rural areas.
- Afghan women from different social classes believe that they are experiencing a slow but steady improvement in their lives. However, they are scared and worried that the return of the Taliban to power might undo or reduce women's participation and activity in the Citizens' Charter.
- One of the good achievements of women in Nanawayee CDC:
This CDC has good achievements in health sub-committee, Zahra a member of health sub-committee said we prepare some videos of primary health care lesson learned from different organization and we show it every month to the people of the CDC.

Engineering:

During the reporting period, 4,514 subprojects proposals have been approved for disbursement, out of which the disbursement took place for total 3,500 sub-projects. Technical guidelines for Polyethylene (PE) pipes, PVC well casings pipe of wells prepared, transport subprojects smooth implementation and Power Sector solar mini grid system panel were provided to field engineers technical guidelines.

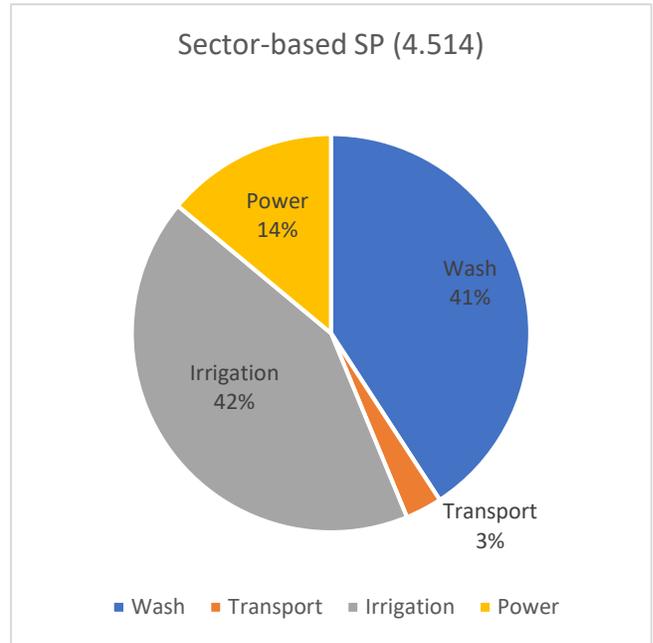
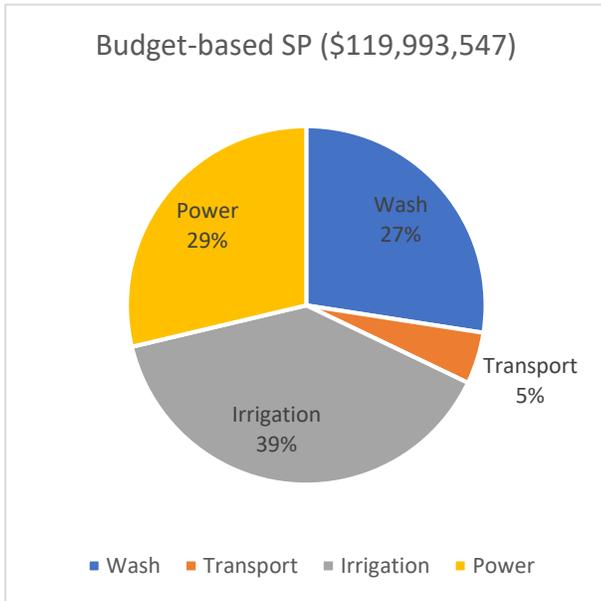
Progress to date:

Progress has been better than expected in subproject proposal preparation and implementation in all 34 provinces. Totally US\$ 86,062,333 have been disbursed to 3,449 subprojects) in the 34 provinces.

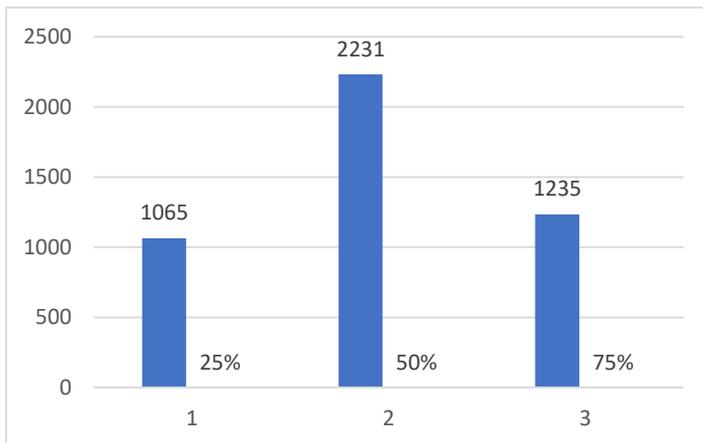
Sector/ SP type	# of SP Submitted	# of subprojects Submitted this year	# of SP financed	# of subprojects financed this year	# of SP complete	Grants committed SP \$Million	Grants committed to subprojects this year	Grants disbursed \$Million	Grants disbursed to communities this year	Grants utilized	Estimated beneficiaries for financed SPs	Estimated # of beneficiaries for financed subprojects this year	Actual beneficiaries completed SPs	Average cost / project / completed
Water	1,842	7,354	1,380	4,714	-	32,934,641	130,437,210	24,025,523	75,652,970	-	3,700,293	6,721,462	-	17879
Transport	134	532	101	329	-	5,600,267	22,635,373	409,064	7,043,090	-	272,125	442,108	-	41486
Irrigation	1,908	5,910	1,491	3,338	-	47,006,357	137,230,264	36,422,610	71,801,310	-	3,209,827	4,754,178	-	24636
Energy	500	1,623	372	952	-	26,713,233	71,764,110	18,703,117	35,269,317	-	551,132	823,509	-	53425
Grid Ext	130	315	105	160	-	7,739,049	17,686,696	6,502,019	8,418,456	-	305,345	366,761	-	59,531
TOTAL	4514	15,734	3449	9,493		119,993,547	379,753,652	86,062,333	198,185,143	-	-	13,108,018	-	-

Note: The same beneficiaries may benefit from more than 1 subproject/ sector. Hence adding up the total number of beneficiaries in each subproject type/ sector would not be feasible here. Please see table above for total beneficiaries without double-counting across sectors.

Subproject Details:



On-going Subproject Progress:



Conducted Missions:

No	Sector	No of Missions	No of provinces Covered	No of Districts Covered	No of days spent
1	Watsan	6	7	14	36
2	Transport	7	10	18	30
3	Irrigation	4	5	7	15
4	Power	6	8	10	21
Total		23	30	49	102

Conducted Technical Trainings:

No	Sector	Field Specific training			Field on the job training		
		No of Districts Engineers	No of PMUs Engineers	Total	No of Districts Engineers	No of PMUs Engineers	Total
1	Watsan	30	6	36	42	7	49
2	Transport	0	0	0	60	15	75
3	Irrigation	30	6	36	30	6	36
4	Power	30	6	36	28	4	32
Total		90	18	108	160	32	192

Approved of F8s¹: contains the detail of subproject technically and financially

No	Sector	No of approved F8	No of project returned	No of project redesign
1	Watsan	1842	190	12
2	Transport	134	18	6
3	Irrigation	1908	380	8
4	Power	475	155	7
Total		4359	743	33

Progress on pilot initiatives:

- **Solar Mini Grid System Pilot Projects:** The plan is for 34 provinces. At the moment we have 18 pilots started with survey of site selection, designs, and proposals completed. Three of them have completed and others are ongoing, the assessment will be done in future.
- **Micro Hydro Power Pilot Project:** MHP pilot is underway to enable MHP projects in areas where water depth is below 4 meters. The pilot is using new locally available technology. It is stopped by the reason of social problem. (water right and location)

Key challenges:

- In drought affected provinces the water for moisturizing of sub grade filling, or surfacing is very high cost. So it's affected the estimated cost. This issue was raised in Nimroz province. Delay in Citizens' Charter field technical survey equipment during two years. At the beginning of the program, the list of Survey tools and water quality test equipment were prepared in accordance with the standard criteria but due to the unavailability of the equipment with predefined standard in the local market, the procurement process failed. Later on a direct approval was taken from the Ministry's leadership to purchase the equipment from international suppliers/market where they requested for advance payment before they transfer the equipment

¹ Form 8 is the Sub Project Proposal Form content project profile, details of site selection, engineering technical survey and design, BoQ, Cost, ESS related checklists, community contribution plan, time bound work plan, and conclusion

which ultimately failed and caused almost two years' delay in the process and now we do not have this equipment in hand. The technical survey tools and water quality test is included in the PRF and more information is laid with Procurement Division. In addition to this, lack of equipments and material quality control parts at the PMUs or Regions and HQ level is challenge. The slow recruitment process of the technically staff, mostly engineers, where we are facing lack of engineer in the field in order to provide necessary support to the program implementation which has direct effects on the quality implementation of the projects as well as on time implementation of the plan. The continuation of this problem will result with similar consequences in the future.

Recommendations:

- Power sector design engineers should prepare proposal bill of quantity (BoQ) according to market costs.
- For researching of underground water and prevention from water well failures need geophysics search machines and geological and hydro geological at the regional level is not insert in the procurement Plan and need your instruction.
- To avoid from increasing of un-sustainable shallow wells over the country (without special conditions), field engineers should prevent from shallow well subprojects proposal preparation, if site are available for water supply networks implementation with deep well sources. Due to recent droughts the ground water table has gone down and most of the hand pumps and shallow wells will be in risk of failure. according to the WASH 2016-2029 Policy the rural communities should avoid digging of shallow wells and the technical programs for water projects should design water network projects if possible, therefore we instructed our technical staff in the field to avoid digging wells instead they should implement water networks where possible

Plans for next quarter:

- Technical review and approval of subprojects proposals F8 in the system
- Conditioning subprojects quality implementation, EQRA procedure and safety equipment's trainings for districts engineers in the remaining 4 regions.
- Quality monitoring of 10% Ongoing subprojects in all Sectors.
- Revise Engineering Manual power and water supply parts
- Revise PE pipe implementation guideline in Wash Sector are in local languages if needed ED will submitted to you. Preparation of solar mini grid systems implementation guideline.
- EQRA School Projects proposals preparation.

EQRA SCHOOLS PROJECT:

- Out of 6,000 schools, EQRA Schools project is responsible for 2,647 schools' construction, the work has been started on the conducting technical survey, design proposals, and implementation, so far, 398 schools' proposals in 17 provinces for US \$ 29,415,627 have been made. 120 schools' budget have been transferred to the CDC accounts and the construction work has actually started in 12 schools in 4 provinces (Khost, Nangarhar, Kandahar and Paktika), and rest of the schools' work are stopped due to the cold weather. The implementation work of the remaining schools has not yet begun due to their disbursement.
- In addition, by the end of July 2019, the 100 schools should be completed and handed over to the Ministry of Education.

Scorecards

The initial methodology of the Scorecard introduced in the communities for Infrastructure, Health and Education was on community based for all three sectors which means each community was reporting one scorecard for all three areas, but based on the lessons learned from the implementation of the first round of MSS Scorecard, It was recommended to implement MSS Scorecard for Infrastructure on community basis, while for Health and Education on facility basis as a number of communities that use the same school or health centre should come together and fill one scorecard in focus group while for the infrastructure each community should report one separate scorecard. Thus, the Implementation procedure and MSS Scorecard forms were changed and separated for Infrastructure, Health and Education which altogether the changes in the forms and methodology, their NoL, and training of FP field staff delayed the implementation process of scorecard in accordance with the revised approach.

The first round of score card covers 6.9% of all contracted communities and 26.6% of all communities with CDCs and Sub-Committees established (see Annex B table 1). As such, the data presented here is not representative, but, it can highlight some key trends. Total 735 communities from five Regions in 23 Provinces and from 34 Districts reported on the score card.

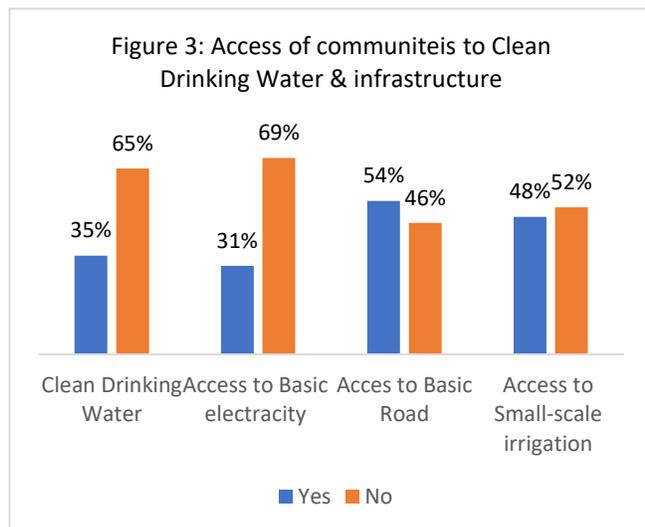
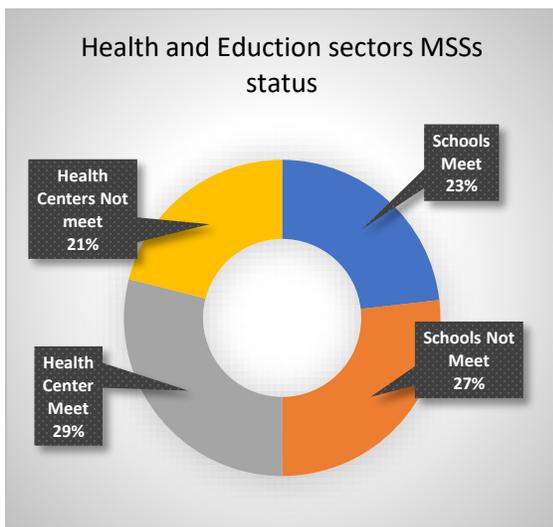
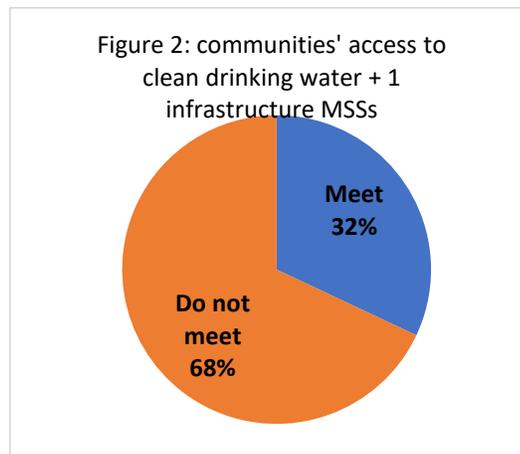
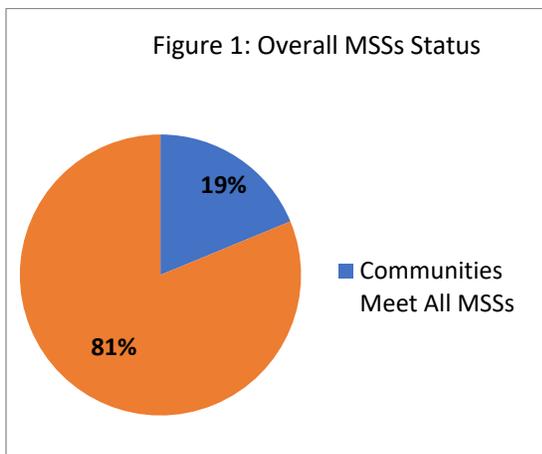
During this year for a total 735 number of communities' scorecard were completed, which in this 735 CDC, 360 scorecards were filled for schools and 209 Scorecards were filled for health facilities. It is also mentionable that, as per the third quarterly report for a total 947 communities the scorecards were completed, but the M&E division conducted a sample verification, which our provincial monitoring officers found that 212 scorecards were not filled as per the scorecards guideline; therefore, 212 scorecards were rejected.

Table 1: MSS Score Card Coverage by Region

Region	Total # of Communities Contracted	Total # of Communities with CDCs and Sub-Committees Established	Total # of Communities with Score Cards Completed	% of Communities with Score Cards Completed
Center	3,092	819	313	10%
East	2,922	598	108	3.7%
Northeast	2,282	278	37	1.6%
Northwest	1,288	471	126	10%
West	1,752	598	151	8.6%
Total	11,336	2,764	735	6.9 %

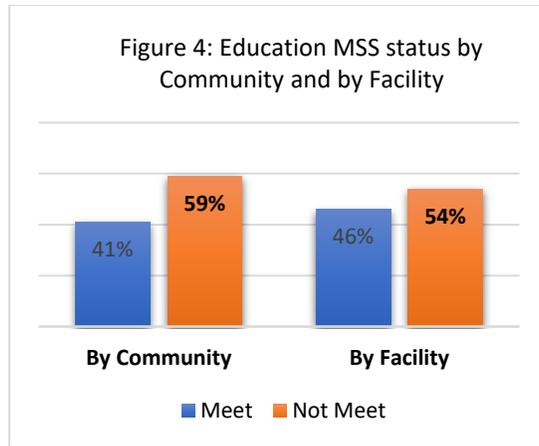
Considering all MSS (Health, Education, Drinking Water, and Irrigation or Roads or Electricity) (see Figure 1), 735 communities reported that 19 percent 138 communities meet all MSS and 81 percent 597 communities do not meet all MSSs.

Infrastructure MSSs: 32 percent (238) of the communities reported that they have access to clean drinking water and either to road, electricity or small-scale irrigation, while 68 percent, which is 497 communities do not. Overall 228 communities have access to basic electricity, 396 communities have access to basic road, and 335 communities have access to small scale irrigation and also 228 communities have access to Universal Clean Drinking water².

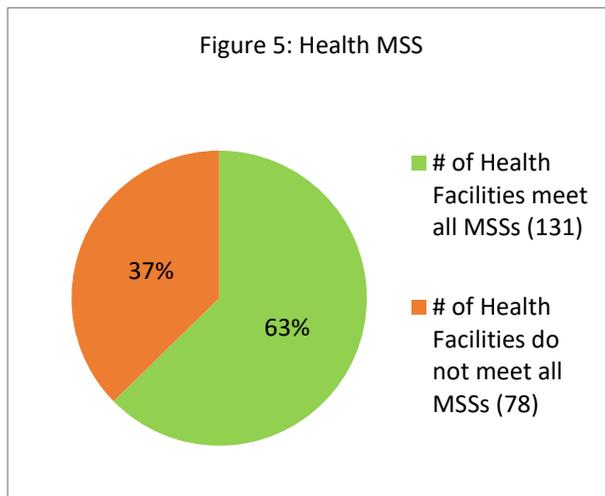


Education MSSs: 735 communities reported 360 score cards for schools that they use. Of these 46 percent (167) schools meet all MSS serving a total of 303 communities which is 41 percent of the communities reported on the score card. (See figure 4)

² There are communities that in the same time have access to more than one facility for example electricity, and road or also small scale irrigation. The next report will capture that in detail.



Health MSSs: Total 209 score cards were reported for different types of health facilities. (76 Comprehensive Health Centres, 62 Basic Health Centres, and 71 Health Sub-centres). Overall 58 percent of the health facilities meet all health Minimum Services Standard (MSSs) (see figure 5).



Maintenance Cash and Construction Grant (MCCG)

Major achievements:

- During this quarter a total of 27 subprojects have been completed in 7 districts, generating 88,452 labour days for 2,215 labourers in 7 districts of 6 provinces. Out of the total labourers, 19% (424) are IDPs and returnees. 54,258 people will benefit from the completed MCCG projects.
- The MCCG projects have been extended to 7 more districts of 3 provinces during this quarter, where in total 14 districts in 9 provinces is covered by MCCG.

