



Monitoring Guideline of Dastarkhwan-e-Milli

M&E Division, CCAP-MRRD/IDLG/Kabul Municipality

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A. Brief description of the Monitoring Mechanism

The overall purpose of the monitoring under Dastarkhwan-e-Milli is to ensure the transparency, accountability, effectiveness, and proper implementation of the program including proper targeting and the standard quality relief package reached to the eligible beneficiaries. The monitoring mechanism also helps management to learn from the lessons, make informed-decisions, adjust the current modalities, and plan accordingly for the future.

This guideline is a handout for Dasterkhan-e-Mili stakeholders, and specifically for IAs' PIUs, PMUs and FPs to understand their roles and responsibilities, and monitoring areas before, during and after the food distribution to target beneficiaries. The staff directly involved in the monitoring include the provincial/field monitoring officers, phone monitors/call center agents, monitoring division/unit at HQ while the Field Responders and Social Organizers also need to read the guide to understand the monitoring arrangement for the program.

The overall monitoring efforts will look at the beneficiaries targeting, proper in-kind distribution process, amount and quality of items distributed, preventive measures of Covid-19 being considered by the staff members involved in the distribution and community people. The guide will also instruct its users on data collection, entry and proper reporting at different layers for better decision making, lessons learnt and on time corrective actions.

Under this mechanism, two monitoring approaches are proposed:

- 1) Field observation
- 2) Phone post monitoring (Remote Monitoring)

The field observation will be carried out by the government staff of the Implementing Agencies of the program in sampled communities using the monitoring form 1 (annex 1) while the Community Participatory Monitoring (CPM) teams will also observe and monitor the distribution process and will share their findings with the CDC members and the government using the monitoring form 2 (annex 1). Phone post monitoring or remote monitoring will be conducted from HQ during the distribution process by calling the CPM teams using the monitoring form 3 (annex 1) and after distribution by contacting the sampled benefited households using the monitoring form 4 (annex 1). The remote monitoring will be managed from HQ through a call center where a team of phone monitoring will contact the CPM members during the distribution and households few days after the distribution. In terms of timing, the monitoring will take place during the distribution as process monitoring and after the distribution as post monitoring.

B. Detail Monitoring and Reporting mechanism

1. Field Observation by Provincial Monitoring Officers of REACH

Provincial Monitoring Officers (PMOs)/Field Monitors need to conduct their monitoring visits from sampled communities. Each PMO, male and female, needs to plan his/her visits individually in order to cover a larger number of communities in their monitoring. The monitors will look at the *Dastarkhan-e-Mili* distribution event arrangements, quantity/ quality of relief package, overall distribution process, targeted beneficiaries and will also reflect any other important issue they observed in the field.

Sampling: The sampling will take place at HQ by the M&E team based on the distribution plan. The sampled communities for monitoring are selected through Stratified Random Sampling (SRS) method as such taking each district as a strata point and then randomly and proportionally selecting the communities within those districts to be included in the monitoring visits plan. The minimum sample size required will be determined by HQ M&E team, which will be then based for the monitoring visits plan.

Planning: M&E team at HQ will prepare the individual monitoring plan for each officer based on the distribution plan and will share it with each province. The same focal points for CCAP at HQ will coordinate and follow up the monitoring plans with PMOs. For Kabul M&E plan will be prepared by KMDP main office M&E unit and will be distributed to field monitors who will then prepare their individual plans accordingly.

Coordination: In addition that the PMOs work in close coordination with staff at HQ, the PMOs need to keep close coordination with the provincial units specifically with the PMU manager and Field Responders so that they can do all necessary arrangement in advance including scheduling, transportation, forms printing and etc.

Data Collection: The PMOs will use the monitoring form 1 in the annex for their monitoring in the sampled communities and will fill the form based on observation of the process and documents check.

Evidences required during the monitoring: The monitoring officers are responsible to take clear photos of the distribution process at different time periods, but before that they need to make sure they have taken the verbal permission from the community members, especially on the occasion where women from the community are present on the distribution site. In addition, they are required to take photos of the final benefited households list which should indicate the detail information of HHs including their phone numbers.

Data entry and Reporting: Each monitoring officer is responsible to enter the filled monitoring form 1 into the MIS immediately after the field visit. If s/he has another visit by the next day, then the forms need to be entered on the day when they have a break in between. (Not the weakened or holyday). They need to report serious issues/findings immediately to the field responder on the spot and also report the same to the provincial unit and HQ for lessons learnt and taking corrective actions if not taken on the spot.

The M&E Division at HQ will report on monthly basis to the Management and the World bank and other stakeholders on the results, challenges, lessons learnt and good practices.

The PMOs need to consider the following points into consideration before, during and after the monitoring visit:

Before:

1. Read the project operation manual and other manual including this manual to understand the entire program
2. Take the up to date plan of distribution from the Provincial Managers or field responder on weekly and ad-hoc basis.
3. Prepare for the field visits based on the Monitoring plan prepared by HQ for the sampled communities
4. Make sure the transportation arrangements are already done for the monitoring visits
5. Make sure the monitoring forms are already printed and ready at least a day before the field visit
6. Extract the latest community profile and beneficiaries list from the MIS and take that to the field if security allows
7. Make sure the smartphone which they will be using for taking pictures is working and fully charged and in case of online data entry the field monitor need to have enough data bundle to serve the purpose
8. Make sure to have the mask and keep the required distance on the distribution site

During:

1. Introduce yourself and explain the purpose of your visit to community people. Discuss with them your expectations and the process in details. In case of taking pictures get their consent too.
2. Make sure to conduct evidence-based monitoring to the extent possible. (Documents, photos, signatures, and interviews if needed)
3. If you observe anything that need immediate attention, share that with the field responder and reflect its outcomes in your report.
4. Take proper notes of the entire observation and fill the form with accurate data
5. Assist and guide the CPM teams in filling the forms if needed
6. Take clear photos of the process and the final list indicating the total number of HHs in the community that received the assistance

After:

1. Make sure you stay to the end of the distribution process
2. Report your monitoring findings by entering the forms with observations into the MIS as soon as possible.
3. Share and record any important findings with the PM if his attention is needed

2. Field Observation by the Community Participatory Monitoring (CPM)

Community Participatory Monitoring (CPM) teams are formed in each community from the CDC's thematic sub-committee members, and its members must not be members of the CDCs but the ordinary community people. CPM is a downward accountability approach where the CDCs are held accountable for their role and responsibilities as well their mandates and thus the government. In addition, this will contribute to the community empowerment and greater transparency.

Under Dastarkhan-e-Mili the CPM teams need to monitor the distribution process in all communities and they will use the monitoring form 2 as a checklist for monitoring. The CPM teams will reflect on their involvement in the entire process followed by the overall Dastarkhan-e-Mili program in their communities including the arrangements for the distribution, targeting beneficiaries, social distancing and other

preventive measures from COVID-19. In addition, they will also look at the quantity and quality of packages and the approach of distribution¹.

Some of the CPM teams based on the sample will also receive call from the call center agents located at HQ. They will be asked almost the similar questions they have in their checklist (Monitoring Form 2). (*More detail in the next section*).

Planning: The SO needs to brief the CPM teams on their planning and involvement in the process. There is no specific template for the CPM team's plan.

Sampling: The CPM teams will fill the monitoring form 2 in all communities.

Coordination: The Filed Responder needs to make sure that there is close coordination between CDC members and CPM members at the community level. This will include the CPM teams to share their findings.

Data Collection: The CPM committees will use the monitoring form 2 as guide for observation. In the form 2, there is an option for the CPM to choose either CCAP Coverage areas or non-CCAP areas (REACH) which should be briefed to the CPM teams by the SOs.

Data Entry and Reporting: No entry is required for Monitoring Form 2, but it needs to be kept by the CPM teams for later use.

Note: At the time when the Social Organizer (SO) calls the Chairperson of CDC for the first preparation meeting, s/he needs to make sure that at least two CPM members are present in this meeting. Beside briefing the CPM members about the program's objectives, and distribution process, SO needs to shed a light over the CPM/Grievances committee's role during and after the distribution and the SO also needs to brief them that they will be contacted from the HQ during and after the distribution process and will be asked a specific set of questions.

3. Remote/Phone Monitoring or Phone Survey

Remote monitoring has been proven one of the efficient and effective approaches in community driven development programs in the normal situation while looking at the current crises in COVID-19 outbreak, this approach seems more reasonable and efficient, it will help the program to ensure needy people benefited from the intervention. In addition, the approach will also minimize the risks associated with COVID-19 beside the overall monitoring cost. The approach will also contribute to the empowerment and capacity development of the Community Participatory Monitoring (CPM) teams.

Remote/Phone monitoring will take place at two stages: During the distribution called **process monitoring** and after the distribution called **post-monitoring**.