Breakdown of type of on-going projects:

S.No	Sectors	MCCG on-going projects sector/ types	#of projects
1	Transport	Culvert/ construction/rehabilitation	11
		Pathway/ construction/ rehabilitation	37
		Tertiary road basic access/ graveling	349
		Concrete and Stone Masonry side ditch Rehabilitation/construction	21
		Concrete, Gabion and Stone Masonry Retaining Wall	52
2	Irrigation	Protection wall/ construction/Extension/ rehabilitation	78
		Canal extension/ rehabilitation/ construction	79
		Intake construction	1
3	Education	Secondary school construction	3
4	Water Supply, Sanitation, and Hygiene Education	Rotary Tube shallow well /Boring	2

Plans for next quarter:

350 communities are planned to be covered in the next quarter.

The table below indicates the progress on some main indicators under MCCG:

Output Indicator	Cumulative up to end of previous reporting quarter	Progress during the reporting quarter	Cumulative up to end of current reporting quarter	Progress during the reporting Year
# of provinces covered	6	3	9	4
# of districts covered	7	7	14	7
# of communities with approved maintenance plans	520	554	1074	748
# of communities received MCCG	520	554	1074	748
MCCG disbursed to communities (US\$ million)	14.1	19.2	33.33	24.8
# of communities completed MCCG work	31	27	58	58
MCCG utilized and closed in communities (US\$)	528,180	771,764	1,299,944	1,299,944
Grant portion committed to labor in proposals (US\$)	8,460,000	11,526,081	19,986,081	19,986,081

Grant portion committed to non-labor in proposals (US\$)	5,640,000	7,684,054	13,324,054	13,324,054
# of estlabor days (unskilled)	1,404,093	1,912,967	3,317,006	3,317,060
# of estlabor days (skilled)	131,620	181,775	313,395	313,395
Total # of labor days est.	1,535,659	2,094,742	3,630,401	3,630,455
# of skilled laborers estimated	3,290	4,544	7,834	7,834
# of unskilled laborers estimated	35,103	47,824	82,927	82,926
Total # of laborers estimated	38,393	52,368	90,761	90,760
# of subprojects	702	1100	1,802	1,802
# of beneficiaries estimated for paid labor	230,352	353,000	583,352	583,352
# of beneficiaries estimated for repaired/constructed inf	418,205	1,913,071	2,331,276	2,331,276
Planned/ Estimated in Approved Plans				
Grant used for labor (US\$)	390,664	466,967	857,631	466,967
Grant used for non-labor (US\$)	226,558	304,555	531,113	304,555
# of labor days (unskilled)	72,658	89,106	161,764	89,106
# of labor days (skilled)	2,566	1,639	4,205	1,639
Total # of labor days actual	75,224	90,745	165,969	90,745
# of skilled laborers actual	73	41	114	41
# of unskilled laborers actual	1,811	2,231	4,042	2,231
Total # of laborers actual	1,884	2,272	4,156	2,272
# of subprojects	37	27	64	27
# of beneficiaries from paid labor	11,304	8,636	19,940	8,636
# of beneficiaries from infrastructure	36,920	54,729	91,649	54,729

Social Inclusion Grant and Grain Banks

Social Inclusion Grant (SIG) is limited only to 14 districts of 11 provinces while the grain bank is community self-help initiative for poverty alleviation open for all communities and there is no grant for the grain bank's communities, but the SIG communities have a matching grant of 1000 USD per community.

Step by step process of Reduce Seasonal Hunger Campaigns and Food and non-food items mobilization for the Grain Banks:

Vulnerable Groups Development sub-committee under CDC leads the 'Reduce Seasonal Hunger Campaign' initiative with support of Youth and Agriculture sub-committee. Mentioned sub-committees organize a public gathering at the community level in a central location where accessible to all community members. This public gathering need to be attended by at least 60% of the community members are present. The purpose of this public gathering is to disseminate the purpose and main objectives of the grain bank initiative with community members. The participants of this gathering would be mobilized and motivated to support the poorest HHs within the community by providing and contributing in cash and/or kind to the grain banks sat up at the CDC level. The items mobilized by community members would be used for the mitigation of the seasonal hunger level of the poorest families especially during lean and winter season.

For better following up, another door-to-door ‘Reduce Seasonal Hunger Campaign’ is conducted by involving sub-committees members to motivate every individual household to contribute towards the grain banks in cash or kind. The steps to be taken in this type of ‘Reduce Seasonal Hunger Campaign’ to be taken are as follow:

- Dissemination the community grain bank initiative by Mullah Imam during Joma prayers in mosques.
- Posting informative posters in public places accessible to most of the community members to further disseminate the grain bank initiative at the community level.
- Door to Door walking/campaign to motivate them for contribution towards the grain banks.
- The Agriculture sub-committee considers long-term and sustainability solutions for grain banks. They consider all unused and under-utilized land (village lands, homestead land (in compounds), canal sides, private land that is under-utilized (orchards that could have shade-loving crops).
- The following activities would be undertaken by the VGD sub-committee, supported by the Youth sub-committee to support the grain bank initiative:
 - a) Makes a list from WBA of all poor and very poor households
 - b) Make a list of all potential donors (surplus farmers, businessmen, afghans abroad, residents in other cities)
 - c) Allocate tasks to its own members and youth sub-committee members to work in the door to door campaign food/ items collection campaign by mohalla with timeline
 - d) Take an inventory of what items very poor and poor households in crisis require: wheat flour, oil, pulses, onions, sugar, tea, etc. / blankets, wood, clothes shoes. These should be recorded in a book (with the name of the head of household stated, their mohalla/street noted). Quantities of what is needed for one months at a time should be put and when added, these become the target of the campaign
 - e) The campaign should be on-going and there should be monthly assessments
 - f) Organize the storage vessel (made from local material, safe, dry, no bugs, etc.)
 - g) Purchase a properly calibrated scale to ensure that all food donations are properly measured and accounted for (the scale can be purchased from funds collected
 - h) Purchase 2 accounting books (food/ other items in and food / other items out) from funds collected
 - i) Identify a household that is trusted by all to store the food / items
 - j) Initially support the household that stores the food to maintain the in and out books (each item in and each item out has to be recorded by donor and recipient)
 - k) Develop a suitable distribution system/ schedule or deliver the goods if needed
 - l) Develop a strategy to address challenges when there are difficulties in collecting sufficient food

Major achievements:

Grain banks have been established in 4,024 communities. There is widespread optimism and willingness of communities and CDCs towards this initiative. In total, 9,965 “Stop Seasonal Hunger Campaigns” were completed in 4,024 communities, with Vulnerable Groups Sub-committees formed in 100 districts of 34 provinces and 3,448 communities established food/grain banks and mobilized food and non-food items worth \$449,580 from which nearly 8,921 households benefited so far.

From the above communities, 578 communities submitted request for the Social Inclusion Grant in 14 districts of 10 provinces. The estimated value of goods/labor/cash raised by communities is \$621,050.

The total matching grant disbursed under SIG is \$687,884 from which 3784 households actually benefited from the total 19,146 planned. Remaining disbursements will be made during the lean season, as planned.

Lessons learned:

Key Challenges:

- **Drought:** Drought combined with conflict has still remained a challenge for internally displaced populations who are living in extremely poor conditions. Many communities continue to depend on insufficient incomes derived by migrating outside of their farmlands. Inadequate rain and snowfall in parts of Afghanistan caused significant failure of the rain-fed crops. The situation affected the most vulnerable populations and their access to food and water. This also results in fewer than expected number of contributors at village level.

Social Inclusion Grant Outputs:

Output Indicator	Cumulative up to end of previous reporting quarter	Progress during reporting quarter	Progress during reporting year	Cumulative up to end of current reporting quarter
# of provinces covered	10	1	3	11
# of districts covered	14	1	5	15
# of communities with established Vulnerable Groups Sub-Committees	709	163	381	872
# of communities with “stop seasonal hunger campaigns” completed	674	148	699	822
# of communities with food/grain banks set up	551	143	585	694
# of communities that have submitted requested for SIG matching grants	384	194	476	578
Estimated value of goods/labor/cash raised by communities for the SIG	\$482,383	138,667	596,050	\$621,050
Total SIG matching grants disbursed (US\$)	\$112,985	574,899	646,151	\$687,884
# of beneficiaries planned by communities for the SIG (HH)	15,317	3,829	18,850	19,146
Actual # of beneficiaries in communities with SIG grants distributed (HH)	3,341	443	3,196	3,784
# of additional “stop seasonal hunger campaigns” completed	1,519	421	967	1,940

Community Grain Banks:

Output Indicator	Cumulative up to end of previous reporting quarter	Progress during reporting quarter	Progress during reporting year	Cumulative up to end of current reporting quarter
# of provinces covered	34	0	27	34
# of districts covered	94	6	68	100
# of Communities with established Vulnerable Groups Sub-Committees	3,106	918	3,226	4,024
# of communities with “stop seasonal hunger campaigns” completed	3,106	769	2,807	3,875
# of communities with food/grain banks set up	2,712	736	2195	3,448
Total value of the food and non-food items mobilized (US\$)	353,300	96,280	245,920	449,580
Actual # of beneficiaries in communities with food and non-food items have been distributed (Households)	3,281	5,640	7,136	8,921
# of additional “Stop Seasonal Hunger Campaigns” Completed	3,488	2,602	2,602	6,090

4. b. Urban

Community Mobilisation

Major achievements:

During the reporting period 97 communities were mobilized, 90 CDC elections were completed and 10 CDPs were completed, bringing the total of communities mobilized to 763, CDCs elected to 723 and CDPs completed to 693 (i.e. 89.8%, 85% and 81.5% respectively of the contracted 850 urban communities). During the fiscal year 2018, only, Mazar-e-Sharif PMU has fully established all their contracted CDCs and completed CDPs (150).

Progress to date:

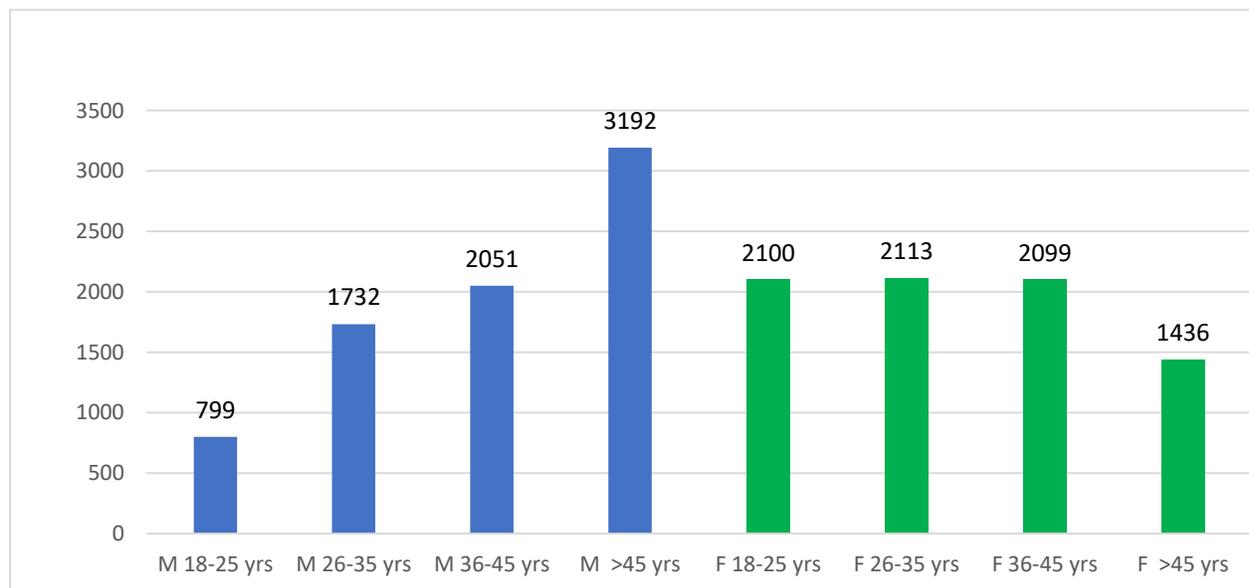
The progress of community mobilization, CDC formation, bank account opening, PLA tools exercise and CDP preparation in the 4 major cities have been better than expected. Thus far, Mazar-e-Sharif has met 100% of their contractual obligations in terms of CDC establishment and preparing community development plan.

At Gozar level, a total of 130 Gozar elections, 73 Gozar Development Plans (GDPs) has been completed and 60 subproject proposals has been reviewed and approved (i.e. 76.5%, 43% and 35.3% respectively of the contracted 170 urban communities for this phase). The Social Organizers have conducted 786 household surveys with the support of community volunteers.

CDC and community analysis:

- Total CDC membership is 15,522 (Men: 7774, 50.08% and women: 7748, 49.92%)
- Total Office Bearers are 2,893 (Men: 1,449, 50.09% and women: 1444, 49.91%)
- Of nearly 586,924 eligible voters, women's participation in CDC elections was 49.40% and men's participation was 50.6%.

Age-Wise Breakdown of CDC members



Gender / women's participation:

- The percentage of women beneficiaries is 48.9% (568,508 females out of 1,163,016 population), and female CDC members are 49.91%.
- 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 IDLG increased to 20%
- Gender Guideline has been circulated among Citizens' Charter team and conducted monitoring missions to the provinces in order to ensure women meaningful participation in the CDC implementation process with focusing more on decision making involvement. The monitoring process are conducted by Provincial Gender officers as well as the PIU Gender team.
- Gender Unit finalized the anti-harassment Guideline for Citizens' Charter and the code of conduct documents and has started the work on preparing materials and presentation to conduct the Anti- Harassment training to Citizens' Charter staff at HQ and field levels.
- Gender Working Group first meeting held at Citizens' Charter level on 7th November 2018, the GWG consists of PMU Gender Officers, Gender Specialist of the municipalities working Citizens' Charter and FP Gender Focal Points. The main objectives of GWG is to organize, facilitate, advice, advocate and coordinate integration of gender concerns in all Citizens' Charter components.
- A one-day Gender awareness workshop was conducted for the provincial Gender officers and municipality Gender officers in DMM conference hall on 6th November 2018, the involved topics were: Gender basic concept, Gender History, Social roles of men and women.

Important lessons learned:

- Quota system (reserved seats for women, Deputy Chairperson and Secretary) is a good approach to involve further women in the communities' initiatives/activities.
- Young members of the CDCs and communities are often far more open to women's participation and this can be used as a platform for change in the communities' approach.
- Conducting Gender trainings to CDCs members is a good step for advocating and raising awareness on women's right and their participation in community activities.

Documents Development:

- Developed Anti-Harassment policy for DMM/Citizens' Charter
- Developed Code of Conduct for Citizens' Charter staff
- Developed Women Livelihood Project Guideline for Gozar CDCs (still not finalized)
- Developed Concept note for GWG meetings
- Developed TOR for youth and women sub- committee
- Finalized Gender & Youth Training Manual and handout
- Developed Guideline for establishment of Model Municipalities.

Coordination Meetings:

- Cooperated with First Lady Office (FLO) for conducting women's summit on peace related issues.
- Coordinated and worked closely with HR, M&E, and training and FP management section for considering gender needs in all program components.

Key challenges and recommendation:

- The traditional convictions of communities' prevailing members are against women active participation in the social activities. Insecurity is another stumbling block that has limited

movement of CDCs female members, social organizers and municipalities' lady staffs especially in Jalalabad and Kandahar. A few CDCs can have joint meetings of men and women. However, the social organizers are busy to convince the community's elders to ensure women's participation in CDCs meetings and other social activities. Remediation of this challenge needs long term efforts of all intellectual and educated members of the communities.

- Mahram (the person accompanying a woman during travel) related expenses which cannot be allowed for international travels is also a challenge against women activities and movements. Special budget to be allocated for women's mahram for international travels.

Plans for next quarter:

- Conduct Gender Working Group (GWG) meeting at IDLG Citizens' Charter level in order to discuss on Gender related issues.
- Conduct monthly women staff coordination meetings in order to discuss women common challenges in the workplace.
- Conduct Gender related workshops in Kabul and the 4 cities on Anti-Harassment policy and safe workplaces for women in the urban CC PIU/PMU/ FP offices.
- Preparing regular reports and analysis, compiling both national urban CC data and comparison between the 4 cities, on gender and youth inclusion and participation issues especially.

Engineering

Major achievements:

During the reporting period 134 subprojects proposals have been reviewed and approved. Additionally, 42 subprojects proposals at Gozar level entered into MIS and approved by PIU technical team. 220 ESMPs were prepared and approved by HQ technical team. Community Driven Development (CDD) capacity building training was conducted for the second times in which 3 chief engineers from PMU, 1 training unit head, 1 M&E unit head, one from Tashkil staff and one ESS specialist participated. Furthermore, the technical unit head participated in Project Cost Estimation and Monitoring training held in Dubai and attended Green Building and Construction Pathway towards inclusive growth and creation of decent and green jobs training in Italy. First round of abroad training completed and have plan to send more technical staffs to abroad for training in the coming year; also, Operation and Maintenance training conducted for all FPs, PMUs, and OCs and municipalities' staffs. In this training the staffs trained how to maintain and take care of all sectors' projects after completion. In addition, community procurement/accountant refresher trainings also conducted in the 4 major cities by training unit during the reporting period. The training objectives were to train all FPs, CDCs and PMUs to strictly monitor and follow up community Procurement/Accountant procedure during subproject implementation (the exact numbers of trainees will be given by training unit). Translation of technical manuals is in progress and during this period of report Building Manual translated to Dari and will be further translated to Pashto.

During the reporting period community Procurement/Accounting refresher training were conducted for 23 staffs of FPs, PMUs, PIU and OC. In addition, Operation & Maintenance training materials for all sectors have been prepared. All technical manuals (Street Upgrading, Water Supply, Solid Waste Management, Parks/Recreation Area and Environmental Social Safeguard) were updated and translated to local languages.

Progress to date:

Totally US\$27.13 million has been disbursed to 645 subprojects (33 water supply, 583 transport, 5 park/recreation areas, 20 power supply and 4 others) in the 4 major cities by end of the reporting period and US\$13.38 million have been disbursed to the communities during the reporting period.

Sector/ SP type	# of SP Submitted	# of SP financed	# of SP complete	Grants committed SP \$Million	Grants disbursed to commtts \$Million	Grants utilized for SP \$Million ³	Estimated # beneficiaries for financed SPs	Actual # beneficiaries completed SPs
Water Supply	40	33	0	0.92	0.43	0.05	54409	0
Transport	619	583	0	48.61	26	2.2	979496	0
Parks/Recreation Areas	8	5	0	0.59	0.20	0.02	6562	0
Power Supply	21	20	0	1.19	0.30	0.05	33290	0
Other (TBD)	4	4	0	1.21	0.20	0.07	4,923	0
TOTAL	698	645	0	52.52	27.13	2.3	1078680	

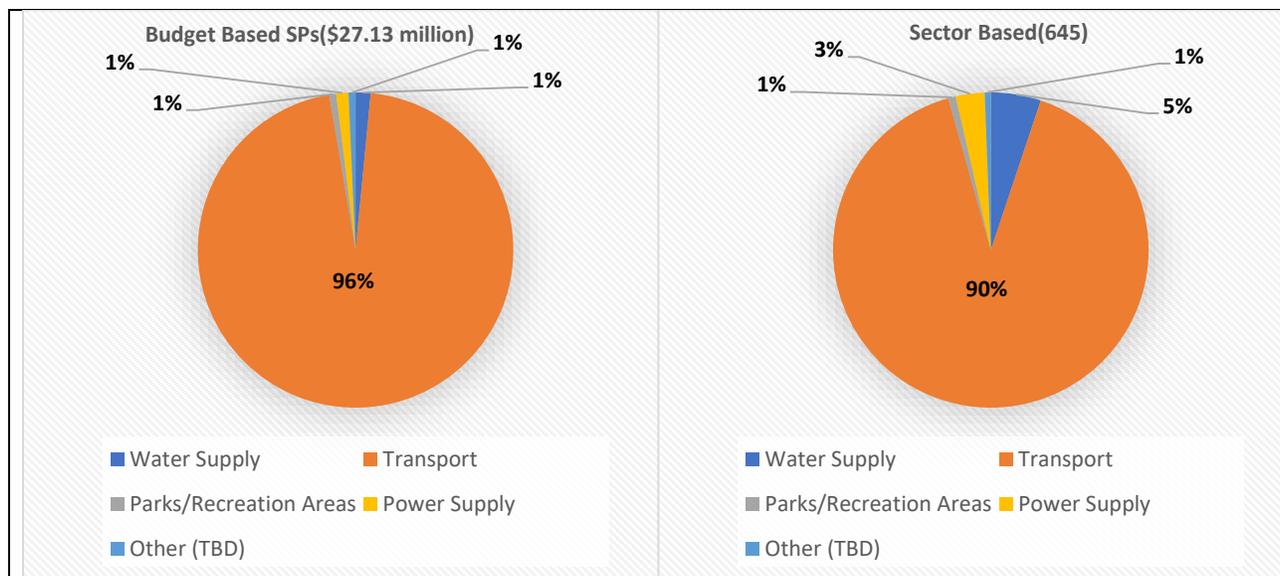
Note: Subproject completion has been delayed due to waiting for second instalment disbursement, the requirement for second instalment was 100% utilization of community contribution, so far, and the utilization of community contribution for second instalment has been decreased to 70-80%. Now the communities are eligible to receive their second instalment. In the fourth quarter the second instalment has been disbursed for some CDCs.

Subproject Details:**Progress on pilot projects:**

The Urban team is looking at implementing pilots' projects on Hard Tiles, Stone Pitching, and Coble Stone Pavement and would be designed based on communities' needs and requests. In order to innovate something and to use local material, we have put these projects as pilot. By implementation these projects not only we will create more job opportunities but will increase water absorption in the ground.

Important lessons learned:

Based on lessons to date, it has become clear that the policy of complete community contribution before withdrawal of grants is not feasible. The policy has been updated to allow a longer time for community contribution, which can be collected during project implementation as well. This will make it easier for communities to meet the required percentage of community contribution, which is quite high in urban areas compared to rural areas.



Key challenges and recommendations:

- OC Contract has reached to its final stage, so PMU level technical staffs should be increased proportional to the allocated number of CDCs and GAs.
- The early policy which is consuming 100% community contribution before requesting second installment is not feasible. Therefore, the community contribution collection period it to be extended by ending the project implementation process as most of the contribution can be labors work.
- FPs' Qualified staffs' turnout is very high and some of the key positions remain vacant for long time; therefore, in order that FPs to complete their assigned targets successfully are to keep their qualified and expert staffs by end of the project with presenting incentives to them.
- Diminish of underground waters and environmental pollutions are major problems for the communities. For reducing the negative effects of these two disasters we recommended that communities are to be encouraged for planting saplings and greenery in sidewalks and some amount is to be considered in subproject proposal from CDC Block Grant for saplings plantation purposes.
- Inflation was not considered during budget preparation and we faced with a problem due to increasing constructional materials' cost and decline of the Afghan currency vs. Dollar, so adjustments should be made in the proposed UABG based on inflation.

Plans for next quarter:

- Review and approval of 74 CDC level subproject proposals and 70 Gozar level subproject proposals.
- Conduct 33 technical field missions in the four major cities.
- Complete 88 CDC level subprojects and starting implementation of 121 more CDC and 48 GAs subprojects.
- Detail analysis of two most prominent types of Gozar level subprojects, this is done for understanding of cost differences in two different places
- Finalizing the power supply manual and conducting power supply training for the provincial technical staffs.
- Collect GPS points of CDCs and GAs from the 4 major cities to project on GIS.

Scorecards

The scorecards have been filled for 431 urban communities which covers 59 education facilities and 27 health facilities. The number of communities who filled the scorecard for education facilities are 355, it was found that 195 (55%) of communities received all the minimum services standards, 374 communities have filled scorecards for health facilities which 162 (43%) communities meet their all health MSS, in combined we see that 60 communities meeting both (education and health) MSS, which is 14 percent of 431 communities. The list of health and education facilities have been shared with Ministry of Education and Ministry of Public Health, but their feedback has not received yet from both ministries on scorecards filled. These figures are only for accepted scorecards, some of the scorecards are rejected or not yet get to M&E Unit.

Out of 59 schools 28 (47%) of schools meeting their all minimum services standards, and out of 27 clinics 11 (41%) clinics meeting their all MSS. The detail information on scorecard result represented in bellow tables. For better understanding of the data; the data are analysed per facility and per community.

1. Main findings summary

This round of scorecard covers 51% of all contracted communities and 60% of all communities with CDCs and Sub-Committees established. As such, the data presented here is not representative, but, it can highlight some key trends. Total 431 communities in 4 cities reported on the score card.

Table 1: MSS Score Card Coverage by Cities

City	Total # of Communities Contracted	Total # of Communities with CDCs and Sub-Committees Established	Total # of Communities with Score Cards Completed	% of Communities with Score Cards Completed
Herat	200	193	127	66%
Jalalabad	200	146	90	62%
Kandahar	300	235	138	59%
Mazar-e-Sharif	150	150	76	51%
Total	850	724	431	60%

Considering all MSS (Health and Education) (see Figure 1), 60 (14%) communities meet all MSS (Health and Education) and 86% of communities do not meet all MSSs.

Figure 1: Overall MSSs Status

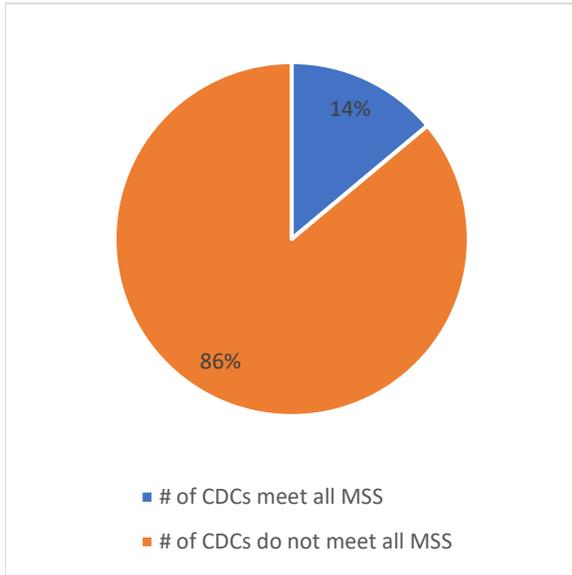


Figure 2: Each Sector MSS

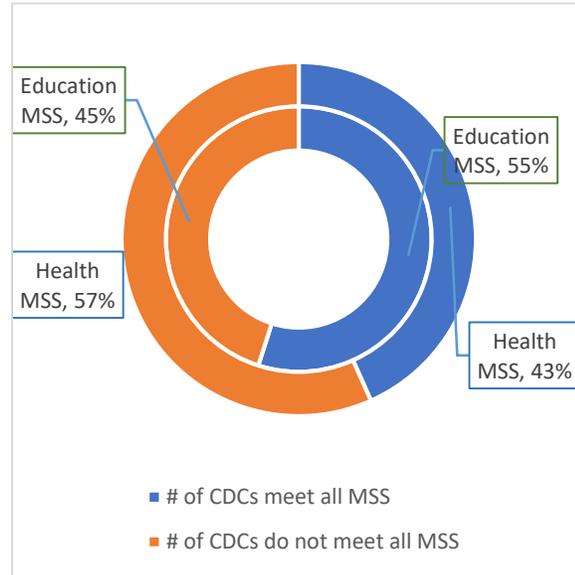


Figure 3: Education MSS status by Community and by Facility

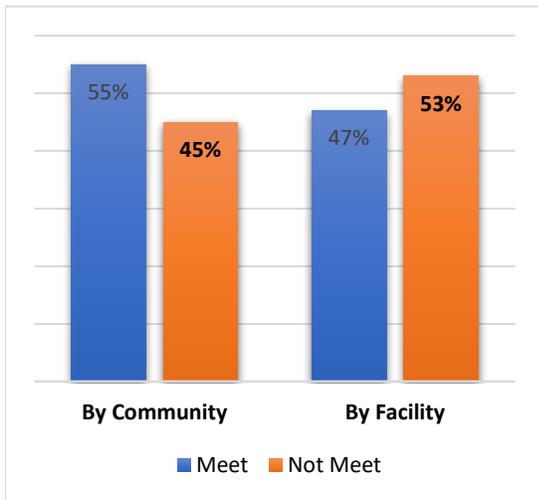
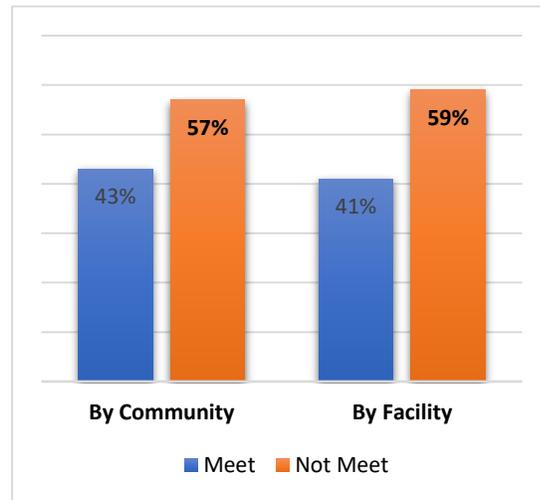


Figure 4: Health MSS status by Community and by Facility



2. Results:

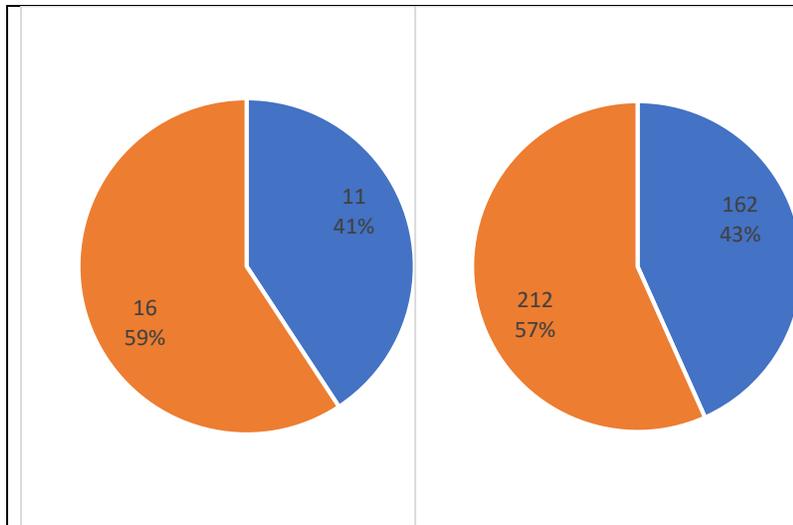
Education Minimum Service Standards (MSSs)

355 communities reported 59 score cards for schools that they use. Of these 28 schools meet all MSS serving a total of 195 communities.

Health Minimum Service Standards (MSSs)

Total 27 score cards were reported for different types of health facilities. (8 Comprehensive Health Centres and 19 Basic Health Centres). Overall 41% of the Health facilities meet all Minimum Services Standard (MSSs), While 59% of the Health facilities do not meet all MSS.

Figure 5: Overall Health Facilities Status per facility



Based on lessons learned, the score cards have been and the cities are advised to rollout the new scorecard format according to the new procedure. The figures for new scorecards for new round will be presented in the first quarter of 2019.

During this year the MRRD MIS team has developed the module for Grievance Handling Mechanism, Institutional Maturity Index (IMI), Grain Bank, Joint Project, Social Inclusion Grant, FP's invoice process; also, they modified the Scorecard module to reflect the updated Scorecard

MIS team has also worked to improve the integrity and quality of both system and data. In terms of data quality, over 12,399 Community Profiles, 10,990 Elections, 5,565 CDP and 3,607 proposals have been validated and cleaned; during this process several bugs and errors were resolved in MIS system.

The MIS system for MRRD and IDLG was separated during this year, and the MRRD

5. Operations Progress

MIS

The urban MIS unit took the ownership of MIS system, developed urban specific Gozar level module, working to incorporate the Grievance Redress/CPM module, modules for social audit, linkages, IMI and monitoring forms, Gozar level document verification module, built an online system for sharing files, so that coordination within organization get improved, built a Skype group for provincial MIS staff problems hearing and better collaboration and purchased dedicated online server. IDLG finally recruited a qualified head for Citizens' Charter MIS unit.

MRRD Citizens Charter MIS team has successfully handed over all CC Database Modules to the Urban Citizens' Charter team. The system structure is designed professionally based on OM to cover both MRRD and IDLG requirements, the IDLG MIS team can bring any changes in the system modules it not needs extra efforts, any changes may take less than a week.

Monitoring and Evaluation

Key Findings from Monitoring Reports (Rural)

Out of the 286 (Male 266, Female 176) communities monitored, the posters (Orientation Poster, Election Rule Poster, Election Committee Poster, Resources Map, Social Map, Well-Being Analysis, Seasonal Calendar, Leaking Pot, Community Development Plan (CDP) and Women Mobility Map) were available in 84% communities. Most of the responses for unavailability of the posters given by CDC members were that the FP social organizer have brought the posters to their office for corrections.

The table below shows the satisfaction level of male and female wings of the CDCs from the exercises:

Level of Satisfaction	Male CDC				Female CDC			
	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied
Average	19%	76%	3%	2%	6%	86%	6%	2%

The analysis made on the FPs' SOs visits and working performance to their target communities is as below:

SOs Performance	Men		Women	
	Yes	No	Yes	No
Does the SOs make appointments for visits?	91%	9%	93%	7%
Are these appointments based on best day to meet all people are available?	88%	12%	85%	15%
Does SOs treat all community members with respect and listen to their views?	91%	9%	90%	10%
Were all mohallas represented in each of the key meetings?	92%	8%	90%	10%

The table below indicates the posters availability at the community where 84% of the posters as an average were available with the communities and the remaining were missing most of the reason of bringing correction required.

Posters availability at the community	Available	Not Available	Grand Total	Available (%)	Not Available (%)
Citizens Charter orientation posters	223	43	266	84%	16%
Election Rules Posters	192	74	266	72%	28%
Well Being Analysis Posters	236	30	266	89%	11%
Community Development Plan	242	24	266	91%	9%
Election committee Posters	163	103	266	61%	39%
Resource Map	238	28	266	89%	11%
Social Map	237	29	266	89%	11%
Seasonal Calendar	239	27	266	90%	10%
Leaking Pot	239	27	266	90%	10%
Average Total	223	43	266	84%	16%

The quality of the posters were reported as per standard and the size were sufficient in 97% communities; on the other hand 79% of these posters were posted in Mosque (Masjid), 6% in open area, 5% in community center and CDC Chairperson guesthouse, and 3% of the posters were posted in CDC office, but only 2% of the posters were not posted.

The Election Rules posters were available in 72% communities, 84% of these posters were posted in Mosque (Masjid), 6% community center, 5% in CDC Chairperson Guesthouse, and 4% posters were posted in CDC office and open area, but only 1% of the posters were not posted. The Well Being Analysis posters were available in 89% communities. The Clarity of differences between the various groupings (better-off, middle, poor, and very poor) was observed in 98% communities.

The Community Development Plan was available in 91% communities. The CDPs were prepared with consultation of both male and female community members.

The community profile was done in 243 out of 266 communities, which is 91% of sampled monitored communities. During the monitoring, our monitoring officers found that 88% of Women-headed households, returnees and IDPs were noticed in the community profile.

Overall, 63% of the community members were able to explain the Citizens' Charter posters and exercises the awareness level was higher among men members of the communities comparatively.

The table below indicates some important indicators of the CDC sub-committees:

Indicators by gender	Male		Female	
	Yes	No	Yes	No
Establishment of Sub-committees	65%	35%	65%	35%
Whether they have vision?	57%	43%	50%	50%
Whether they have activity plan?	54%	46%	44%	56%
Does vision and activity plan reflect the CDP?	49%	51%	40%	60%

- The CDC male members shared their decisions with female members of CDC in 76% of sampled monitored CDCs.⁴
- With regards to CDC meetings and recording the minutes, 43% of the men wings of CDCs kept minute of their meetings while 10% of the women wings of CDCs had the meetings' minutes available.
- 23% of the sampled monitored communities out of 260 filled the scorecard out of which almost 94% conducted feedback session and 58% prepared the action plan to address/follow up on the issues identified in the scorecard.
- The main four infrastructure sub-projects prioritized by male members were Clean Drinking Water 33%, electricity 24%, Irrigation 23% and Road 12% subsequently. Meanwhile, the main sub-projects prioritized by female members were Clean Drinking Water 36%, Irrigation sub-projects 24%, electricity 19%, and Road 5%. While only 2% of women priorities were not reflected in CDP, and the remaining 98% were reflected in CDP.
- In (50) communities the CDCs have taken pro-poor development imitative activities; like: Link poor households with limited land to better off farmers for advise support, making available public under-utilized resources for the poor, Public work schemes or other public funds allocated to poor and very poor households in 19, 30 and 8 communities respectively.
- The CDC subcommittees were established in 229 communities while only 76% communities had the female wing of the subcommittees established. 52% of the male wing of the CDC subcommittees had the vision and action plan for the subcommittee and 36% of the women wing of the CDC subcommittees had the vision and action plan.
- The male wing and female wing of the CDC subcommittees had achieved collaborative activities between better off middle and poor very poor in (48) and (29) communities respectively.
- 232 CPM/Grievances committees were established in sampled CDCs out of which only 36% of CPM/ Grievances committees had monitoring plan, list of indicators and monitoring reports completed.
- In (163) communities the Grievances box were installed, in 84% communities the Grievances box were accessible to all, but no grievances were received up to date.

During this year around 4,855 communities were visited by our provincial monitoring officers; for the first quarter of the year only process monitoring was done, and for the second, third and fourth quarter both process and result-based monitoring were conducted. The process monitoring was reported in all four quarters of the quarterly report, but the result based monitoring was only reported in third and fourth quarters during the year.

The findings from both process and performance monitoring have been shared with the facilitating partners for corrective action to be taken on regular basis and their feedbacks were obtained.

M&E team has also provided regular feedback to the MSI a Third Monitoring Team

⁴ When the male and female wings of the CDCs hold separate meetings at the communities, and male wings take some sort of decisions; for inclusive decision making, those decisions need to be shared with female wings of the CDCs.

Monitoring Indicators	Male CDC				Female CDC			
	3rd Quarter		4th Quarter		3rd Quarter		4th Quarter	
	Yes %	NO %						
CDCs Sub-committees Establishment	51%	49%	65%	35%	46%	54%	65%	35%
FP SOs appointments for visits	98%	2%	91%	9%	94%	6%	93%	7%

CDC Satisfaction Annually

Quarter	Male CDC				Female CDC			
	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied
Average (3rd Quarter)	27%	67%	4%	1%	7%	81%	7%	6%
Average (4th Quarter)	19%	76%	3%	2%	6%	86%	6%	2%

Indicators	3rd Quarter		4th Quarter	
	Yes %	No%	Yes %	No%
Posters Availability	80%	20%	84%	16%
CDP development	89%	11%	84%	16%

Sub-project implementation monitoring findings

Out of total (274) sub projects monitored during this quarter, (268) subproject were in progress according to the design and specifications in the proposal while in (38) subprojects were delays in timely implementation. The main causes for delays that affected the timely implementation of sub projects were social conflicts at the communities as well as delay in disbursement of RASS instalments.