A call center will be established at MRRD, IDLG Head Quarters and Kabul Municipality by employing total 36 people (15 for MRRD, 10 for IDLG and 11 for Kabul) and for simplicity, we will call them Call Center Agents (CCAs) in this guideline. These people are going to be employed on short-term based contract for almost six months. Each of these CCAs will be making at least 30 calls per day to the CPMs and households. As mentioned above, these phones surveys will take place at two stages: 1) During the distribution process, and 2) After the distribution process.

¹ The monitoring officer need to help the CPM team in sampled communities on filing the forms and conducting their monitoring.

- a) **During the distribution process:** The Call Center Agents (CCAs) will call the CPM teams in the sampled communities and will ask a set of question indicated in the Monitoring Form 3 annexed to this guide which will take maximum 5 to 6 minutes of the CPM team members' time to respond.

Planning: One senior staff at the M&E Division/unit will lead the call center team who is responsible to prepare plan for the entire call center team. Based on the distribution plan and sample size, the team leader will need to extract the up to date list of the CPM teams from the MIS which needs to contain CPM members active mobile numbers. S/he then will need to make a proper weekly plan for the team which should be based on the implementation plan and also be available in the MIS.

Sampling: Looking at the distribution plan and the total number of calls that the call center team will make on a daily basis, it does not seem that minimum sample size will need to be calculated as the total number of calls will almost reach the entire communities where distribution is ongoing, but the team leader will make sure that their plan includes communities from each district. In case the sample size is needed, the M&E Division/unit will need to sample based on Stratified Random Sampling (SRS) method and will calculate the minimum sample size for the team to call.

Coordination: The Call center team leader needs to keep close coordination with all the call centers agents to make sure everyone is equipped with required stuff and all needed arrangements are in place. S/he also needs keep close coordination with MIS to provide the up to date data of the CPM members to the call center agents on timely manner. In addition, close coordination needs to be in place with Capacity Development Division (CDD) if any sort of mutual assistance is needed.

Timing of the day for the phone call: In order to reflect a comprehensive and inclusive picture of the distribution process in the remote monitoring through the CPM members, the call center agents need to call the CPM members after 01:00PM on a daily basis. This is for the reason if a CPM team is called at the morning time when the distribution of food is still in the process, probably in the first half, s/he will not be able to reflect a good picture of the entire process as the process will still continue for the rest of the day. At the morning time, the Call Center Agent (CCA) will call the HHs for post monitoring.

Data Collection: Each individual call center agent needs to use computer or smart phones to conduct the phone surveys with CPM members and the IT unit needs to make sure that phone calls are properly recorded and kept in the computers taking the privacy measure into consideration. The Monitoring form 3 in the annexes need to be entered in the MIS system in real time.

The call Center agents on call:

The call center agent needs to first introduce him/herself to the CPM member; after introduction, s/he has to brief the contacted CPM member about the purpose of the contact and ask him/her if s/he is willing to continue responding to the questions.

The call center agent needs to say the following when calling a CPM member:

Dear Mr/Ms _____ I am calling from Dasterkhwan-e-Mili Ministry of Rural Rehabilitation Development/Independent Directorate of Local Governance/Kabul Municipality.

Your phone number is provided to us as CPM member of _____ community in _____ district of _____ province.

Our objective is to monitor and ensure the transparency of the project implementation at the field level.

If you agree, I want to spare approximately 10 minutes of your time to discuss about the Dester khwan Mili intervention in your community.

Note: The CPM member may either agree or disagree to continue the call with you, so please do not insist to continue if s/he disagrees. The call center agent should sincerely thank the CPM members for his/her time and dedication when the call ends.

If the phone number of the CPM teams is unreachable after several try, the call center agents needs to call the next member of CPM and report the unreachable number to SO to check why her/his number not responded. And at the same time keep a record with him/herself of the phone number which did not work.

Data Entry and Reporting: The Call Center Agents will need to enter the data in real time during the call which means they will be entering the data into the MIS as they are speaking over the phone.

Evidence needed: Each CCA is needed to record each individual call in her/his computer/phone and then need to file the calls in the computer on daily basis. Follow the instruction below for naming and filing the recorded phone calls:

Privacy: it is the individual responsibility of each Call Center Agent (CCA) to keep the privacy measures of all calls by not sharing voices with anyone until it is needed as an evidence or verification based on written approval of M&E division/unit head.

Notes for the Social Organizer:

The social organizer will need to inform the CPM team members to be responsive to the calls from the call center.

On the phone call with OBs, the social organizer needs to make sure that at least two CPM members are invited to the team who have active cell phones.

Rural: Total 15 people x 30 calls per day per person= 450 calls (surveys) per working day. This means that total 15 people placed at MRRD will be conducting round 450 phone surveys from the communities as such each person will be making around 30 surveys per working day.