Challenges:

- Lack of awareness and functionality of the sub-committees (this was mostly reported for the CPM/Grievances sub-committees) and
- M&E division cannot extract on time and clean data from the MIS which mostly cause delay in reporting for M&E and also affect the quality of sampled data.
- During the data quality control and verification with the field realities, there are significant deviations between the FPs report and field realities. For example, FPs reported “Social Audit conducted”, “Score Card completed” while after the cross check and verification it was found that these activities actually did not take place in the field only forms are filled and reported for example during the score card sample verification, the data for Kunar, Nimroz, Laghman, Logar, and Uruzgan provinces were found unreal that means it was not filled with the communities. Consequently, the data for these communities were taken out of the MIS system and the relevant FPs were informed and advised to avoid such cases in the future.
- Lack of transportation in the provinces has always remained a challenge for the monitoring officers to conduct on time monitoring and verify the feedbacks.
- Total 4 males and 8 females monitoring officers’ positions have been vacant for enough long time while this has been regularly communicated and followed up with HR, but no progress yet. (Male vacant positions: Nuristan, Daikundi, Paktika and Kunduz and Female vacant positions: Nuristan, Paktika, Kunar, Zabul, Uruzgan, Ghor, Parwan, and Kandahar)

Recommendations and Next Steps:

- The social organizers need to spend sufficient time as allocated in the training manual in order to deliver quality work in the communities.
- The community procurement, financial management, maintenance, project management, CPM and Social audit trainings need to be conducted to the CDCs.
- The complaint boxes need to be installed in the areas where accessible to everyone and the CPM/Grievances sub-committees need to be trained properly
- The procurement process needs to be accelerated and improved for the material needed for the sub-projects
- Women participation remains a challenge in some provinces which affect the overall progress of the program implementation.
- The sub-committees’ formation process should be accelerated and meanwhile they should be trained in accordance with the Training Manual.
- As reported in the last quarter, the CPM/grievances handling sub-committees still need to be turned to functional bodies by improving their awareness and capabilities as their role has been very important in many areas including the regular monitoring from the implementation of the program at the community level, helping in the grievances channelling and reporting, coordinating and arranging the social audit meetings, etc.

The provincial monitoring officer also visited from 274 sub projects and filled the monitoring form II during the third and fourth quarter of the year, and the sub projects reports were included in the fourth quarterly report. Out of total (274) sub projects monitored during this quarter, (268) subproject were in progress according to the design and specifications in the proposal; while, (38) subprojects were delayed in timely implementation. The main causes for delays, that affected the timely implementation of sub projects, were social conflicts at the communities as well as delay in disbursement of RASS instalments.

- In communities with considerable physical sub-project progress, FPs needs to deliver training to community members to conduct social audit as soon as possible.
- The establishment of a call centre at HQ level to contact the CPM/grievances teams on regular basis will bring much improvement in the program implementation which can be an effective tool for the community engagement and having first hand and on time information form the filed. This will also help the community members to use this centre a resource centre where they will be able to find answers to their questions.
- A deviation tracker system in the MIS system will help everyone be on the same page by getting informed from the monitoring findings and providing there on time feedback. The draft has already been submitted to the MIS and hopefully soon we will have this system functioning
- The team has planned to conduct some social audit (which is FPs' mandate) as sample which can then be used by the FPs.

The monitoring findings and challenges have been shared with relevant colleagues at different levels and the follow up is closely taking place.

Key Findings from Monitoring Reports (Urban)

By end of the reporting quarter 322 field visits have been conducted by provincial M&E Officers and 13 times field missions conducted by Kabul M&E team to the 4 major cities. During the reporting period, four meetings attended in MoF related to Scorecard, M&E and MIS and three meetings attended in World Bank regarding ISM and EZ-KAR. The M&E Unit has analyzed 125 monitoring visits which were conducted during last six months, followings are the major monitoring finding, and the detail findings will be circulated through a separate report.

The M&E unit recruited 10 qualified M&E staffs for four cities through transparent and merit-based recruitment processes, recruitment of three more M&E staffs (1 M&E senior officer for Jalalabad PMU and 1 for Kandahar PMU and one M&E officer for Kabul office) is under process. During the quarter several capacity development workshops conducted for Kabul and provincial M&E staffs, the subjects of workshops were monitoring process, data collection, data cleaning, data analysis and analytical reports writing through regular trainings and on the job trainings. The M&E unit also trained two interns for 6 months in terms of improving their monitoring and evaluation knowledge and career building.

- During last six months the monitoring team has visited 17 percent of communities.
- 80% of monitoring visits shows that the Social Organizers have visited the CDC two or more than two in a month.
- 73% of monitoring visits shows that the CDCs are holding their meeting in the mosque and 20% holding in the local guest houses.
- 78% of CDC elections are held in the mosque and 22% held in the local guest houses.
- On average 89 men attended CDCs key meetings (CC orientation, resource map developing, social map developing and well-being analysis)
- Monitoring shows that 100% of neighborhood has represented in each CDC meeting.
- 90% of monitoring visits show that CDC members can explain the CC posters and exercises.

Challenges and Recommendations:

- Most of the scorecards have been filled at Gozar level, neighbouring CDCs which are not in the same Gozar but using the same facility are not included in scorecards. It is a wrong practice, it should be completed based on facility, that more than two or three GAs are using the same facility

(i.e. school or Clinic). The relevant Education or Health Subcommittees must be included in Scorecard of the mentioned facility.

- Operation Manual does not have clear direction about number of participants who should be present while filling IMI.
- Assigning one couple of social organizers for 18 to 20 CDCs is not adequate and they are not able to perform all assigned activities to these CDCs in an efficient manner, which badly affect the quality of the program. It is recommended that number of CDCs be limited for one couple of social organizers.
- Sub-committee's formation process should be accelerated, meanwhile they should be trained as per the Training Manual.
- The procurement process needs to be accelerated and improved for the material needed for the subprojects.
- Women participation remains a challenge in some provinces which affect the overall progress of the program implementation. The women participation needs to be improved specially in Kandahar and Jalalabad cities.
- Lack of transportation facilities at field level have affected the field level monitoring visits.

Next Quarter Plans:

- Developing M&E Plan (Framework)
- Recruiting 3 M&E Staffs for Kabul, Jalalabad and Kandahar
- Conducting 50 field monitoring missions by Kabul and Provincial M&E teams
- Following up of TPM deviations
- Rollout the new scorecard with new instruction
- Ensuring establishment of CPM/Grievance committees
- Register and address new grievances
- Follow up incorporating the forms (Grievance Registration, Scorecard, IMI, CPM, Monitoring form-I and II) in the database with MIS
- Analysing and following-up of monitoring findings.
- Developing a mechanism for monitoring visits of units to provinces.
- Capacity building of the M&E unit staffs
- Distributing of the grievance brochures and posters

Procurement and Accounting Spot Check of CDCs:

Based on decision taken in March 2018 ISM meeting, the community procurement and accounting issue has been raised/discussed and it was decided to take further steps to improve the community procurement and accounting knowledge. The spot check was planned to be conducted randomly by sampling method in the four major cities on 15 on-going subprojects (4 Mazar, 4 Kandahar, 4 Jalalabad and 3 Herat) out of 135 CDCs with ongoing subprojects, this shows 11% as samples. Based on the finding of the spot check, IDLG conducted 5 refreshers training for PIU, PMU and FPs staff, a total of 185 (109 male and 76 female) staff are trained. Below are the spot checking finding:

Finding:

- In 30% of the visited CDCs, the expenses documents were mixed between Citizens' Charter fund and community contribution.
- Ambiguity existed among SO and Engineers on understanding the roles and responsibilities for CDC procurement and accounting.

- Wrong practice applied for using single source method in the cities since many vendors are easily accessible in the cities.
- The small size bills were found in the file and it was difficult to properly keep it for the required duration.
- For almost 10% of the households it was difficult to pay their contribution at once.

Recommendations and Next Steps:

- The mixed expenses documents between Citizens' Charter and community contribution should be sort out in two different files.
- The FP Engineer of the related CDC is responsible for CDC cash management and record, the social organizer will assist him/her.
- Since procurement facilities are available in cities, the communities are supposed to apply other procurement methods rather than single source method.
- The small size bills should be pasted to an A4 paper in order to prevent losing of the bill and proper filing.
- A format was developed for payment of community contribution in 1-3 instalment with proper record.
- Procurement documents are available in some CDCs but does not match procurement manual requirements.
- Some CDCs were not using the financial forms in such a manner to clearly show their accounting process transparency.
- Some CDCs are not familiar on how to properly use the accounting forms in a specific place.
- The filing system of some CDCs did not meet the requirements.

Remedial Actions:

Based on spot check conducted during the third quarter, the Training Unit has planned refresher training for PIU, PMU and FPS, during the fourth quarter; the Training Unit succeeded to conduct refresher training to four cities and Kabul. The training unit has included additional refresher trainings to conduct in June and July 2019.

Review & Approval of 20% CDCs subprojects:

Four Senior Engineers from the Engineering Unit have conducted 13 visits of 155 subprojects in the 4 major cities during the reporting period, below you can find key finding of the visits:

Findings:

- In Kandahar almost, all of the Gozar level SPPs were approved; so, as per the request of the communities and considering the size of the projects it is important to consider contracting GAs projects to a construction company.
- Lack of proper technical and managerial capacity in FPs. The FPs staffs are qualified but not much experienced, most of them are newly graduate, so, don't have sufficient experience to meet the requirements of program.
- Low progress in budget expenditure of CDC level subprojects at field level.
- Rectification of TPM reported deviations and lack of follow up on last mission action points from the FP side, especially on construction quality in some of the subprojects.
- Weak mobilization/facilitation of communities on how to prioritize GA level subprojects.
- Workers are not using PPE in some CDCs due to security problems.

- Due to the high percentage of contribution, communities face so many challenges to pay their contributions.
- Delay in CDC's second instalment payments. The main cause is that the community cannot pay their 100% contribution before requesting of second instalment as mostly the contributions are labours work.
- Even we are hiring vehicles on daily basis for daily monitoring purposes but due to Lack of proper and contracted transportation facilities in provincial level has affected subprojects monitoring process.

Recommendations and Next Steps:

- Even if the subprojects on GA level are contracted to construction companies, it is required to involve communities in all stages of the project implementation.
- FP and PMU should make a balance between proposal preparation and monitoring of construction work.
- Community Contribution should be reconsidered based on well-being analysis and level of poverty.
- Technical advisers were given to PMU, FP, and CDC engineers in order to have a high-quality project.
- A checklist of errors and mistakes should be prepared by PMU while reviewing SPPs, it will expedite revision of SPPs by FP.
- Plantation should be encouraged in communities and some amount should be considered in form#8 for plantation purposes.
- FPs should plan the duration for the subprojects based on the experience and lessons learned.

Third Party Monitoring (TPM) Rural:

MSI has found 29 new deviations in Rural Citizens' Charter in this reporting period, the deviations have been assigned to field engineers for rectification. Moreover, the ED rectify and respond to all previous deviations but eight of them were rectified and the remaining were rejected for coordinates photos and it will be resolved soon. In addition, Engineering Division had monthly coordination meetings with MSI-TPM on reported deviations

Third Party Monitor (TPM) Urban:

During the quarter, the third-party monitor (TPM) has found 14 deviations out 96 field monitoring visits, the deviations are assigned to field engineers and taking corrective actions. Overall the TPM has conducted 297 field monitoring visits, 46 deviations have found, 16 of them are rectified by IDLG and the rest of them are under process the field engineers to rectify. IDLG has conducted 143 inhouse monitoring visits during the quarter, the deviations found are addressed at field level and communicated with FPs. A total of 59 scorecards for education facilities covering 355 CDCs and 27 scorecards for health facilities covering 374 CDCs have been collected. A total of 78 grievances registered and resolved and established, a hotline number "3330" set up for grievance uptake.

Key Findings from Evaluations/Studies Undertaken:

ATR communicated its first interim report on 'conflict and fragility study' and received the comments and suggestions from the bank and advisor's side. The initial findings of this report highlights emerging trends that have served as a means for sharpening research tools and exploring avenues not considered during the initial setup of the project.

This report begins by summarizing research preparation and activities. It then describes several themes that have emerged from the data about attitudes towards service delivery, initial findings on the CCAP and related threats to stability. It then looks at how ATR is using these initial findings to refine its data collection and concludes with future areas of focus.

Additionally, ATR collected comments from relevant colleagues on the questionnaire of surveys about people's perception of service delivery in local communities and to know more about people's economic and social condition.

During the last two quarters of the year, MSI has found 68 new deviations in Rural Citizens' Charter, the deviations have been assigned to field engineers for rectification. Also, Engineering Division has monthly coordination meetings with MSI-TPM on reported deviations. Beside this, the MSI reported deviations of the actual sub-projects progress and MIS, as the "ongoing" status in the MIS was based on the disbursement not actual physical progress. This issue has been resolved and the team added physical progress to the MIS system.

The Engineering Division rectify and responded to all previous deviations, but eight of them were accepted

Key Findings from Evaluations/ Studies Undertaken on Annual Basis:

During the, both IAs met with ATR Consulting, the firm contracted for the external Conflict and Fragility Study. The study is almost complete, and ATR communicated its first interim report on 'conflict and fragility study' and received the comments and suggestions from the bank and advisor's side. The initial findings of this report highlights emerging trends that have served as a means for sharpening research tools and exploring avenues not considered during the initial setup of the project.

Also, CCAP contracted a booster survey on to the regular annual survey on perceptions of the Afghan people for 2018, conducted by The Asia Foundation. The regular survey already covers key questions on the people's perception of the CDCs and their mandate. To this, the booster has added specific CCAP related perception questions. Additionally, ATR collected comments from relevant colleagues on the questionnaire of surveys about people's perception of service delivery in local communities and to know more about people's economic and social condition.

Procurement

Completed Procurements		end of previous period		current reporting period		Cumulative	
		# of contracts	Value US\$ millions	# of contracts	Value US\$ millions	# of contracts	Value US\$ millions
Goods, works, non-consulting services	MRRD	493	4.44	21	0.29	514	4.73
	IDLG	7	0.63	11	0.23	18	0.86
Consulting services	MRRD	27	80.33	0	0	27	80.33
	IDLG	0	0	0	0	0	0
Total		527	85.4	32	0.52	559	85.92

Completed:

- Procurement and installation of Armoured doors and windows for Citizens' Charter HQ buildings (MRRD)
- Digging of deep well for Citizens' Charter HQ office (MRRD)
- Procurement of software licensing (MRRD)
- Contracts with 11 local media (TV and Radio) (MRRD)
- Diesel and Petrol Fuel (MRRD)
- Gas (MRRD)
- Stationery (MRRD)
- Office Supply (IDLG)
- Complain Boxes (IDLG).
- PVC (IDLG)
- Heater with Cylinder (IDLG).
- Toners (IDLG)
- Stationery (IDLG).
- Goods Supply (IDLG)

- Technical /Engineering Equipment IDLG)
- Goods Safety (IDLG)
- Maintenance & Repairing of Kandahar's PMU office (IDLG)
- Outsource Translation (IDLG)

Underway:

- Procurement of IT Equipment (MRRD)
- Procurement of Generators (MRRD)
- Procurement construction of on floor 3D panel building for Citizens' Charter HQ staff (MRRD)
- Procurement of Telephone for complain handling (MRRD)
- Procurement of Engineering Equipment (MRRD)
- Procurement of Office Furniture (MRRD)
- Procurement of Media Equipment (MRRD)
- Procurement of Security Equipment for Farah Province (MRRD)
- Procurement of Heaters (MRRD)
- Procurement Conex Container for Baghlan Province (MRRD)
- Procurement of five packages of provincial media (MRRD)
- IT Equipment (IDLG)
- Generators (IDLG)
- Rental Vehicle (IDLG)
- Furniture (IDLG)
- Printing and Communication materials (IDLG)
- Rental House (IDLG)

Procurement (Annual):

Completed:

- The CCNPP Conflict and Fragility study assignment contract worth US\$ 350,000.00 has been signed.
- Procurement of IT Equipment contract worth US\$ 180,000 has been signed by MRRD.
- The remaining one FP additional financing Package #9 contract worth US\$ 2,062,500.00 has been signed.
- Contract amendment of Package #11 for changing of District name has been signed
- Citizens' Charter "Booster" to the 2018 Survey of the Afghan People contract worth US\$ 110,090.00 has been.
- Internet services contract has been signed with Afghan Telecom.
- Internet services contract worth US\$ 365,898.00 has been signed. (MRRD)
- Electronically equipment contract worth US\$ 15,023.00 has been signed. (MRRD)
- Office Furniture contact worth US\$ 29,152.00 has been signed. (MRRD)
- Procurement and installation of Armoured doors and windows for Citizens' Charter HQ buildings (MRRD)
- Digging of deep well for Citizens' Charter HQ office (MRRD)
- Procurement of software licensing (MRRD)
- Contracts with 11 local media (TV and Radio) (MRRD)
- Diesel and Petrol Fuel (MRRD)
- Gas (MRRD)

Challenges:

During the reporting Year the procurement faced numerous challenges related to: government procurement procedures, rules and regulations and lack of awareness of governmental procurement officials with the WB procurement guidelines. Government officials in MRRD and IDLG continuously insist on following Government regulations, including bidding document formats instead of those under the WB Procurement Guidelines. For example, the rental vehicle issue in IDLG is still unresolved due to this issue.

Staffing

MRRD: Of the total 2,808 staff approved in the staffing plan, 2112 are contracted, the recruitment for 259 is underway, and 437 will be recruited later in the CC implementation based on the needs on the ground. The Director General position is vacant for which the written test and interview are planned sometimes at February . similar, the written test and interview for the Gender, HR, FPMD and MIS divisions heads are also planned for early 2019.

Table below shows breakdown of contracted staff:

RURAL	Gender-disaggregated			Unit disaggregated			
NTA Levels	M	F	Total	HQ	Province	District	Total
Management (A & B)	16	0	16	16	0	0	16
Professional (C, D & E)	1383	156	1539	139	346	1054	1539
Support (F, G and H)	536	21	557	83	231	243	557
Total #	1,935	177	2,112	238	577	1,297	2112
Total %	91%	9%	100%	11.26%	27.32%	61.41%	100%

IDLG: Of the total 220 staff approved in the staffing plan, 210 were contracted, the recruitment for 10 is underway, 01 only be recruited later in the CC implementation and 09 need to be recruited shortly. 20% of the recruited staff are female. From staffing point of view, it is a matter of concern that the UN-Habitat Oversight Consultant contract expires in March and the implementation process of “EZ-KAR” project will be started in 8 new cities.

Table below shows breakdown of contracted staff:

URBAN	Gender-disaggregated			Unit disaggregated		
NTA Levels	M	F	Total	HQ	Municipality	Total
Management (A & B)	30	2	32	28	4	32
Professional (C, D & E)	97	35	132	58	74	132
Support (F, G and H)	41	5	46	28	18	46
Total #	168	42	210	114	96	210
Total %	80%	20%	100%	55%	45%	100%

Public Communications

Media Engagement:

Regular and systematic contact is established with media. Director General and Head of PCD initiated awareness raising meetings to meet the management of media outlets and present the Citizens' Charter and deliver on its achievements and asked them to play their part in terms of communication about such an important national priority program. Meetings were conducted with management of Tolonews TV, Ariana TV, Killid Group, Pazhwak, NAI so far and this is continuing. PCD relevant staff at HQ and regional level also conducted face to face meetings with journalists to convince them for disseminating about the program.

The efforts have resulted in expansion of Citizens' Charter in the media hits in the most prominent local and national media outlets. As an example, Tolonews had a 130 second news report about a 46 km canal by Citizens' Charter in Logar province that is completed during the Citizens' Charter. The report narrates the success story of this project saying that it would help irrigation of thousands Jeribs of land with testimonials by the local residents. Another example is a 5 and half minutes long report by HERO TV in Laghman province the highlights the importance of clustering and 98% budget spending in that province.

Good working relation has been established with Bayan Radio. They are ready to provide a two-hour live

program on monthly basis to talk around Citizens' Charter. One program was conducted around Citizens' Charter mobilization and CDC elections where Head of CDD (add full form) participated. Beside the discussion section, around 15 callers' questions were also answered. The bottom line: The callers mostly appreciated the work of Citizens' Charter out in the field and came with positive perception around its work. Further, we can share raw materials from events and projects to radio and they will be included it in one of their relevant programs to broadcast. So far, they have broadcasted two times about Citizens'

Public Communication:

During the reporting year the CCNPP activities were reflected 446 times in TVs (123), Radios (128), Online (69), and Stakeholder (126). Regular and systematic contact is established with media. Meetings were conducted with management of Tolonews TV, Ariana TV, Killid Group, Pazhwak, NAI, so far and this is continuing.