Urban: Total 10 people x 30 calls per day per person= 300 calls per working day (surveys). This means that total 10 people placed at Urban Citizen's Charter will be conducting total round 300 phone surveys from the communities as such each person will be making around 30 surveys per working day.

Kabul: Total 11 people X 30 calls per day per person=330 calls per working day (surveys). This means that total 11 people placed at Kabul Municipality will be conducting total round 330 phone surveys from the communities as such each person will be making around 30 surveys per working day.

b) Beneficiary Households Survey after the distribution (post monitoring)

This will take place once the distribution is done in a target community. The Call Center Agents (CCAs) will make call to randomly selected households benefited from Dester Khwan Meli in order to make sure they received the package as per the reported data in the MIS with required quality. We need to make sure that the phone number of the households is taken during the distribution so that the post remote monitoring can easily take place.

The call center agent will use Beneficiary Households post monitoring (Form 4) in order seek answers for the questions in the form where s/he will need to confirm with the HHs representative on the package received, quantity and quality of the package, any complaint if they have and their overall satisfaction. There are total 12 questions which need to be asked in a clear, concise and understandable way from the HH.

Planning: Similar to phone survey with CPM members, one senior staff, who is responsible to prepare the plan for the entire team, at M&E Division/unit will lead the call center team. Based on the distribution plan and sample size, the team leader will need to extract the up to dated list of the HHs from the MIS, containing Household head/representative active mobile numbers. S/he then will need to make a proper weekly plan with clear target with the number of HHs to call.

Sampling: The M&E Division/Unit at HQ will calculate the minimum sample size for the call center team which will be then integrated in the plan. The team leader will make sure that the plan includes HHs from each community. For this purpose, Stratified Random Sampling (SRS) will be used to select the HHs to call as such each community will be taken as strata and then the HHs within each community will be randomly and proportionally picked based on the number of HHs in each community. *(The staff is already trained on the sampling)*

Coordination: The Call center team leader needs to keep close coordination with all the call centers agents to make sure everyone is equipped with required stuff and all needed arrangements are in place. S/he also needs to keep close coordination with MIS to provide the up to date data of the HHs to the call center agents on timely manner. In addition, close coordination needs to be in place with Capacity Development Division (CDD) if any sort of mutual assistance is needed.

Timing for the phone call for HHs survey: Since after 01:00PM time is dedicated for the CPM teams to be contacted, the CCAs need to plan all their HHs surveys before that on daily basis starting from 08:00AM to 12:00PM each day except weekend.

Data Collection: Beneficiary Households post monitoring form (Form 4) in the MIS is used for the data collection and each individual call center agent need to use computer or smart phones to conduct the phone surveys with heads of HHs, the IT unit needs to make sure that phone calls are properly recorded and kept, taking the privacy measure into consideration.

The call Center agents on call:

The call center agent needs to first introduce him/herself to the CPM member also the purpose of the contact. s/he needs to ask the person on the call if s/he wants to continue responding the question. The call center agent needs to read the following when calling a benefited household:

Dear _____ I am calling from the Citizens' Charter National Priority Program Headquarter of Ministry of Rural Rehabilitation and Development/Directorate of Local Governance/Kabul Municipality,

Your phone number is provided to us as a household benefitting from Dastarkhan-e-Milli Program in _____ community _____ district of _____ province.

Our objective is to monitor and ensure the transparency of the project implementation at the field level.

If you agree, I would appreciate approximately 10 minutes of your time to discuss the Dastarkhan-e-Milli Program interventions in your community. Agree Not Agree

If not agree, Don't have time Not interested Wrong Number Phone not responding Other issue _____

Note: The HH member may either agree or disagree to continue the call, so please do not insist to continue if s/he disagrees. The call center agent should sincerely thank the HHs member for his/her time and dedication when call ends.

If the phone number of a HH member is unreachable, the call center agents needs to neighbor HHs in order to confirm.

Data Entry and Reporting: The CCA will need to enter the data in real time during the call.

Evidence needed: All calls should be properly recorded in the phones and then filed in the individual computer of each CCA on daily basis.

Privacy: it is the individual ethical responsibility of each Call Center Agent (CCA) to keep the privacy measures of all calls by not sharing these voices with anyone's until in their computer as some these records could be a grievance in nature.

Data Quality Control: The Senior CPM officer of CCAP will cross check and verify the actual data of the HHs of some random surveys with the recorded phones to make sure everything is entered and recorded accurately in the MIS.