Based on that a one-minute spot on 6000 school buildings was developed and broadcasted with Tolo News, Shamshad, Zhwandon, Khurshid, Kabul News, and Ariana (detail information is provided in fourth quarterly report).

MIS has developed and launched CC English beta website available at <http://www.ccnpp.org> and the framework. CCNPP Website translations were finalized, and launch into the program website.

The website is now live and is available in three languages.

CCNPP social Media accounts (Facebook, Twitter, Flickr, YouTube, and Google+) updated on a regular basis. During this year, almost 1,490 updates have been posted onto the CCNPP social media accounts (Facebook, twitter, etc). The number of followers has been nearly reached to 35,343, and the CCNPP posts were liked more than 248,236 times by 22,955 people.

The Public Communication Division (PCD) produced a video clip reflecting MCCG's activities.

Developed a five-minute video on grain banks for the donor meeting as part of ISM at WB

A WhatsApp Group has been created for MRRD/Citizens' Charter overall FPs focal points

The Sky Drive has been created to share/send pictures, spots, clips,

Charter using our provided raw products on activities in Panjshir and Khost provinces. This relation will be kept and further enhanced.

PCD is also sharing Citizens' Charter news bulletins and updates with media on daily basis and during the quarter around 150 news bulletins and updates have been shared with relevant media outlets.

Based on urgent needs for some media campaigns to promote specific initiatives through media, PCD has now signed a one-year contract with the leading media (TV & Radio) outlets.

Based on that a one-minute spot on 6000 school buildings was developed and broadcasted with below details.

No	TV Outlet	Air time	# of Broadcast
1	Tolo	6:00-6:30PM	6
		6:30-8:00PM	2
2	Tolo News	10:00-10:30PM	4
		6:30-7:00PM	4
3	Shamshad	6:00-7:00PM	6
		7:00-8:00PM	2
		8:00-10:00PM	2
4	Zhwandon	9:00-10PM	4
5	Khurshid	6:00-6:30PM	4
		6:30-7:00PM	4
6	Kabul News	6:30-7:30PM	4
		8:00-10PM	4
7	Ariana	6:00-6:30PM	4
		8:00-8:30PM	4
		7:00-8:00PM	2
Total Spots			56

In the urban areas, Citizens' Charter is being oriented at the 3 consecutive National Conferences as National Mayors Conference, National Urban Conference & National District Managers Conference to local government and non-government actors as effective outreach move. Videos Success Stories focusing women role in CDC was another initiative lauded by our target audience and active Facebook page run in local languages was well welcome by the people, as promoting without any boosting/payment.

- Working on Memorandum of Understanding (MoU) with Zan and BANO TV Networks (the 2 women-oriented TVs) for broadcasting the Citizens' Charter Women Inclusion Parts, in their daily programs such as news, events and other live shows.
- Two news reports broadcasted on Citizens' Charter job creation opportunities by Ariana News and budget expenditure by TOLONews.
- Established relation with BBC Afghanistan on developing a Program Series as Round Table Discussions and Talk Show named Citizens' – State Relation, where CDC members and Staff from CC will be part of these programs and will be run bi-weekly.
- The Outline & required arrangement for launching 1st Press Conference in GMIC has been coordinated and communicated, waiting for Deputy Minister's approval for participation.
- Developed an FAQ on Citizens Charter as a part of website enrichment tool
- Media Monitoring Report on mentioning CC has been developed at both national and local level.
- Non-Official Media Meeting has been conducted with Herat local TVs & Radios, facilitated by the Public Communication Division of Herat Municipality

- Media Database segregated by 4 major cities has been developed & press releases are regularly being shared with them
- Media Field Visits has been Coordinated with TOLONews and some others which will be conducted in mid-January 2019
- Local Media Outlets including TVs and Radios in 4 Cities regularly broadcasting Citizens' Charter work progress (mostly in Herat & Jalalabad cities)

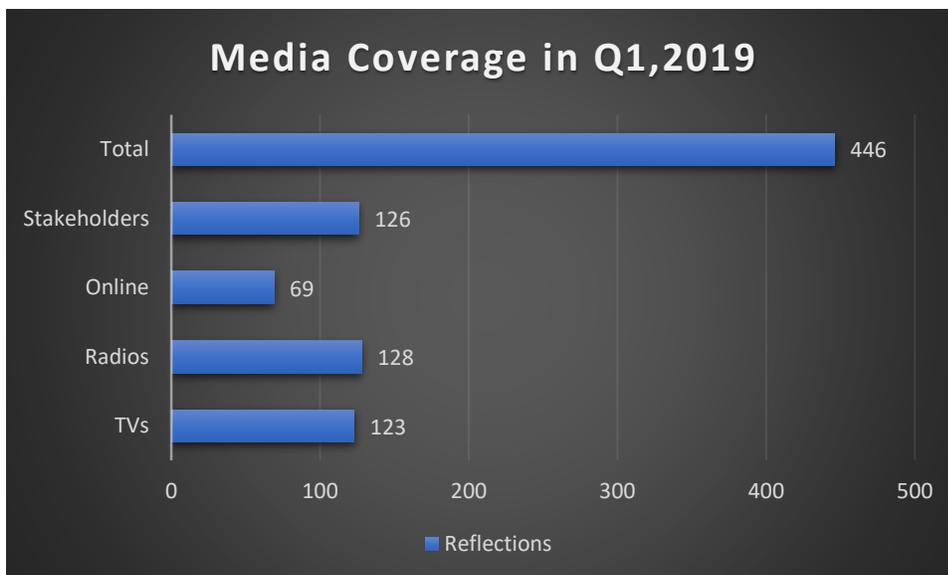
Media Monitoring:

The communication working group (Citizens' Charter MRRD and IDLG and WB) jointly worked on an improved version of media monitoring tracking, data entry and reporting mechanism that can easily analyzed through charts and graph. PCD is conducting media monitoring on daily, weekly and monthly basis and provide with a report respectively. A media monitoring table is attached at the end of this document.

PCD developed a comprehensive media directory that is disaggregated by type of media outlet, national, international and regional and provinces. Another directory is prepared for the Afghanistan Embassies abroad that will be used for many good success stories and other important updates to share just in case. These directories included the phone and email address along with name, title and designation of the individuals. PCD continues to keep the lists updated.

A summary of media reflection during the quarter

Media Coverage in Q4,2019					
Media Outlet	TVs	Radios	Online	Stakeholders	Total
Reflections	123	128	69	126	446



Details of media monitoring during the quarter

Citizens' Charter Media Monitoring Report (Oct-Dec, 2018)

Newspapers, Radios, TV Channels, Websites & Social Media
Government & Non-Government Media Outlets

Media Outlets	Channels	Coverage	Frequency of Broadcasting		
			Oct	Nov	Dec
TVs(National & Regional)	ToloNews&Tolo	Nation Wide	1	2	1
	Shamshad TV	Kabul			
	Estiqlal TV	Herat			
	LEMAR TV	Nation Wide	1	2	2
	Kandahar RTA	Kandahar City	3	2	3
	Zhwandoon tv	Kabul			
	Enikas TV	Jalalabad City	2	1	2
	Ariana News & Aryana (ATN)	Nation Wide	1	3	2
	Dawat TV	Kabul			
	Kabul news	Kabul			
	Hewad TV	Kabul	0	2	3
	RTA	Kabul	1	2	3
	Maiwand TV	Kabul	0	2	1
	1 TV	Kabul	1	2	2
	Arezu TV	Kabul			
	KHURSHID TV	Kabul	1	1	2
	Parliament TV	Kabul			
	Rah-e-Farda TV	Kabul			
	Eslaah TV	Herat City	1	2	2
	Zan (Women Oriented) TV	Kabul	0	1	0
	Herat RTA	Herat City	4	3	2
	Mitra TV	Mazar City	0	1	1
	24 Afghanistan TV	Mazar City	0	0	0
	Ariana News (Herat Studio)	Nationwide	0	1	1
	Nangarhar RTA	Jalalabad City	1	2	3
	Asia TV	Herat City	0	0	0
	Nageen Al Gheyas TV	Herat City	0	0	1
	Ghazal TV	Jawzjan	1	0	0
	Bek TV	Jawzjan	1	0	0
	Ayena TV	Balkh	0	0	1
Bator TV	Jawzjan	1	0	0	
Khost RTA	Khost	1	1	1	
Hewad TV (Khost)	Khost	1	1	1	
Takhar RTA	Takhar	0	2	2	

	Badakhshan RTA	Badakhshan	0	1	1
	Helmand RTA	Helmand	0	1	0
	Uruzgan RTA	Uruzgan	0	1	1
	Kunar RTA	Kunar	1	1	1
	Hero TV	Laghman	2	1	1
	Laghman RTA	Laghman	1	2	1
	Farah RTA	Farah	0	1	1
	Tamadon TV	Kabul	0	0	0
	Zhman TV	Khost	0	1	1
	Mashal TV	Mazar City	1	0	1
	Chakat TV	Herat City	1	0	2
	Balkh RTA	Balkh			
	Gharghakht TV	Khost			
	Sar-e-Pul RTA	Sar-e-Pul			
	Ghaznawian TV	Ghazni			
	Noor TV	Kabul			
	Rahnaward TV	Balkh			
	Sharq TV	Jalalabad City	1	2	3
	Nuristan RTA	Nuristan City			
	Taraqi TV	Herat City	1	0	0
Sub-total			30	44	49
Radios (National & Local)	Enikas Radio	Jalalabad City	2	1	1
	Paywand Radio	Bamyan	1	2	1
	BBC Radio	Nationwide & International	0	0	0
	Hamasa Radio	Jawzjan	1	0	1
	Bostan Radio	Jawzjan	0	0	1
	VOA Radio	Nationwide & International	0	0	1
	Rustam Radio	Samangan	1	1	0
	Kawon Radio	Laghman	0	1	2
	Anbar Radio	Sar-e-pul	1	0	1
	Mumtaz Radio	Faryab	0	1	0
	Armaghan Radio	Jawzjan	1	1	1
	Payam-e- Bano Radio	Jawzjan	0	1	0
	Turkistan Radio	Faryab	0	0	1
	Sama Radio	Ghazni	1	1	0
	Radio Azadi	Nationwide	0	1	0
	Zinat Radio	Logar	2	0	2
Bahar Radio	Kapisa	1	4	3	

	Nasim Radio	Daykundi	2	1	1
	Bayan Radio	Nation Wide	0	2	2
	Radio Arman	Kabul	3	2	1
	Nawe Paktika Radio	Paktika	1	2	0
	Melma Radio	Jalalabad City	0	2	0
	Bost Radio	Helmand	1	2	0
	Sada-d- Kokcha Radio	Badakhshan	1	1	0
	Spinghar Radio	Nangarhar	2	2	2
	Farhat Radio	Baghlan	1	2	3
	Sharq Radio	Jalalabad City	2	3	2
	Salaam Watandar Radio	Herat City	2	2	3
	Kandahar RTA (Radio)	Kandahar City	2	0	1
	Hewad Radio	Kandahar City	1	6	5
	Herat Radio	Herat City	8	2	2
	Killid Radio	Nationwide	3	2	1
	Mashal Radio	Khost			
	Nariman Radio	Heart			
	Hazal Radio	Heart			
	Amo Radio	Badakhshan			
	Lahza Radio	Balkh			
	Azad Radio	Balkh			
	Tamana Radio	Faryab			
	Quyash Radio	Faryab			
	Nahid Radio	Balkh			
	Satar-e-Sahar Radio	Balkh			
	Arezu Radio	Balkh			
	Rahnaward Radio	Balkh			
	Rabia Balkh Radio	Balkh			
	Nangarhar RTA (Radio)	Jalalabad City	2	2	1
	Sub-total		42	47	39
Online (Websites & Social Media)	Payam-e-Aaftaab Website	National/International	1	2	0
	Salaam Watandar Website	National/International	0	2	2
	Bakhtar News Agency	National/International	2	10	12
	Pajhwok News Agency	National/International	2	2	2
	Wadsam News Agency	National/International	1	2	1
	Hewad Newspaper	National/International	0	1	1
	Anis Newspaper	National/International	0	1	0
	Asr-e-Naw Newspaper	National/International	1	1	0
	Islah Newspaper	National/International	1	2	0
	Khabarial News Agency	National/International	0	1	1
	Baztab News Agency	National/International	0	2	1
	Sada-e-Afghan	National/International	0	1	2
	Tolo News Website	National/International	0	1	2
	Anbar News Website	National/International	2	1	1

	Pars Today Website & Page	National/International			
	Atlas News Afghanistan	National/International			
	Sada-d-Azadi	National/International			
	Sada-d-Afghan	National/International			
	Shafaqna Website & Page	National/International			
	Alim Media	National/International			
	Roznama Afghanistan	National/International			
	Hask News Website	National/International	0	2	1
	Sahar News Website	National/International	0	0	0
	Hewad Production	National/International	0	0	1
	Sada-e-Azadi	National/International			
	Takhar Roznama	National/International			
	Itlat-e-Sanati Afghanistan	National/International			
	Kokcha News Agency	National/International			
	Bayan-e-Shamal News Center	National/International			
	Hasht-e-Subh News Agency	National/International			
	Khabargah Page	National/International			
	Rastagaran Weekly	National/International			
	Sada-e-Haq Weekly	National/International			
	Itlat-e-Roz	National/International			
	Jamhuri News Agency	National/International			
	Khawar-e-Miana News Agency	National/International			
	Maseer Daily Newspaper	National/International			
	Hewad Website	National/International	0	0	1
	Sub-total		10	31	28
Stakeholders website and social media	Balkh RRD Facebook Page	National/International			
	Kanduz Governor Office	National/International			
	Kanduz RRD Facebook Page	National/International			
	Nangharhar RRD Facebook Page	National/International	1	3	1
	MoE Website	National/International	0	2	3
	Takhar RRD Facebook Page	National/International	8	12	12
	MRRD Website	National/International	14	13	16
	Helmand Provincial Press Office	National/International	0	0	2
	Kabul Provincial Office	National/International	3	1	2
	IDLG Website & Page	National/International	7	6	4
	World Bank Afghanistan Facebook Page	National/International			
	Panjwae District Facebook Page	National/International			
	Nangarhar Media Office	National/International	0	1	2
	Herat Municipality Page	National/International	0	0	0
	Herat Governor Office Page	National/International	2	1	0
	GMIC Website	National/International	1	3	4
	Kandahar Municipality Page	National/International	2	0	0
	Uruzgan Governor Office Page	National/International			
	Laghman RRD Office Page	National/International			
	Baghlan RRD Office Page	National/International			
Parwan RRD Office Page	National/International				
Kunar Governor Office Page	National/International				
Sar-e-Pul Governor Office Page	National/International				
Ghor Governor Office Page	National/International				

	Khost RRD Office Page	National/International			
	Jawzjan governor Office Page	National/International			
	President's Office Page	National/International			
	Panjshir Governor Office Page	National/International			
	Panjshir Culture & Information Directorate	National/International			
	Balkh Economy Directorate	National/International			
	Nuristan governor Office Page	National/International			
	Chaharkent District Office Page, Balkh	National/International			
Sub-total			38	42	46
Total			120	164	162
Grand Total			446		

Citizens' Charter Website:

- We have brought some slight changes to website to make it more users friendly to updates and some more is on the way. The following parts of Citizens' Charter website have been updated on a regular basis and has been successfully run in 3 languages Dari, Pashto and English.
- The Press Releases on 3 Language have been Posted through Website
- The Success Stories on Program Engagement have been developed for website
- Gallery: With pictures
- Video: With video spots and clips
- Press Release: With press releases
- Event: With important reports and inaugurations
- Vacancies: With advertised vacancy announcements
- Website Flash: With the slide show of projects' pictures
- Made some edits of the Dari and Pashto languages

Social Media:

- CCNNP social Media accounts (Facebook, Twitter, Flickr, YouTube, and Google+) updated on a regular basis
- More than 200 news, posts or pictures have been posted onto the Citizens' Charter social media/accounts (Facebook, flicker, twitter and google+)
- A WhatsApp Group has been created for MRRD/Citizens' Charter overall FPs focal points
- The Sky Drive has been created to share/send pictures, spots, clips, etc. between PCD colleagues both at HQ and field level
- IDLG strategized the Social Media mostly Facebook Page Posting by developing a comprehensive Social Media Weekly Dissemination Plan, that illustrates when to post Success Stories, Press Releases, Videos, Photo of the Weeks and other features which has the highest views by assessment – This initiative has got lots of like and comments.
- More than 63 News Post or Pictures from Variety of activities have been posted onto the Citizens' Charter Social Media/Accounts (Facebook & Twitter)
- Citizens' Charter Facebook Page has 35,343 likes & 35,343 people regularly follows & is more 3000 followers' gap in comparison to 3rd Quarterly Report

- The Governors and Municipality Pages in 4 Cities, as covers most of CC Target Audience regularly share the CC relate posts
- IDLG Facebook Page (121K followers) regularly uploads CC Progress Reports

Newsletter:

- A monthly CC newsletter in English has been launched for international partners & required data has been provided by PCU/IDLG.

Production and creativity:⁵

- Field Video Materials including 21 Women-beneficiaries' interviews with release forms have been collected for outreaching materials
- Developed PLA Videos with MRRD PCD
- Developed 2 Video Success Stories on Women Participation in Social Works through CDCs
- Produced Electricity Project Video Report in Herat City
- Developed 5 Short Videos as part of Social Media Works (mostly people in Afghanistan prefer Videos than texts)

Coordination:

- Coordinated regional media outlets in Jalalabad and Herat to work with our PMUs and the method of providing information to them regularly.
- Developed a joint plan with FPs on how to engage people to the program at field level.
- Public Communication Division of Herat Municipality, will include CC in all Municipality relate news/talk shows

Events:

- Presented Citizens' Charter to 33 Provincial Mayors and 53 District Mayors through Presentations, Panel Discussions and Video Shows in 3rd National Mayor Conference held in Kabul from 9 to 12 October 2018.
- Oriented Citizens' Charter to Mayors, Urban Experts & Researchers, Engineers and Private Sectors members through Exhibition booth/stall in 5th National Urban Conference from 24 to 26th December 2018 in Kabul
- 143 District governors Oriented on CC through Presentation in the National District Governors Conference in Kabul in October 2018 for 3 Days.
- CC Awareness Session to Cultural Manager of 33 Municipalities in Workshop ran by DMM on 5th December 2018 in Kabul

Publications & Print Materials:

- Soft and Hard Set of Materials as Brochures, Leaflets, Notebooks, Magazines and other materials have been shared with FPs to Distribute Through their events
- Local Magazines wrote essays on Citizens Charter

Additional Support to Deputy Ministry of Municipalities/IDLG Spokesperson Office:

- Support Video & Photo Coverage of all events
- Designing Print Materials
- Events Management
- Running Social Media Pages of DMM & Website

⁵All videos can be found at: <http://www.Citizens' Charter.org/Page.aspx?PageID=13> (LINK DOESN'T WORK?)

- Providing Technical Support in events

Important Lessons Learnt:

- The Procurement Plan 2019 has been revised & buying minutes from TV Networks & Radios estimated.
- The Communication Equipment was problem that has been included in the Procurement Plan 2019
- Communication Unit requires to have full Senior Management support in both IAs

Key challenges:

- Website is the main Platform for our external communication but still access to modification is with MIS/MRRD
- Long Chain of Editing & Approving of each Success Story by Ministry of Finance to be uploaded to website

Plans for next quarter:

- Continuation of Media Engagement Plan in 2019
- More focus on enrichment of Facebook Page & Social Media efforts
- Score Card 3 Month Media Campaign
- Set of Publication Materials to be developed with this quarter
- Completion of 5 PLA Videos.
- Preparing of Script of Score Card Video with required motion graphic

Medial Monitoring table:							
Media Outlets	Channels	Program	Coverage	Province			
					Oct	Nov	Dec
TVs at broadcasting National & Regional Level	ToloNews&Tolo	News Bulletins	Nation Wide	Kabul	1	2	1
	Kandahar National TV	News Bulletins	Kandahar City	Kandahar	3	2	3
	Enikas TV	News Bulletins	Jalalabad City	Nangarhar	2	1	2
	Aryana News & Aryana (ATN)	Economic News	Nation Wide	Kabul	1	3	2
	Hewad TV	Economic News	Kandahar City	Kandahar	0	2	3
	Eslaah TV	News Report	Herat City	Herat	1	2	2
	Zan (Women Oriented TV)	Morning Live	Nation Wide	Kabul	0	1	0
	Herat National TV	News Report	Herat City	Herat	4	3	2
	Mitra TV	News Report	Mazar City	Balkh	0	1	1
	Mazar Municipality TV	News Post	Mazar City	Balkh	0	0	1
	Aryana News (Herat Studio)	News Report	Herat City	Herat	0	1	1
	Nangarhar National TV	News Report	Jalalabad City	Nangarhar	1	2	3
	Asia TV	News Report	Herat City	Herat	0	0	0

	Herat National TV	News Report	Herat City	Herat	2	3	2
	Nageen Al Gheyas TV	News Report	Herat City	Herat	0	0	1
	Ghazal TV	News Report	Jawzjan	Jawzjan	1	0	0
	Bek TV	News Report	Jawzjan	Jawzjan	1	0	0
	Ayena TV	News Report	Balkh	Balkh	0	0	1
	Bator TV	News Report	Jawzjan	Jawzjan	1	0	0
	Khost RTA	News Report	Khost	Khost	1	1	1
	Hewad TV	News Report	Khost	Khost	1	1	1
	Takhar RTA	News Report	Takhar	Takhar	0	2	2
	Badakhshan RTA	News Report	Badakhshan	Badakhshan	0	1	1
	Helmand RTA	News Report	Helmand	Helmand	0	1	0
	Uruzgan RTA	News Report	Uruzgan	Uruzgan	0	1	1
	Kunar RTA	News Report	Kunar	Kunar	1	1	1
	Hero TV	News Report	Laghman	Laghman	2	1	1
	Laghman RTA	News Report	Laghman	Laghman	1	2	1
	Farah RTA	News Report	Farah	Farah	0	1	1
	Zhman TV	News Report	Khost	Khost	0	1	1
	Mashal	News Report	Mazar City	Balkh	1	0	1
	Chakat TV	Urban Municipal	Herat City	Herat	1	0	2
	Sharq TV	News Report	Jalalabad City	Nangarhar	1	2	3
	Taraqi TV	News Report	Herat City	Herat	1	0	0
	Total				28	38	42
	Enikas Radio	Talkshows & News Reports	Jalalabad City	Nangarhar	2	1	1
	Paywand Radio	News Report	Bamyan	Bamyan	1	2	1
	Hamasa Radio	News Report	Jawzjan	Jawzjan	1	1	0
Radios broadcasting at National & Local Level	Bostan Radio	News Report	Jawzjan	Jawzjan	1	0	1
	VOA	News Report	Nationwide	Kabul	0	1	0
	Rustam Radio	News Report	Samangan	Samangan	0	0	1
	Haqiqat Radio	News Report	Samangan	Samangan	1	0	1
	Anbeer Radio	News Report	Sarpul	Sarpul	0	1	0
	Mumtaz Radio	News Report	Faryab	Faryab	1	0	1
	Armaghan Radio	News Report	Jawzjan	Jawzjan	0	0	1
	Payam Bano Radio	News Report	Jawzjan	Jawzjan	1	1	0
	Turkistan Radio	News Report	Faryab	Faryab	0	1	1
	Sama Radio	News Report	Ghazni	Ghazni	0	1	0

	Radio Azadi	News Report	Kabul	Kabul	1	0	1
	Zinat Radio	News Report	Logar	Logar	0	1	0
	BaharRadio	News Report	Nijrab	Kapisa	2	1	0
	Nasim Radio	News Report	Daykundi	Daykundi	1	0	2
	Bayan Radio	Talkshow	Nation Wide	Kabul	2	4	3
	Radio Arman	News Report	Kabul	Kabul	0	1	1
	New Paktika Radio	News Report	Paktika	Paktika	3	2	1
	Melma Radio	Talkshow	Jalalabad City	Nangarhar	1	2	1
	BostRadio	News Report	Helmand	Helmand	0	2	0
	SedayeKokcha Radio	News Report	Badakhshan	Badakhshan	1	2	0
	Spinghar Radio	News Report	Nangarhar	Nangarhar	1	2	0
	Farhat Radio	News Report	Baghlan	Baghlan	2	1	0
	Sharq Radio	News Report	Jalalabad City	Nangarhar	1	2	2
	Salaam Watandar Radio	Talkshow	Herat City	Herat	2	2	3
	Kandahar National Radio	News Report	Kandahar City	Kandahar	2	3	2
	Hewad Radio	News Report	Kandahar City	Kandahar	2	2	3
	Herat News Channel	News Report	Herat City	Herat	1	0	1
	Killid Radio	News Report	Nationwide		8	6	5
	Nangarhar National Radio	News Report	Jalalabad City	Nangarhar	3	2	2
	Payam-e-Aaftaab Website	Press Release	Badakhshan	Badakhshan	1	2	1
	Salaam Watandar Website	Press Release	Nationwide	Kabul	1	2	0
	Bakhtar News agency	News Report	Nationwide	Kabul	7	12	15
Websites & Social Media (Popular at National & Local Level)	Pajhwok News Agency	News Report	Nationwide	Kabul	3	2	4
	Wadsam News Agency	News Report	Nationwide	Kabul	2	1	2
	Hewad Newspaper	News Report	Nationwide	Kabul	1	2	2
	Anis Newspaper	News Report	Nationwide	Kabul	0	1	1
	Asr-e-Naw Newspaper	News Report	Nationwide	Kabul	0	1	1
	Islah Newspaper	News Report	Nationwide	Kabul	1	1	0
	Khabarial News Agency	News Report	Nationwide	Kabul	1	1	0
	Baztab News Agency	News Report	Nationwide	Kabul	0	2	0
	Sada-e-Afghan	News Report	Nationwide	Kabul	0	1	1
	MoE Website	News Report	Nationwide	Kabul	2	2	1
	Takhar RRD Facebook Page	News Report	Nationwide	Takhar	0	10	12

MRRD Website	News Report	Nationwide	Kabul	15	20	18
Tolo News Website	Press Release	Nationwide	Kabul	0	2	0
Anbar News Website	Press Release	Sarepul	Sarepul	0	1	1
Helmand Provincial Press Office	Press Release	Lashkargah	Helmand	2	1	1
Kabul Provincial Office	Post	Kabul	Kabul	0	1	1
IDLG Website & Page	Press Release	Nationwide	Kabul	8	7	6
GMIC Website	Press Release	Nationwide	Kabul	4	8	3
Nangarhar Media Office	Press Release	Jalalabad City	Nangarhar	0	0	0
Herat Municipality Website/Page	Press Release	Herat City	Herat			
Herat Governor Office	Press Release	Herat City	Herat	2	1	2
Hask News Website	Press Release	Jalalabad City	Nangarhar	0	1	0
Saar News Website	Press Release	Jalalabad City	Nangarhar	0	0	0
GMIC Website	Press Release	Kabul	Kabul	0	2	1
Kandahar Municipality Off Page	Posts	Kandahar City	Kandahar	1	0	0
Hewad TV & Radio Website	Press Release	Kandahar City	Kandahar	2	3	4

Environmental and Social Safeguards Update

Concern to the subprojects safeguards issues please refer to the following table:

Indicator	Cumulative up to the end of the previous reporting period		Variation (+/-) during the reporting period		Variation (+/-) during the reporting year		Cumulative up to the end of this reporting period	
	MRRD	IDLG	MRRD	IDLG	MRRD	IDLG	MRRD	IDLG
# of Site Selection done	3,794	661	2,042	183	3,839	659	5,836	844
# of ESMPs prepared	3,417	555	2,183	220	4,992	643	5,600	775
# of voluntary land donations	3,662	7	1446	1	4,405	14	5,108	8
# of purchased land	0	1	3	1	10	1	3	2
# of Public land (community/gov)	0	2	720	0	1,135	1	720	2
# of ESS sub-committees established[1]	670[2]	486	2,158	86		590	2,828	572
# of Communities trained on ESS	467	338	959	202		540	1,426	540
# of ESS related grievances recorded	3	4	4	15**		0	7	19
# of Monitored ESS issues in SP	743	72	395	50		913	1,121	122

*Field data provided by FPs

** These grievances are related to compensation of PAPs in Baburian Do-hom and Umer e Farooq CDCs of Jalalabad City. This issue under serious consideration and is almost resolved.

Rural:

As per the action points of last ISM and addition of the new sectors (schools, community halls, sanitation facilities and health clinic rooms) to the menu of grants, Citizens' Charter ESMF and RPF are updated with the support of world Bank safeguard team and submitted to WB for NOL. During the last quarter 2018, ESS in MRRD conducted Safety training for West + Central Regions relevant PMUs District engineers total (64 engineers) and this will continue for other regions as well. In South region ESS training was conducted for 27 Social Organizers.

Urban:

The Citizens' Charter ESMF and RPF were revised based on agreed action points of Implementation Support Mission (ISM), Aide Memoire, on 23-28 September, 2018 for rural and urban area. The abbreviated resettlement action plan (RAP) was prepared for Baburian Do-hom CDC of Jalalabad. Moreover, the bi-annual safeguard management plan of environmental specialist and field visit plan were prepared and approved by World Bank; in addition, the capacity building plan of ESS team of IDLG has been prepared and submitted to World Bank colleagues for approval.

Important Lessons Learned:

- In order to maintain greenery and clean environment it is vital to strengthen ESS committees and engage them in the process of sub-project implementation.
- Regular monitoring of ESS committee helps attract more community trust towards program and decrease community conflict and dispute during the project implementation.
- ESS refresher trainings are needed to keep community members well aware of ESS issues.
- ESS training materials can be more useful and effective if they are presented in the form of visual and Info graphics information.

Key challenges:

- NEPA certificate is still a problem, although it was discussed previously.
- Workers are not using PPE in some CDCs due to security problems.
- FP focal points are not paying serious attention to the ESS issues.

Recommendations:

- There should be a specific person hired as ESS focal point in each province, current ESS focal points are civil engineers with many other responsibilities.
- FPs' ESS focal points should show commitment in following up ESS issues.

Plans for next quarter:

- Preparing 150 Environmental and Social Management Plan (ESMPs) for subprojects proposed by CDCs/GAs
- Establishing 100 ESS sub-committees and their training.
- Regular monitoring of on-going sub-projects
- Training of ESS committees of GAs and newly established CDCs.

- Checking the CDCs' ESS documentation

Grievance Handling

Urban:

A total of 78 complaints received by grievance handling team and all the grievance are resolved, now the complainers can register their complain through a hotline number “3330” and complain boxes installed in CDCs set up for grievance uptake, this will further improve the system by introducing additional uptake channels, to ensure better access. The GRM has been revised to register program and operation management related grievance such as procurement, FM, HR complaints and follow up with relevant departments to address the grievances in stipulated time. The grievance forms and Grievance handling mechanism are revised and a NOL of bank has already been taken we are working with MIS to update the Grievance database.

During the reporting year MRRD received a total 317 grievances, out of which, 300 grievances investigated and solved/closed, and 17 grievances are still under investigation.

Indicator	Cumulative up to end of previous reporting period				Progress during reporting period				Progress during reporting year				Cumulative up to end of this reporting period			
	MRRD		IDLG		MRRD		IDLG		MRRD		IDLG		MRRD		IDLG	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
# of grievances received	255	0	57	1	72	0	20		317	0			327	0	77	1
# of grievances investigated and solved/closed	220	0	57	1	84	0	20		300	0			304	0	77	1
# of grievances under investigation	35	0			35	0	0		17	0			23	0		
Types of Grievances Received																
Corruption charges against CDCs (individual members/joint)	3	0	0		3	0	0		6				6	0	0	

Weak performance allegations of CDC	44	0	8	1	7	0	3		50				51	0	11	1
Infraction of CC Om procedures	131	0	23		9	0	7		139				140	0	30	
Social safeguards related	0	0	0		0	0	0		0				0	0	0	
Environmental safeguards	1	0	4		0	0	0		1				1	0	4	
Subproject implement / quality related	16	0	23		22	0	8		38				38	0	31	
Beneficiary targeting and subproject selection	22	0	0		24	0	2		41				46	0	2	
N/A to CC	38	0	0		7	0	0		17				45	0	0	
Sector-wise breakdown																
MRRD Transport																
MRRD Water																
MRRD Energy																
MRRD Irrigation							1				1					
IDLG Transport							1									
IDLG Water											1					
IDLG Energy																
Health																
Education																

6. Inter-Ministerial Coordination

PCCMC:

On 13 November 2018, the PCCMC workshop was held in Badakhshan. 140 people including the Deputy Governor and Deputy Ministers of Finance, IDLG, and Education participated in the conference, from Badakhshan, Takhar, Baghlan and Kunduz provincial and district government, CCAP PMU, and local communities.

MCCMC:

On 6 December 2018, the MCCMC meeting was held in Balkh Governor Office conference hall. Totally 73 people (51 male, 22 female) including Mazar-e-Sharif Mayor, Balkh provincial deputy governor, the directors/representatives of provincial sectorial directorates/department, 30 Gozars representatives (30 Chairperson and 30 voice chairpersons) participated in the meeting. In the meeting an orientation presentation on Citizens' Charter, the roles and responsibilities of the Governor, Mayor, and Sectorial Directorates were detailed, all assured their support to the program at Mazar-e-Sharif city level.

Education:

- 672 Education subcommittees have been established under CITIZENS' CHARTER

Health:

- 672 Health subcommittees have been established under CITIZENS' CHARTER

Scorecards:

Implementation arrangements for scorecards were finalized through close coordination with line ministries.

Inter-ministerial coordination meetings:

Meeting	Date	Participating Entities
Kandahar PCCMC Review Meeting	Oct 02, 2018	MoF, IDLG, MRRD, MoPH
Meeting with Director of Payments at Treasury MoF over finance issues raised at last ISM in Sep 2018.	Oct 03, 2018	WB, MoF, IDLG, MRRD
Meeting with DG Budget over MRRD budget realignment from ARTF to KFW	Oct 28, 2018	DG Budget, MoF CC, MRRD
Badakhshan PCCMC planning meeting	Oct 28, 2018	MoF, IDLG, MRRD, MoPH
Meeting with Afghanistan Revenue Department (ARD) over tax exemption of CDCs	Oct 29, 2018	MoF, IDLG, MRRD, ARD MoF
PCCMC workshop in Badakhshan	Nov 13, 2018	MoF, IDLG, MRRD, MoPH, MoE
Meeting over FM MoU	Dec 19, 2018	WB, MoF, IDLG, MRRD

7. Key Challenges

b. Urban

During the reporting period, the following challenges were experienced by the urban Citizens' Charter:

1. Diminishing of underground water and environmental pollutions are major problems for the communities. For reducing the negative effects of these two disasters, we recommended that communities are to be encouraged for planting saplings and greenery in sidewalks and some amount is to be considered in form-8 for saplings plantation purposes.
2. Inflation and fluctuations in the exchange rate were not considered during budget preparation which directly impact the cost of projects which faced us with problems due to increasing construction materials and decline of the Afghan currency vs. Dollar, so adjustments should be made in the proposed UABG based on inflation and exchange rate fluctuations.
3. Women participation remains a challenge in some areas, this is both due to insecurity and social norms which affect the overall progress of the program implementation. The women participation need to be improved specially in Kandahar and Jalalabad cities. This problem include difficulty in recruiting or mobilising female social organisers and low levels of women's participation in CDC meetings. To some extent by working with community elders it is possible to encourage women's participations. It is necessary to come up with innovative solutions to recruit female staff by presenting incentives for recruitment of female staff in such areas.
4. OC Contract has reached to its final stage, so PMU level technical staffs should be increased proportional to the allocated number of CDCs and GAs.

Success story

A concrete will power excels all type of resistance.

Afghanistan is among the poorest countries in the world. Despite recent contributions of the international community and various development programs, poverty has increased in the country particularly among the rural communities. Citizens' Charter launched in 2016 as government flagship program to improve social and infrastructure services at the community through minimum standard services in each sector. Women considered equal to the men in any community and their meaningful participation fully encouraged. Darwazihaa village in Kunduz centre of Kunduz province was one of those villages where women actively participated in overall process of Citizens' Charter.

Mrs. Gul Pari a widow, heading her family running a small shop in this village. Gul Pari was inspired by the Citizens' Charter social mobilization process and learned that women can play an equal role as men in the community, so she opened her own small shop in the village without any government's aid. Usually, women are the active clients of this shop. This is not only a source of income generation for her but also a platform to meet women in individual and small groups to discuss



Figure 6: Mrs. Gul Pari_ an women entrepreneur & women activist

women issues, motivate them to participate in decision-making and social activities of the village. Kunudz is not only insecure and fragile but also highly traditional. This situation is not an enabling environment for women but always resists women participation in social interventions. However, this woman can count among those strong women community leaders who have really crossed those resistances and moved to out of her home to earn for her children and contribute to the development of the village.

The Citizens' Charter social mobilization helps to raise awareness on the key role of women in the communities to participate in the development of their villages. Therefore, it promotes 50% participation of women in its funded projects. When Citizens' Charter started its social mobilization and the election process in Darwazeha village, it was a good opportunity for women in the village to elect Gul Pari as their representative. Luckily, she was given a 85% of the total costed votes in her community. Since then, she put her utmost efforts for the welfare of women in the village. She volunteered to provide one of her house's rooms for the adult literacy classes started by the department of education. This is not only a meaningful contribution to her village but also to those waiting to acquire education at least at the level of reading and writing. This literacy class regularly educates girls and women now. Mrs. Pari says, "this is not my destination and I do not want to stop here. I have to achieve much more."



Figure 7: Women literacy classes facilitated by Mrs. Gul Pari

Urban:

Success Story:

Balkh Province

Mazar-e-Sharif city

10th District, Etefaq CDC

If the government takes one step to get closer to us, we will take ten steps to accelerate this process towards the government

In continuation of the community development projects implementation in Mazar city of Balkh province, Citizens Charter Program started road upgrading of Etefaq 2 Development Council which is located in 10th district of Mazar Sharif City. Etefaq 2 Development Council consists of 245 household, its well-being analysis indicate that residents of the council are mostly poor and ultra-poor. Mud and dirt streets had made difficult for women and young children to get around the neighbourhood. The residents of the council selected pavement of their streets in Community Development Plans.

We met the Chairperson of the CDC Mr. Abdul Qadir, he said, "We are very poor people, we know and value the importance of development, we have passed our lives either good or bad but we want better standards of living for our children". With a smile on his face Mr. Abdul Qadir continued "We are really happy from the residents for their cooperation, Citizens Charter program for undoubted efforts and from the government for providing and supporting the projects as per our need, really makes it a national program".