C. Notes for the Monitoring visits:

D. Third Party Monitoring (TPM)

The Bank will also engage in monitoring to supplement the efforts of the Government. The Bank has an existing contract with a Third-Party Monitoring Agency (TPMA) for all projects financed by ARTF. The TPMA will engage in independent monitoring of the REACH project, both in-person and by phone. More details on all aspect of monitoring and data collection under this project can be found in the detailed component description in Annex

Monitoring Forms:

Annexes:

Annex 1: The monitoring forms for Dastarkhan-e-Milli

Ministry of Rural Rehabilitation and Development (MRRD)/Directorate of Local Governance/Kabul Municipality
Dastarkhan-e-Milli / Social Inclusion Grant

M&E Division

Community Based Monitoring (Form 1)

This form will be filled by monitoring officers based on stratified random sampling in at least 10% of communities covered under “Dastarkhan-e-Milli” during the actual distribution of the relief packages based on observation from the distribution process.

Province:		Community Name:		<input type="checkbox"/> CCAP Covered Area
District/Nahia:		Community Code:		<input type="checkbox"/> Non-CCAP Area (REACH)
				<input type="checkbox"/> Kabul REACH
Total # of HHs in the community:			# of HHs benefited from relief package	
Total # of eligible HH in the comm.:			Total # of ineligible HH in the comm.:	
Field Responder’s Name: ²			Monitoring Date:	(Solar Date)

Covid-19 relief response distribution event arrangements:

1. Have you and the FR team arrived to the community at least 1 hour earlier of the distribution? Yes No
1.1. If, ‘No’, why: *Use back of the paper with question reference number:*
2. Did the volunteers³ appear on agreed time on the distribution site? Yes No
2.1. If, “No”, why: *Use back of the paper with question reference number:*
3. Was the poster posted in a public place showing the key aspects of the Dastarkhan-e-Milli? Yes No

Quantity and Quality of Relief Package

4. What was distributed in community as COVID-19 relief package? Food Cash
4.1. If food, note the items and quantity below:

Item 1: _____ Quantity _____ Kg/Lit/pcs	Item 4: _____ Quantity _____ Kg/Lit/pcs
Item 2: _____ Quantity _____ Kg/Lit/pcs	Item 5: _____ Quantity _____ Kg/Lit/pcs
Item 3: _____ Quantity _____ Kg/Lit/pcs	Item 6: _____ Quantity _____ Kg/Lit/pcs
- 4.2. If cash on exceptional cases, note the amount per HHs distributed: (. _____ Afs/HH)
5. How is the quality of the items in relief package being distributed? Good Fair Not good
5.1. If not good, please specify the Item and the defects in quality:

6. Was the same amount of package distributed to all households? Yes No
6.1. If no, please explain the issue,

² FR or Field Responder is the person who facilitate the SIG/REACH in the field.

³ Volunteers are those community people who support the distribution process.

7. Are the complete procurement documents of the relief package available with the CDCs? Yes No

7.1. if no, please explain: _____

Distribution Process

8. How did the distribution take place? Door-to-door In a public place Other _____

9. How the HHs were informed from COVID-19 Relief Response and distribution event?

Loud Speakers In Masjid/Mullah Individually from CDC members

Individually from VGD/Youth committee In a wide meeting by CDC Other _____

10. Is the CPM team present in the event? Yes No

10.1. Are they briefed on their role in the distribution process? Yes No

11. Was the distribution team there to guide people to maintain line, keep distance and wash their hands?

Yes No

11.1. If 'Yes' please tick one or more of the following:

At entry point at handwashing station at verification point at collection point and exit

12. Who from the list below were involved in distribution team?

At least one CDC office bearer One Field Responder One VGD committee member

At least one CDC representative for the given election unit One mullah imam from within the community

Youth committee members Specify if anyone else from the community was involved: _____

13. Do those involved in distribution wear masks? Yes No

14. Do those that handle goods, paper, pens, cash, etc. wear gloves? Yes No

15. Does the community know where and how to file a grievance? Yes No

16. Was there any conflict/ argument/grievance raise during the process of distribution? Yes No

16.1. If yes, explain in details,

16.2. Was it resolved? Yes No

Targeting the Beneficiaries

17. Was the targeting done based on the WBA? Yes No

17.1. If, No please explain the instance: _____

18. Have all eligible HHs included in the list received the package? Yes No

18.1. If, No, please specify who did not receive and why: _____

19. Have the following eligible HHs received assistance:

a. Female Headed Households Yes No

If no, why not: _____

b. Elderly Headed Households Yes No

If no, why not: _____

c. Households with persons with disabilities Yes No

If no, why not: _____

20. Were there any problems with households signing or giving thumbprint to acknowledge receipt of the assistance? Yes No