Citizens Charter is committed to provide minimum service standards to the communities regardless of their nationality, minority, majority, ethnicity, color and religion, and treat everybody equally, and as an Afghan they deserve to benefit equally and fairly from government and available opportunities. Mr. Abdul Qadir Chairperson of the development council, said “To say truly we had lost hope from the government, national and local institutions, which was the main reason of taking distance from and hating them, but Citizens Charter build our trust and believe on government since the program commenced its activities and fulfilled all promises. Now we consider ourselves part of the government and through Citizen’s Charter we work together with government to upgrade our roads. We supported the program by providing human resource and community contribution, we were requested for 25 % community contribution but we collected 36 %”. He added “If the government takes one step to get closer to us, we will take ten steps towards the government”

It is worth mentioning that all subcommittees of stated development council are active and working based on the schedule and set plans, for example the subcommittee for environmental protection, in order to prevent accumulation of waste on the ground, suggested the communities to use cotton bags instead of single- use plastic bags, which was warmly accepted by communities. Meanwhile, the committee launched tree planting campaign and planted tens of trees on the first day of the New Year.



Contact Information:

Any queries, clarifications, or feedback on this report may be sent to Mr. Abdulbari Ahmadzai (a.ahmadzai@ccnpp.org) for urban and Mr. Wadan Sherzad (w.sherzad@ccnpp.org) for rural.

Further information on the Citizens’ Charter is available on www.ccnpp.org.

8. Annex A: Detailed Output Data

Subprojectby Sector

Renewable Energy

Urban/ Rural	Sector/ SP type	Output unit	# of estimated units in approved SP proposals	# of actual units in completed SP
Rural	Renewable Energy - Micro-Hydro Power Plants (<100KW) Construction	KW	1,245	0
Rural	Renewable Energy - Micro-Hydro Power Plants (<100KW) Rehabilitation	KW	15	0
Rural	Renewable Energy - Solar Mini Grid	KW	7,211	0

Grid Extension

Urban/ Rural	Sector/ SP type	Output unit	# of estimated units in approved SP proposals	# of actual units in completed SP
Rural	Grid Extension - Power line Extension	Length of 20KV	461	0
Rural	Grid Extension - Transformer Installation	Num	17	0

Irrigation

Urban/ Rural	Sector/ SP type	Output unit	# of estimated units in approved SP proposals	# of actual units in completed SP
Rural	Irrigation - Canal Construction	Jereeb	9,927	0
Rural	Irrigation - Canal Extension	Jereeb	944	0
Rural	Irrigation - Canal Rehabilitation	Jereeb	1,107,862	0
Rural	Irrigation - Canal Stone Masonry Lining Construction	Length Meter	800	0
Rural	Irrigation - Gabion Wall Construction	Length Meter	3,261	0
Rural	Irrigation - Pipe scheme Construction	Jereeb	13,886	0
Rural	Irrigation - Pipe sachem Rehabilitation	Jereeb	120	0
Rural	Irrigation –Protection WallConstruction	Jereeb	69,456	0
Rural	Irrigation - Protection Wall Rehabilitation	Length Meter	122	0
Rural	Irrigation - Water Divider Construction	Num	41	0
Rural	Irrigation - Water Reservoir Construction	M3	2456	0

Transport

Urban/ Rural	Sector/ SP type	Output unit	# of estimated units in approved SP	# of actual units in
-----------------	-----------------	-------------	-------------------------------------	----------------------

			proposals	completed SP
Rural	Box Culvert Construction	Num	100	
Rural	Causeway Construction	Length Meter	14	
Rural	Pedestrian RCC Bridge Construction	Length Meter	107	
Rural	Pedestrian Steel Bridge Construction	Length Meter	25	
Rural	Pedestrian Suspension Bridge Construction	Length Meter	50	
Rural	RCC Bridge Construction	Length Meter	256	
Rural	Stone Masonry Retaining Wall Construction	Length Meter	1,472	
Rural	Stone Masonry Side Ditch Construction	Length Meter	497	
Rural	Tertiary Road Basic Access	Kilometer	295	
Rural	Tertiary Road Gravelling	Kilometer	120	
Rural	Tertiary Road Rigid Pavement	Kilometer	4	

Water

Urban/ Rural	Sector/ SP type	Output unit	# of estimated units in approved SP proposals	# of actual units in completed SP
Rural	(Kanada) water reservoir Construction	M3	20,457	
Rural	(Pool) water reservoir Construction	M3	29,194	
Rural	By gravity water supply network Construction	Num (of public stand tap)	4,404	
Rural	By gravity water supply network Extension	Num (of public stand tap)	432	
Rural	By gravity water supply network Rehabilitation	Num (of public stand tap)	57	
Rural	Digger shallow well Digging	Num	1,093	
Rural	Elevated water reservoir Construction	Num (of public stand tap)	296	
Rural	Percussion Deep well Boring	Num	39	
Rural	Percussion Tube Shallow Well Boring	Num	6,701	
Rural	Percussion Tube Shallow Well Deeping	Num	414	
Rural	Power pumping water supply network Construction	Num (of public stand tap)	1,255	
Rural	Power pumping water supply network Extension	Num (of public stand tap)	36	
Rural	Power pumping water supply network Rehabilitation	Num (of public stand tap)	14	
	Reverse Osmosis Water Filtering Construction	Water filter-liter/hour	9,000	
Rural	Rotary Tube shallow well Boring	Num	1,528	

Rural	Rotary Tube shallow well Deeping	Num	2	
Rural	Solar pumping water supply network Construction	Num (of public stand tap)	4,557	
Rural	Solar pumping water supply network Extension	Num (of public stand tap)	291	
Rural	Solar pumping water supply network Rehabilitation	Num (of public stand tap)	52	
Rural	Underground water reservoir Construction	Num (of public stand tap)	204	

Urban Subprojects

Urban Subprojects

Urban / Rural	Sector/ SP type	Output unit	# of estimated units in approved SP proposals	# of actual units in completed SP	# of estimated units in approved SP proposals during the reporting year
Urban	Transport- Secondary Road Rigid Pavement	Kilometre	172		154
Urban	Transport- Tertiary Road Rigid Pavement	Kilometre	17		17.2
Urban	Transport- Concrete Side Ditch Construction	Length Meter	259418		259418
Urban	Transport- Houses concrete Street Construction	Length Meter	302121		300619
Urban	Transport- Pathway Construction	Length Meter	22,796		22796
Urban	Transport- Sidewalk	Length Meter	8720		8720
Urban	Transport- Stone Masonry Retaining Wall	Length Meter	1,229		1229
Urban	Transport- Street Pavement	Length Meter	993		993
Urban	Transport- Box Culvert	Num	714		696
Urban	WASH - Extension of existing municipal water supply network	m/Km	53730		53730
Urban	WASH - Small water supply scheme	m/Km	12605		12605
Urban	Water Supply Network	Kilometre	22.57		22.57
Urban	Park & Recreation Area for Children and Women - Boundary wall construction	Num	2		2

Urban	Power supply - Installation of Transformer	Num	11		11
Urban	Power supply- Extension of distribution line	Length Meter	13,245		9245
Urban	Power supply- Extension of grid	Length Meter	1725		1725

A. Province-Wise Implementation Progress in Outputs

Rural

Province	FP	# of District	# Contracted Communities	# CDC elections	#CDPs Completed	#SP Financed	#SPs Completed
BADAKHSHAN	AKDN+CONCERN	8	648	328	285	77	-
BADGHIS	ACTED+CHA+MOVE	2	249	238	235	134	-
BAGHLAN	AKDN+SCA	5	455	387	383	238	-
BALKH	NPORRAA+ACTED+SCA	4	306	287	286	325	-
BAMYAN	OXFAM+AKDN	2	289	280	280	334	-
DAYKUNDI	OXFAM+AKDN	3	311	296	295	280	-
FARAH	CHA+MOVE	2	327	312	282	238	-
FARYAB	ACTED+CHA+MOVE	5	321	279	276	195	-
GHAZNI	CARE+RI+ORCD	5	1,025	738	680	269	-
GHOR	Afghan Aid+ CHA+OXFAM	3	508	488	473	176	-
HILMAND	CHA	4	687	244	202	151	-
HIRAT	Afghan Aid+ CHA+OXFAM	6	668	606	606	291	-
JAWZJAN	NPORRAA+ACTED+SCA	2	208	193	191	196	-
KABUL	SCA+ Afghan aid+ Action Aid	5	298	266	258	271	-
KANDA HAR	CHA	3	646	309	271	254	-
KAPISA	CHA	1	255	218	205	213	-
KHOST	BRAC	4	437	350	176	121	-
KUNARHA	DACAAR	4	297	178	167	139	-
KUNDUZ	AKDN+SCA	2	304	290	287	101	-
LAGHMAN	DACAAR	2	374	278	221	202	-
LOGAR	SCA+ Afghan aid+ Action Aid	2	312	299	206	156	-
NANGARHAR	BRAC	8	775	542	469	186	-
NIMROZ	CHA+ Move	3	207	178	178	197	-
NURISTAN	DACAAR	3	179	115	98	82	-
PAKTIKA	CARD+RI+ORCD	4	253	145	125	174	-

PAKTYA	BRAC	6	380	216	177	197	-
PANJSHER	CHA	3	77	55	50	63	-
PARWAN	CHA	2	242	228	228	273	-
SAMANGAN	AKDN+SCA	3	189	169	166	193	-
SARI PUL	NPORRAA+ACTED+SCA	2	264	191	183	94	-
TAKHAR	AKDN+CONCERN	8	875	446	172	58	-
URUZGAN	AHDS+SDO	2	421	50	43	38	-
WARDAK	SCA+ Afghan aid+ Action Aid	3	342	309	307	368	-
ZABUL	AHDS+SDO	2	325	200	147	75	-
TOTAL		123	13,454	9,708	8,608	6,359	-

City	FP	# of City	# Contracted Communities	# CDC elections	#CDPs	#SP Finance d	#SPs Complete d	Grants Disbursed (\$)	Grants Utilized (\$)
Mazar	CARE & PIN	1	150	150	150	155	0	7001630	5160
Herat	Oxfam & AA	1	200	193	193	200	0	7,512331	0
Kandahar	HRDA	1	300	235	221	189	0	8278039	17507
Jalalabad	FGA	1	200	145	129	97	0	4167264	1542
TOTAL		4	850	723	693	641		26,959,264	24209

Note: The finance unit has disbursed \$ 1,972,542 as 2nd instalment in advance to 105 CDCs in the 4 major cities based on WB no objection.

B. FP-Wise Implementation Progress in Outputs

Urban/Rural	FP	# of District	# Contracted Communities	# CDC elections	# CDPs Completed	#CCDCs/GAs formed	#communities with scorecards completed	#communities with linkage requirements completed ⁶	#communities with subcommittees trained
Rural	BRAC	18	1,592	1,108	822	61	111	-	364
Rural	DACAAR	9	850	571	486	49	126	-	213
Rural	CHA	6	574	501	483	73	53	-	162

⁶Further data is not available for linkages, the MIS and M&E units working to follow-up this.

⁷ The data for community self-initiative activities is not available for urban areas. Rural numbers reflect grain banks.

Rural	CHA	7	1,333	553	473	-	2	-	3
Rural	ACTED+CHA+MOVE	7	570	517	511	97	86	-	415
Rural	NPORRAA+ACTED+SCA	8	778	671	660	96	110	-	303
Rural	Afghan Aid+CHA+OXFAM	9	1,176	1,094	1,079	87	92	-	341
Rural	AHDS+SDO	4	746	250	190	-	8	-	54
Rural	AKDN+SCA	10	948	846	836	16	106	-	329
Rural	CARE+RI+ORCD	9	1,278	883	805	49	209	-	131
Rural	CHA+Move	5	534	490	460	64	181	-	185
Rural	OXFAM+AKDN	5	600	576	575	42	194	-	404
Rural	SCA+AfghanAid+Action Aid	10	952	874	771	20	124	-	316
Rural	AKDN+CONCERN	16	1,523	774	457	-	-	-	130
Rural	Total	123	13,454	9,708	8,608	654	1,402	-	3,350
Urban	CARE & PIN (Mazar)	1	150	150	150	30	69	-	129
Urban	Oxfam & AA (Herat)	1	200	193	193	36	24	-	55
Urban	HRDA (Kandahar)	1	300	235	221	44	103	-	132
Urban	FGA (Jalalabad)	1	200	145	129	20	58	-	86
Urban	Total	4	850	723	693	130	254⁸		275
TOTAL		128	14,472	8,886	7,609	206	821		2,389

⁸The data for 254 CDCs has been computerized, this number will be increased as far the rest of score cards are computerized.

Urban/Rural	FP	# of District	# Contracted Communities	# CDC elections	# CDPs Completed	#CCDCs /GAs formed	#communities with scorecards completed	#communities with linkage requirements completed ⁹	#communities with subcommittees trained	#communities with self-initiated activity ¹⁰
Urban	CARE & PIN (Mazar)	1	150	150	150	30	69	-	129	-
Urban	Oxfam & AA (Herat)	1	200	193	193	36	24	-	55	-
Urban	HRDA (Kandahar)	1	300	235	221	44	103	-	132	-
Urban	FGA (Jalalabad)	1	200	145	129	20	58	-	86	-
Urban	Total	4	850	723	693	130	254		275	

⁹Further data is not available for linkages, the MIS and M&E units working to follow-up this.

¹⁰ The data for community self-initiative activities is not available for urban areas. Rural numbers reflect grain banks.

C. Report on Training Sessions Conducted

MRRD Gov. and FP Staff:

Province	Training Date		Training Topic	Number of Participants				Total	Remarks
	Start	End		Government		FP			
				M	F	M	F		
Balkh	05-Nov-18	08-Nov-18	IMI training	11	5	0	0	16	
Balkh	13-Oct-18	13-Oct-18	Refresher Training social audit and CPM	3	3	25	26	57	
Jawzjan	02-Dec-18	02-Dec-18	Refresher Training sub-committees	6	2	0	0	8	
Jawzjan	11-Dec-18	13-Dec-18	Refresher Training social audit and CPM	2	2	18	12	34	
Herat	13-Oct-18	13-Oct-18	Citizens' Charter Orientation	11	5	0	0	16	
Herat	10-Nov-18	10-Nov-18	Procurement and Accounting	6	1	12	1	20	
Kabul	09-Dec-18	11-Dec-18	ESS Gender Training	15	6	13	1	35	
Kabul	11-Dec-18	11-Dec-18	Refresher Training on Institutional Building	5	3	13	1	22	
Kabul	30-Oct-18	31-Oct-18	Reflection workshop on institutional building	61	9	0	0	70	
Kabul	08-Oct-18	08-Oct-18	Procurement and Accounting	25	5	0	0	30	
Kabul	11-Dec-18	11-Dec-18	Reflection Training IMI and social audit	8	2	13	1	24	
Parwan	23-Sep-18	25-Sep-18	Citizens' Charter Orientation	2	0	12	0	14	
Paktika	05-Nov-18	06-Nov-18	Refresher Training social mobilization	3	3	14	6	26	
Panjshir	28-Oct-18	28-Oct-18	Procurement and Accounting	11	9	14	8	42	
Panjshir	30-Oct-18	30-Oct-18	Reflection Training IMI, social audit and CPM	3	3	7	4	17	
Panjshir	12-Nov-18	13-Nov-18	Reflection workshop on social mobilization	3	0	7	4	14	
Panjshir	02-Oct-18	02-Oct-18	Refresher Training ESS	11	4	0	0	15	
Panjshir	19-Dec-18	19-Dec-18	Grievance Handling Training	20	0	0	0	20	
Panjshir	15-Nov-18	15-Nov-18	Reflection Training	3	3	8	4	18	
Panjshir	04-Dec-18	05-Dec-18	M&E Training	0	0	22	12	34	
Panjshir	22-Nov-18	22-Nov-18	Grievance Handling Training	0	0	6	4	10	
Logar	23-Dec-18	26-Dec-18	MCCG Training	29	2	0	0	31	
Ghazni	26-Dec-18	26-Dec-18	MCCG Training	25	1	0	0	26	
Wardak	30-Sep-18	30-Sep-18	Refresher Training	8	0	0	0	8	
Wardak	08-Nov-18	08-Nov-18	CDC Vulnerable Groups Sub Committees Training	2	0	19	14	35	
Wardak	05-Nov-18	07-Nov-18	Operation Maintenance Training	9	0	6	6	21	

Kapisa	25-Nov-18	11-Dec-18	Refresher Institutional Building	0	0	28	21	49	
Kapisa	08-Oct-18	09-Oct-18	ESS Training	16	1	0	0	17	
Nangarhar	23-Dec-18	26-Dec-18	MCCG Training	68	0	0	0	68	
Laghman	23-Dec-18	26-Dec-18	MCCG Training	22	0	0	0	22	
Kunar	29-Sep-18	30-Sep-18	M&E Training	0	0	15	15	30	
Nuristan	23-Sep-18	30-Sep-18	Refresher Training social mobilization	1	1	17	11	30	
Kandahar	27-Nov-18	28-Nov-18	Refresher on Social Mobilization	4	0	5	0	9	
Kandahar	02-Dec-18	06-Dec-18	Refresher on institutional building	2	0	5	10	17	
Kandahar	02-Dec-18	03-Dec-18	SIG Training	7	0	1	0	8	
Kandahar	08-Dec-18	22-Dec-18	2 nd TOT Institutional Building	5	0	60	20	85	
Helmand	10-Sep-18	23-Sep-18	2 nd TOT Institutional Building	2	0	8	6	16	
Helmand	12-Nov-18	12-Nov-18	EQRA Training	16	0	0	0	16	
Helmand	08-Dec-18	24-Dec-18	2 nd TOT Institutional Building	0	0	21	0	21	
Nimroz	18-Nov-18	19-Nov-18	Refresher Training IMI, CPM and social audit	0	0	12	9	21	
Nimroz	04-Dec-18	04-Dec-18	Refresher Training social mobilization	3	1	12	5	21	
Zabul	20-Nov-18	21-Nov-18	Procurement and Accounting	6	0	8	0	14	
Zabul	10-Dec-18	11-Dec-18	Citizens' Charter Orientation	5	0	31	0	36	
Badakhshan	23-Sep-18	24-Sep-18	2 nd TOT Institutional Building	2	1	21	17	41	
Badakhshan	10-Oct-18	25-Oct-18	CDD/ MIS System Training	5	1	0	0	6	
Kunduz	06-Nov-18	06-Nov-18	Citizens' Charter Orientation	9	0	0	0	9	
Kunduz	18-Dec-18	18-Dec-18	M&E Training	0	0	12	14	26	
Kunduz	23-Dec-18	26-Dec-18	MCCG Training	15	0	0	0	15	
Baghlan	23-Dec-18	26-Dec-18	MCCG Training	46	0	0	0	46	
Baghlan	14-Oct-18	17-Oct-18	MCCG Training	2	40	0	0	42	
Baghlan	18-Dec-18	03-Jan-18	2 nd TOT Institutional Building	3	7	10	15	35	
Baghlan	13-Oct-18	13-Oct-18	M&E Training	2	30	0	0	32	
Baghlan	28-Oct-18	29-Oct-18	SIG Training	2	12	0	0	14	
Takhar	13-Oct-18	13-Oct-18	MCCG Training	40	2	0	0	42	

CDC training:

Training Type	CDC Member Male	CDC Member Female	Community Member Male	Community Member Female	Total
Community Accounting/ Financial Management	369	290	147	111	917
Disaster/ Risk Mitigation/ Management	0	0	4	4	8
Environmental & Social Safeguards	8	5	45	46	104
Established Urban/CDC/CCDC thematic sub-committees	645	634	3286	3494	8059
Grievance Handling	142	129	238	249	758
Introduction to Citizens' Charter/ Citizens' Charter	120	105	11735	12455	24415
Score Card on Citizens' Charter MSS	290	304	611	649	1854
Social Audit and Community Participatory Monitoring (CPM)	269	277	1692	1698	3936
Urban/ CDC Community Development Planning	889	904	11176	10903	23872
Urban/ Community CDC Members and office bearers roles and responsibilities	930	929	10958	11285	24102
Urban/ Community Procurement	317	170	217	107	811
Total	3979	3747	40109	41001	88836