20.1. If yes, what types of problems: _____

21. Does the information of beneficiaries HHs list match with the Disbursement Request Form? Yes No

22. Is the approved and signed beneficiaries HH list available in the distribution site? Yes No

23. Overall, in your opinion, the distribution proceeded:
Very well Well Fair Not very well. Why?

24. Other comments or suggestions to improve the process?

25. Monitoring finding (the findings to be summarized by monitoring officer):

Monitored by: _____, Signature: _____, Date: _____
Entry Date:

Community Participatory Monitoring (CPM) (Form 2)

General Information (must be completed from the provided list)			
Province:		District/Nahia:	
Community Code:		Community Name:	
Monitoring Date:		Total CPM members monitoring	Male= () Female= ()
<input type="checkbox"/> CCAP Covered Area. <input type="checkbox"/> Non-CCAP Area (REACH) <input type="checkbox"/> Kabul REACH			

Instruction:

This simple form is designed for the Community Participatory Monitoring and Grievances Handling (CPM/Grievances) sub-committees to fill during the food/in-kind distribution of the relief response to the COVID-19. The purpose of this form is to involve the community non-CDC members (CPMs) to systematically monitor the entire distribution process in their respected community and make sure that overall process is carried out in a proper and transparent manner. The CPM members can ask any time the Field Responders⁴ and the government monitoring officer on the distribution day for any type of assistance. Note: The government monitors will not be available in all communities, but only in the sampled communities.

CPM team's involvement and functionality

- Were you or any of your team members invited to any meeting with CDC members before the food distribution?
 Yes No
 1.1. if "Yes", how many members received the orientation: (Male:) (Female:)
(If yes, ask the two following questions)
- Were you briefed on your monitoring and grievance role in the program? Yes No
- Are you clear how to handle and file grievances? Yes No
- Were you and the CDC members given masks and gloves in the first meeting? Yes No
- Are the CDC members aware of your role throughout the intervention? Yes No
- Was anyone from your team part of the meeting when the beneficiaries list was reviewed and finalized with the CDC, youth and VGD committee for receiving the food package? Yes No
 6.1. If no, why: _____
- Were PPE kits distributed by field worker/SO to participants in this meeting?
 Yes No Don't Know
- Did all participants wear the masks? Yes No Don't Know
- How did you receive the basic health messages about the COVID-19? *(you can select multi-options)*
 In a wide meeting by field responders Loud Speakers In Masjid/Mullah
 Individually from CDC members Individually from VGD/Youth committee Other _____
- How HHs informed from Dastarkhan-e-Milli and distribution event?

⁴ FR or Field Responder is the person who facilitate the SIG/REACH in the field.

- Loud Speakers In Masjid/Mullah Individually from CDC members
 Individually from VGD/Youth committee In a wide meeting by CDC
 Other _____ Don't Know

11. What is being distributed in community as COVID-19 relief package? Food/Kind Cash

11.1. If food/kind, Items and quantity distributed per HH:

Item 1: _____ Quantity _____ Kg/Lit/pcs

Item 4: _____ Quantity _____ Kg/Lit/pcs

Item 2: _____ Quantity _____ Kg/Lit/pcs

Item 5: _____ Quantity _____ Kg/Lit/pcs

Item 3: _____ Quantity _____ Kg/Lit/pcs

Item 6: _____ Quantity _____ Kg/Lit/pcs

12. If cash on exceptional cases, note the amount per HHs distributed: (_____ Afs/HH)

13. How was the relief package being distributed? Door-to-door At Election Unit Other Place

14. Is the poster outline the relief efforts posted in a public place? Yes No Don't Know

15. Is there distribution team to guide people to maintain line, keep distance and washing hands?

At entry point at handwashing station at verification point at collection point and exit

16. Were those who were involved in distribution wear masks? Yes No Don't Know

17. Who are involved in distribution team?

At least one CDC office bearer One Field Responder One VGD/Youth committee member

One CDC representative for the given election unit One mullah imam from within the community

18. How do you rate the overall distribution process in your community?

Very Good Good Fair Poor

18.1. If the answer is "Poor", please ask for reasons:

19. Recommendations for improvement of the project:

20. Monitoring finding (the findings to be summarized by CPM members)

CPM members detail:

SN	Name	Gender	Phone number	Signature/thumbnaill
1				
2				
3				
4				

Ministry of Rural Rehabilitation and Development (MRRD)/Directorate of Local Governance/Kabul Municipality
Dastarkhan-e-Milli
M&E Division

Remote Monitoring (Phone Interview with CPM members) **(Form 3)**

General Information (must be completed from the provided list)				
CPM member Name:		Phone. #		Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Province:		District/Nahia:		
Community Code:		Community Name:		
Interview Date:		Time:	<input type="checkbox"/> CCAP Covered Area <input type="checkbox"/> Non-CCAP Area (REACH) <input type="checkbox"/> Kabul REACH	

Introduction

Dear Mr/Ms _____ I am calling from Citizens' Charter National Priority Program Headquarter of Ministry of Rural Rehabilitation and Development/Independent Directorate of Local Governance.

Your phone number is provided to us as CPM member of _____ community in _____ district of _____ province.

Our objective is to monitor and ensure the transparency of the project implementation at the field level.

If you agree, I want to spare approximately __10__ minutes of your time to discuss the Dastarkhan-e-Milli interventions in your community. Agree Not Agree

If not agree: Don't have time Not interested Wrong Number Phone not responding Other issue _____

Interview

1. Did you or any other member of your team receive any orientation on your role in the COVID-19 Relief Response?
 Yes No

1.2. if "Yes", how many members from your team received the orientation: _(Male: Female:_____)

2. Did the worker from government/FP conduct preliminary meeting with you and the CDC members to brief you on the basic information about the relief efforts? Yes No Don't Know

3. Who from your community participated in COVID-19 orientation: (check those which apply)

- | | |
|--|--|
| <input type="checkbox"/> CDC representatives from each election unit | <input type="checkbox"/> One representative of youth committee |
| <input type="checkbox"/> One representative of VGD committee | <input type="checkbox"/> Two representative of CPM/GRM committee |
| <input type="checkbox"/> Teachers who helped with community profiles | <input type="checkbox"/> Religious leaders |
| <input type="checkbox"/> Women from the community | |

4. Was PPE kits distributed by field responders to participants in this meeting? Yes No Don't Know

5. Did all participants wear the masks? Yes No Don't Know

Distribution process

6. How the relief package being distributed? Door-to-door At Election Unit Other: _____

7. What is being distributed in community as COVID-19 relief package? Food Cash

7.1. If food, Items and quantity distributed per HH

Item 1: _____ Quantity _____ Kg/Lit/pcs

Item 4: _____ Quantity _____ Kg/Lit/pcs

Item 2: _____ Quantity _____ Kg/Lit/pcs

Item 5: _____ Quantity _____ Kg/Lit/pcs

Item 3: _____ Quantity _____ Kg/Lit/pcs

Item 6: _____ Quantity _____ Kg/Lit/pcs

7.2. If cash on exceptional cases, amount _____ AFs/HH

8. Is there distribution team to guide people to maintain line, keep distance and washing hands? Yes No

8.2. If, Yes, where:

At entry point at handwashing station at verification point at collection point and exit

9. Did those involve in distribution wear masks? Yes No Don't Know

10. Who are involved in distribution team? (please tick from the list below, multiple choices are possible)

At least one CDC office bearer One Field Responder One VGD/Youth committee member

One CDC representative for the given election unit One mullah imam from within the community

11. Were there any grievances or issues raised by the community? Yes No Don't Know

12. How do you rate the overall distribution process in your community?

Very Good Good Fair Not good

12.1. If the answer is "Not good", please ask for reasons:

13. Recommendations for improvement of the project:

Remarks by Phone Monitor

Call Duration

() Minutes

Call Agent Name: _____, Date: _____ Signature: _____

5. If you received food, how is the quality of the items in the food package you have received?

Good Fair Not good

5.1. If Not good, why was it not good:

6. Where did you receive the package? At my house Public Food Distribution Site Other Place

7. If you received food, what did you do with the food? Family ate the food Stored the food

Sold the food for cash Other _____

8. Were you treated with respect by the persons distributing the assistance? Yes No

9. Are you satisfied with the distribution process and the package you received?

Very satisfied Satisfied Somewhat satisfied Not Satisfied

9.1 If not satisfied, did you file a grievance? Yes No

9.2 If you filed a grievance, did you get a response on your grievance? Yes No

9.3 If dissatisfied, please elaborate the reason you were not satisfied:

10. Recommendations for improvement of the project:

Remarks by Phone Monitor

Call Duration	() Minutes
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Call Agent Name: _____, Date: _____ Signature: _____,

Annex 2: Term of Reference for Call Center Agent of Dastarkhan-e-Milli

<u>TITLE:</u>	Call Center Agent
<u>PROGRAM:</u>	Dastarkhan-e-milli
<u>DIVISION:</u>	M&E Division/ Citizens' Charter National Priority Program
<u>REPORTS TO:</u>	Head, Monitoring Unit/Call Center Coordinator
<u>LOCATION:</u>	Any
<u>GENDER:</u>	Female only (MRRD)

INTRODUCTION:

As per the ALCS 2016/2017 report released in 2018, 59% of rural Afghans population lives under the official poverty line. The Covid-19 lockdowns, border closures, increased prices, loss of jobs and employment opportunities etc. have all resulted in a further socio-economic crisis for a large part of the country's population.