IDLG:¹¹

Province	Training Date		Training Topic	Number of Participants				Total	Remarks
	Start	End		Government		FP/OC			
				M	F	M	F		
Kandahar	26th Nov 2018	05th Dec 2018	Refresher Training on Citizens' Charter New Implementation Cycle and Training Guides	0	0	30	15	45	
Mazar	3rd Dec 2018	4th Dec 2018	M&E training workshop on Citizens' Charter implementation Cycle, Result Framework (RF), Monitoring Form-1, CDCs Monitoring Plan for from-1 &2. Subcommittee Establishment Plan 2, Introduction of ODK	0	0	5	4	9	
Herat	13th	14th Nov	M&E training workshop on Citizens' Charter	0	0	4	4	8	

¹¹FP training information is not yet available in MIS, this issue will be corrected in the coming quarter

	Nov 2018	2018	implementation Cycle, Result Framework (RF), Monitoring Form-1, CDCs Monitoring Plan for from-1 &2. Subcommittee Establishment Plan 2, Introduction of ODK							
Mazar-e-Sharif	29th Oct 2018	08Th November 2018	Gender Training	0	0	24	18	42		
Kabul	6th Nov 2018	6th Nov 2018	Gender Awareness	2	2	1	7	12		
Kabul	14th Oct	18th Oct 2108	Orientation training of Citizens' Charter implementation cycle	0	0	17	15	32		
Kabul	10th Oct 2018	10th Oct 2018	Women Friendly Cities Concept Note	0	0	14	18	32		
Kabul	9th Oct 2018	9th Oct 2018	Gender Awareness workshop	0	0	14	13	27		

Summary of Technical Trainings Conducted During the Fiscal 2018

Topic of Training	Date	Training Location	Training Days	CCAP							
				PIU		PMU/ Municipalities		FP		Sub total	
				M	F	M	F	M	F	M	F
Project Implementation Management	06-08 Feb	Kabul	3	5	0	9	1	8	0	22	1
Environmental and Social Safeguard ESS	15-17 July	Kandahar	3	2	0	3	0	5	0	10	0
Monitoring	14-17 Jan	Jalalabad	3	1	1	2	2	0	0	3	3

Refresher M&E	2-9 March	Herat	7	0	0	3	2	2	0	5	2
	25-29 Jan	Jalalabad	4	0	0	2	2	0	0	2	2
	6-11 Apr	Mazar	4	0	0	2	2	0	0	2	2
Total			24	8	1	21	9	15	0	44	10

S. No.	Training Title	Duration in day	Number of Participants						Date	Location (City)
			M	F	PIU	PMU	FP	Total		
1	CCAP Third Phase Training, Gender Overview, Gender Analysis, Gender Mainstreaming, Youth, Grievance Handling Mechanism, Conflict Resolution	6	33	12	22	11	12	45	21-27 Jan	Kabul
2	Refresher Trainings on IMI, Exchange visits Score cards, Linkages, CPM, GHM, Social Audit	6	5	3	0	5	3	8	03-06 March	Herat
3		6	13	4	1	9	7	17	26 March-1 April	Mazar Municipality
4		6	7	3	0	7	3	10	25-31 March	Kandahar
5		5	9	2	0	7	4	11	9-14 April	Jalalabad
6	Step down training on Procurement & Accounting	2	19	1	4	4	12	20	8- 9 May	Kabul
7	Orientation on CCAP New Cycle & Training Guide	3	37	9	46	0	0	46	13- 15 Aug	Kabul
8		4	15	15	23	7	0	30	14-18 Oct	Kabul
9		5	16	16	5	7	20	32	30 Oct-26 Nov	Mazar Municipality
10	Refresher Training On CCAP New Cycle & Training Guide	6	29	14	8	10	25	43	26 Nov-5 Dec	Kandahar
11	Refresher Training On CCAP New Cycle & Training Guide	7	24	16	4	10	26	40	23 Dec 2018 – 2 Jan 2019	Herat

12		6	25	15	4	10	26	40	23- 31 Dec 2018	Jalalabad Municipality
Total		62	232	110	117	87	138	342	0	0

9. Annex B: Results Framework

Project Development Objective Indicators (Citizens' Charter 8th Quarter, as of 21st December 2018)

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of previous quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
Direct project beneficiaries	Number	0	Urban = 6,900,737 population in 1,076,615 households in 7017 communities. Rural = 985,042 population in 133086 households in 592 communities.	Urban = 1,163,016 population in 156,060 households in 693 communities. Rural = 8,481,988 population in 1,313,282 households in 8,608 communities.	Urban = 177,987 Rural = 1,581,251	10,000,000	For this report, we have defined this as the total population in the communities with CDPs completed under the Citizens' Charter.
Female beneficiaries	Percentage	0	Urban= 48.86% Rural = 49.08 %	Urban= 48.88% Rural = 49.14 %	Urban: 47.76% Rural: 49.14%	50	Cumulative: 4,168,051 female beneficiaries out of 8,481,988. Current Quarter: 796,351 Female beneficiaries out of 1,581,251 Urban communities: Female beneficiaries 568,508 of a total of 1,163,020
Number of CDCs in rural and urban areas able to plan and	Number	0			1,681	11,750	

manage their own development projects							
Rural CDCs able to plan and manage their own development projects	Number	0	7,017 CDP Plan with 2,859 SP Financed in 2,156 CDCs	8,608 CDP Plan with 6,359 SP Financed in 4,373 CDCs	1,591	11,000	The figure for this indicator is based on the CDP as when a community develops its CDP that means it is able to plan its development project while successful management depends on the successful completion of the projects.
Urban CDCs able to plan and manage their own development projects	Number	0	693 CDCs developed their CDP, 591 CDCs have at least one approved subproject and 641 CDCs are financed	717CDCs developed their CDP, 634 CDCs have at least one approved subproject and 590 CDCs are financed	90	750	
Number of communities meeting all minimum service standards	Number				0	9,600	
Rural communities meeting all minimum service standards	Number	0	182	182	0	9,000	Out of 735 communities reported on Scorecard, 255 communities meet clean drinking water MSSs, 228 communities have access to basic electricity, 396 communities have access to basic road, 355 communities have access to small scale irrigation, 303 communities meet education MSSs, and 396 communities meet health MSSs where overall 182 communities meet

							Health, Education and Clean drinking water+ one of the infrastructure MSSs.
Urban communities meeting all minimum service standards	Number	0	0	60 CDC (Health: 162, Education: 195)	0	600	
Number of targeted high IDP/returnee Rural and Urban communities provided with emergency support	Number	0				2,200	
Number of rural targeted high IDP/returnee communities provided with emergency support	Number	0	520	1,074	554	1,500	
Number of targeted urban high IDP/returnee communities provided with emergency support	Number	0		552	341	200	As urban Citizens' Charter does not have MCCG and SIG, we have interpreted this as the number of communities that have received UAB grants and have over 5% of their total population comprised of IDPs and/or returnees

Intermediate Results Indicator:

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
Rural areas - Number/Type of rural subprojects completed (for water points, roads, irrigation, electricity)	Number	0		0	0	9,000	There are projects completed in the field, but they appear in the MIS as soon as their SFSRs are entered
Urban areas - Number/type of urban subprojects completed (drainage, streets, street lighting, parks)	Number	0		0	0	600	No subproject yet completed to date.
Rural areas - Number of people (male/female) benefitting from each type of subproject (access to water, roads, irrigation and electricity)	Number	0	Transport (Road & Bridge) =141,977 Irrigation =1,867,804 Water supply = 2,509,631 and Power= 436,936	Transport (Road & Bridge) =218,270 Irrigation =2,700,653 Water supply =3,460,412 and Power=690,437	Transport (Road & Bridge) = (76,293) Irrigation =832,849 Water supply =950,781 and Power=253,501	TBD	
Urban areas - Number of urban residents (male/female) benefitting from each type of subproject (drainage, streets, street lighting, parks)	Number		Water Supply and Sanitation = 58287; Road/Street Upgrading and Drainage = 1,000,619 Power Supply = 31,085; Park & Recreation Area = 10,995	Water Supply and Sanitation = 56,287; Road/Street Upgrading and Drainage = 1,000,619 Power Supply = 31,085; Park & Recreation Area = 10,995	Water Supply and Sanitation = 17,256; Road/Street Upgrading and Drainage = 300,497; Power Supply = 5,548; Park & Recreation Area = 8,065	TBD	This is based on 643 financed subprojects as in quarterly report. Total population of the communities has been considered as beneficiaries.

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
% of sampled community respondents (male/female) satisfied with subproject/grant investments	Percentage	0		0	0	60	No subprojects are as yet completed and so this data is not yet collected
% of CDCs initiating activities to benefit marginalized and vulnerable groups such as women, IDPs/returnees (in addition to service standards)	Percentage	0	37%	37%	50%	35	3106 Communities established Grain Banks and completed "Stop Seasonal Hunger Campaign"
% of sampled community respondents (male/female) satisfied with CDC's performance in their mandated roles	Percentage	0		0	0	60	
% of CDC members in rural areas who are women	Percentage	0	48.82	49	49	35	Cumulative: 93,508 female CDC members out of 190,904 Reporting period 15,154 Female CDC members out of 30,432
% of CDC members in urban areas who are women	Percentage	0	49.92	49.92	49.88	40	Cumulative: 6,764 females of a total of 13,550. Current reporting period, 1,633 females of 3,274 total CDC members.
% of sampled CDCs/communities	Percentage	0	Urban: 100 Rural: 90	Urban: 100 Rural: 90	Urban: 100 Rural: 90	60	

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
whose CDPs include at least one women's priority activity							
Number of districts/cities where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozars ¹²	Number	0	8	21	13	128	When Urban data is in hand, we can update these figures
Number of rural districts where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozars	Number	0	7	20	13	124	
Number of cities where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozars	Number	0	1	1	0	4	
Number of government provincial and municipalities whose abilities are strengthened in engineering, project	Number	TBD	34 provinces+ 4 cities	34 provinces+ 4 cities	0	38	

¹²This includes PCCMCs

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
management, FM & procurement							
Number of provinces whose abilities are strengthened in engineering, project management, FM and procurement	Number	TBD	34	34 provinces	0	34	
Number of municipalities whose abilities are strengthened in engineering, project management, FM and procurement	Number	TBD		4	4	4	
Number of evaluations and studies completed	Number	0	0	0	0	6	
% of rural CDC cross-visits that include women CDC members	Percentage	0	0	0	0	20	
% of urban CDC cross-visits that include women CDC members	Percentage	Data not available		7	7	50	Data not available
Rural: % of grievances received which are resolved	Percentage	0	86	93	78.51	70	Total 72 grievances received during the quarter while 35 were pending for resolution from the last quarter (72+35=107) which becomes total 107 grievances. Out of these 107 grievances, 84 were resolved.

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
Urban: % of grievances received which are resolved	Percentage	0	89.66	100	94%	70	Total 78 grievances received and all of them were solved.
Number of rural and urban CDCs reporting semi-annually on service standard targets	Number	0	Urban: 431 Rural: 518	Urban: 431 Rural: 1,249	Urban: 289 Rural: 731	9,600	
Number of vulnerable households receiving MCCG support	Number	0	38,398	90,761	52,368	115,000	
Number of vulnerable IDP/R HH receiving MCCG support	Number	0	12,687	15,637	2,950	Monitored	
Number of communities in rural areas receiving MCCG grants within 6 months after AF effectiveness	Number	0	326	326 ¹³	0	700	
Number of vulnerable HHs benefitting from social inclusion grant	Number	0	3,341	3,784	443	20,000	0
Number of vulnerable IDP/R HH benefitting from social inclusion grant	Number	0	10	20	10	Monitored	0
Number of vulnerable disabled HH benefitting from social inclusion	Number	0	206	369	163	Monitored	0

¹³When the additional financing was approved it was almost the end of the fiscal year (October, 2017) there was a very limited time for disbursement of the grant. In addition, we all know that the MCCG main objective is creation of temporary job at the lean season. Once the new fiscal year operationalized till end of lean season, we could cover only 326 CDCs.

Indicator Name	Unit of Measure	Baseline	Cumulative up to the end of last quarter	Cumulative to the end of current quarter	Current (This Quarter)	End Target	Remarks
grant							
Number of vulnerable female-headed households benefitting from social inclusion grant	Number	0	412	815	403	10,000	0

10. Annex C: Security Report

MRRD: The HRU will reflect on the security in the next quarter as the team has been facing some difficulties in collecting and compiling the updates from the field. It is worth mentioning and fortunately, the team did not receive any incident report.

IDLG does not have any special security incident during the quarter.

11. Annex D: Some examples of Grievances (Rural)

Example:

A complaint directly received from Paktia youth groups through email which indicated the lack of women as members in three CDCs in Waze Zadran District of Paktia Province.

The following steps took place for resolution of the mentioned grievance:

1. Grievance Registration:

GHD registered the grievance into form 16 A (Includes: General information of complainant, Position of Complainant, Grievance against, Uptake channel, Description of the Grievance, Grievance Categorization)

2. Assign Grievance:

The grievance assigned it to the Paktya PMU for resolution

3. Action /Result:

The Paktya PMU discussed the issue with the respective FP and sent a joint team to the field for further investigation and resolution and as a result the team shared their achievement report with GHD. As the report was not clear enough, therefore GHD decided to assigned a joint team (male & female) from HQ to the field.

Assigned team's Activities:

Activity - 1

First team conducted a meeting at Paktya PMU with Mr. Safar Mohammad who is the Paktya provincial manager. He provided below information regarding the communities' mobilization and the CDCs establishment in Paktya province:

- Female social organizers for Paktya provincial Management Unit have not been employed, who has responsibility of monitoring FPs social organizer activity, therefore the women mobilization especially their presence & role in CDCs didn't do properly. Meanwhile due to high rate of illiteracy specially among women and insecurity in Waze Zadran district the HR Division has not been succeeded to hire female social organizer for there.
- Later, regular monitoring has been carried out by our female & Male M&E officers to ensure the proper mobilization and establishment of CDCs . As result the mentioned issue solved.

Activity - II

Another meeting also took place at Paktya PMU with the participation of the below staff members:

1. Mrs. Bas Bibi, M&E officer of Gardez PMU
2. Mrs. Sanam Social organizers of FP in Wuza Zadran district
3. Mrs. Rahila, Social organizers of FP in Wuza Zadran district
4. Mr. Fazil Rahman, provincial manager of BARC FP

5. Mr. Ghairat Shah, provincial trainer of BRAC FP
6. Mr. Habiburrahman, district manager of FP's office

During the meeting below information were shared:

- The mobilization and CDC establishment done based on operational Manual, however at the begging of the program there were some mistakes with establishment of CDCs but it was corrected later on.
- Based on social manual various training provided to the CDCs and subcommittees.
- FP's female social organizer have been visiting the communities in regular basis.

Activity-III

On 29th October 2018, a joint team of male and female visited the CDC of GhorakaKhola, in Waze Zadran district and held meetings as below:

- Meeting held with Mrs. Maamila CDC deputy chairman of GhorakaKhola and 30 other women from the village and discussed with them regarding the establishment of CDCs and the role of women in the communities.



- Based on the information they shared during the meeting the women's election took place in their village as the result two female elected as the key member of the CDC (Mrs. Maamilabibi as deputy chairman of CDC and Mrs. Mariba as secretary of the CDC).
- Furthermore, they stated that 6 subcommittees (health, agriculture, education, vulnerable, youth, and environmental safeguards) also established and their members appointed from female and male by the community people.

برنامه ملی میثاق شهروندی
 وزارت احیاء و تکثاف دهات

فهرست شماره 3 الف - قورمه افتتاح حساب بانکی

ولایت: پکتیا ولسوالی: تزیل وین
 کد پستی: 07-0704-Moell
 نام خانوادگی: موراد
 نام: موراد
 تاریخ: BRAC (صرف برای اداره مستقل ارتقای ملی)
 واحد پولی حساب بانکی: افغانی

ردیف	نام	تاریخ تولد	شماره شناسنامه	موقعیت
1	موراد	1996-01-19	16032019	پکتیا
2	موراد	1996-01-19	16032019	پکتیا
3	موراد	1996-01-19	16032019	پکتیا
4	موراد	1996-01-19	16032019	پکتیا

تصدیق چهار نفر اعضای اداری شورای تکثیر قریه یا شهری / شورای الف - اسطاه کاندیدگان یا صلاحیت بانکی
 نام: موراد تاریخ: 1996-01-19
 نام: موراد تاریخ: 1996-01-19
 نام: موراد تاریخ: 1996-01-19
 نام: موراد تاریخ: 1996-01-19

Female members

He is son of Mariba. and Mariba didn't provide pics due to some restriction there

Activity-IV.

On 29th of October 2018, team visited CDC of Lota Kaly community and in Waze Zadran district and held meetings with below female:

- Mrs. Mina Eshta secretary of CDC along with 38 village women and some members of subcommittees. They shared the information that the election held in their village.
- Based on the information they shared the CDC established properly and no problem observed since there were two female as key members of the CDC(Mrs. Mina Eshta secretary of CDC and Mrs. Zangai as the Deputy chairman of the CDC).
- She (Mrs. Mina Eshta) explained her role in CDC in some extent.
- The participants of the meeting especially those who were members of subcommittees said that they didn't know their duties as subcommittee members and didn't perform any activity in the subcommittees so far.



Activity-V

On 30th of October 2018, team visited CDC of Khana Baz kota community in Waze Zadrán district and held meetings with below female:

- Mrs. Mina Bibi secretary of CDC along with 10 women from the village participated in the meeting.
- Mrs. Mina Bibi said that Mrs. Mallam Bibi who is deputy chairperson of the CDC has gone to Khost province for treatment.
- She said that the CDC established and has two female as key members
- Based on her information 6 subcommittees established but the present female members of subcommittees didn't know the objective and responsibilities of the subcommittees, they still neither participated in the subcommittees and nor have any activity.

برنامه ملی میثاق شهروندی
وزارت احیا و انکشاف دهات

فرم شماره 3 الف - فرم افتتاح حساب بانکی

ولایت: پکتیا ولسوالی: وزی غریب

کود لید شورای انکشافی قریه یا شهری/کلسر شورای انکشافی/شورای گذر: 070749-010001

نام شورای انکشافی قریه یا شهری/کلسر شورای انکشافی/شورای گذر: ضار زادران

مخلف موسسه همکار: BRAC (سرف برای اداره مستقل ارگانهای محلی)

تاریخ: _____ واحد پولی حساب بانکی: افغانی

بخش الف - امضاء کنندگان با صلاحیت بانکی شورای انکشافی قریه یا شهری/کلسر شورای انکشافی/شورای گذر:

نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>

تصدیق چهار نفر اعضای اداری شورای انکشافی قریه یا شهری/کلسر شورای انکشافی/شورای گذر:

نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>
نام مکمل: <u>محمد حواد</u>	مقام: <u>معاون</u>	دوره: <u>دو ساله</u>	موقعیت: <u>عاشق ارگ</u>

He is son of Mina bibi

Female members

4. Grievance Resolution:

Based on the observation of the team and meetings with the women in the communities, it was found that the CDCs established properly comprised of male and female key members in the CDCs and subcommittees.

In order to improve and enhance the active participation of women in entire program implementation process in Paktya especially in Waze Zadaran district, the below points agreed .

- Hire female social organizer for CCNPP in Waze Zadaran District office as soon as possible.

- A time line based training action plan need to be prepared by FP to provide training through their trainers and social organizers for the key female members of CDCs in the communities and making sure that they understood their role and responsibility in the CDCs. The implementation of action point to be monitored through PMU.
- Conduct regular follow up visit through M&E officers in order to make sure that the women became aware of their role and responsibilities in the CDCs.
- An official meeting to be held with participation of CCNPP leadership and BARAC FP to share the findings with them in order to take corrective action

5. Grievance Resolution Confirmation:

GHD confirmed the solution based on the above mentioned points.

6. Feedback:

The information and solution shared with the complainant through email, and asked them if any comments have on that, but received no comments from them yet.