The rural CCAP already included grain banks and Social Inclusion Grants (SIG) under their emergency response category added at the time of the first CCAP Additional Financing (1st AF). However, with the need to respond to the socio-economic crisis resulting from the Covid-19 situation in the country, it is proposed to reallocate some part of the existing CCAP funds towards this emergency response. As such the category 5 (SIG/ MCCG) in the CCAP legal agreements (grant/ financing agreements of IDA/ ARTF, will be divided between both the rural and urban CCAP and funds from other categories will be temporarily reallocated to this category to provide for the planned relief packages.

OBJECTIVE:

Dastarkhan-e-milli Call Center Agent under the direct supervision of the Dastarkhan-e-milli Center Coordinator / Monitoring Unit Head conduct remote monitoring interviews through phone calls with CPM members and beneficiary households in the targeted communities as per the plan and designed checklist.

Role and responsibilities;

- Ensure timely and efficient post-monitoring of the relief package distribution, documentation and PIU level reporting associated with SIG/REACH
- Conduct randomized sample base post-monitoring of the SIG/REACH project by filling the monitoring form #3 and form #4 by interviewing the benefited HH and CPM via phone
- Entering the accurate data of the monitoring form #3 and Form #4 to the MIS system in close coordination with the PIU MIS Unit
- Report monitoring finding and challenges to Sr. Monitoring and Reporting Officer on daily basis
- Conduct quality assurance/ random check to ensure the validity and completeness of data collected
- Ensure confidentiality of names and telephone numbers of people surveyed

- In case of any error, gaps, deviations and any post-monitoring findings from the SIG/REACH project implementation, closely follow up with the relevant FPs, CPM committees, and any other parties involve in the project implementation
- Ensure timely preparation of the weekly/monthly reports and submit to the PIU M&E unit on a timely basis.
- Ensure all the relevant documentation of the post-monitoring of relief response package are properly maintained and recorded both in soft and hard form.
- The incumbents will be required to prepare weekly plan of their activities that will clearly lay out what he/she to implement in the following week. This plan will be submitted to his/her direct supervisor on the last day of every week
- Any other activities that might be assigned by his/her direct Supervisor as required
- Prepare work plan and conduct at least 30 phone call interviews with various respondents on daily basis as per the plan .
- Enter the data in real time (as s/he speaks) into the MIS system
- Prepare reports of the interview conducted and share with relevant focal points on daily, weekly and monthly basis.
- Ensure close coordination and collaboration with Dastarkhan-e-Milli response focal points
- Report any other findings shared by community members and CPM teams
- Keep close coordination through M&E Division with GRM Division of the program
- Assist the CPM team during the phone survey if they need.
- Keep the data privacy into consideration as instructed by the supervisor
- Any other official/job related tasks required by the Dastarkhan-e-Milli Coordinator/HoD/HoU.
-

Job Requirements:

- At least diploma in Sociology, Social Development, International Development, Economics Performance Management, Monitoring and Evaluation or another relevant field from a recognised/accredited university is required
- Minimum 2 years of progressively responsible experience in monitoring and evaluation of program/project management.
- Proven experience in data collection, analysis and report writing
- Computer ability with Microsoft Word, Excel, Internet and e-mail skills are required.
- Pashto and Dari fluency required; English fluency strongly preferred.

MINIMUM SPECIALIZED QUALIFICATIONS:

- At least 14 Grade Graduate, Call Center experience is highly preferred
- Fluency in both National Languages (Dari and Pashto)
- Ability to use Internet and a strong knowledge of computer applications i.e. MSWord, Excel.
- Ability to keep privacy of the data
- Data analysis and report writing.

KNOWLEDGE AND ABILITIES:

She/He must also have:

- Ability to conduct phone call interviews in a professional manner

- Fast typing and data entry skills
- Team working qualities, personnel and team management (including mediation and conflict resolution).
- Knowledge and ability to apply computer applications to include MS Word, Excel, Access PowerPoint and Outlook.
- Fluency in English, Dari and Pashtu in speaking, writing and comprehension.