



**World Bank CCAP 9th ISM
Session: M&E
Date: 2nd March, 2021**

CITIZENS' CHARTER

National Priority Programme

Presentation Outline



- Key Achievements since last ISM
- Internal monitoring analysis result
- Scorecards three rounds result
- Summary of CPM
- Summary of IMI
- Challenges and recommendations
- Next Six Months Plan

Key Achievements (1/1)



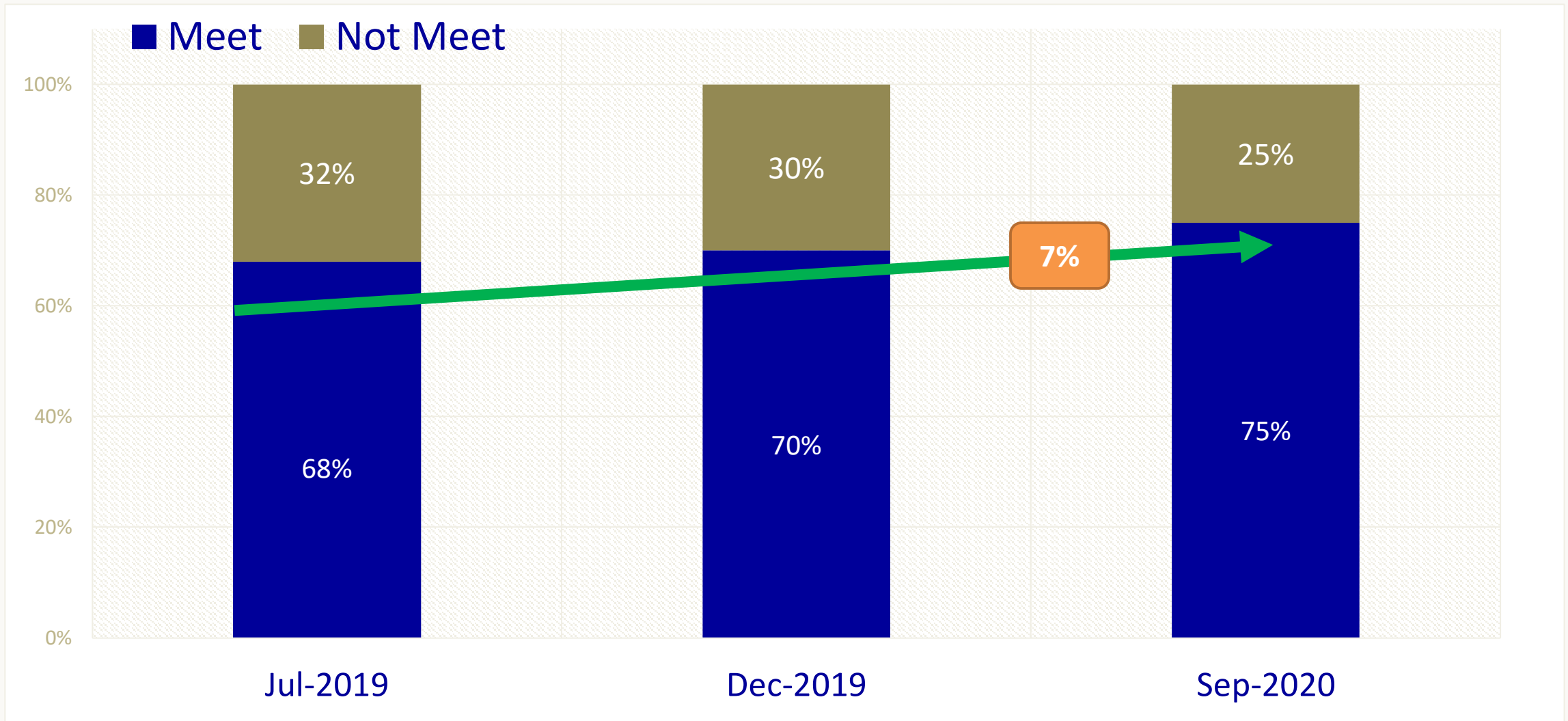
- 221 monitoring visits conducted by M&E Officers using monitoring form 1 and 2 (cumulative 1161+)
- Two analytical reports of monitoring form 2 of CDC and GA
- One analytical round wise report of Scorecards
- One analytical baseline and end line IMI report
- One analytical report of CPM
- Internal evaluation will be conducted by PIU with design support from EU consultant
- Questionnaires are developed and piloted, but due to involvement of staff in SIG the full implementation postponed
- 66 out of 79 grievances received are addressed, 13 grievances are pending
Cumulative 402 grievances are received, 389 resolved and 13 are pending

Key Achievements (1/2)



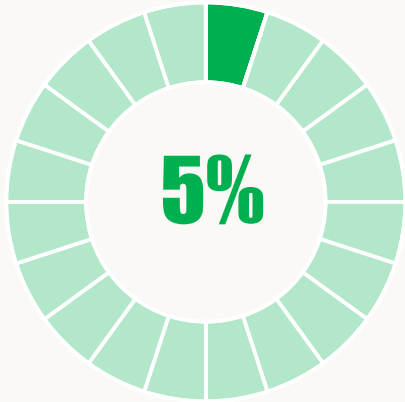
Organizations	Reports Frequency	Number of Reports
Ministry of Finance	Weekly	32
President Office	Monthly	8
IDLG/DMM	Monthly	8
M&E Directorate of MOF	Monthly/SRBC	5
Ministry of Finance	Quarterly GMAF	2
World Bank/Ministry of Finance	Quarterly	1
Ministry of Economy	Quarterly	2
IDLG/DMM	Quarterly	1
M&E Directorate of MOF	Semi annually	1
World Bank/Ministry of Finance	Annual	1
M&E Directorate of MOF	Annual	1
IDLG/DMM	Annual	1
Public and strategic affairs office of President	Annual	1
Communication Directorate of IDLG	Annual	1

Internal Monitoring (Form 2) three rounds analysis results

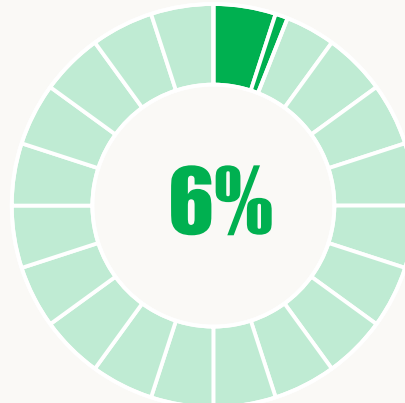


Overall % improvement of Health & educational Faculties over three rounds (1/1)

Education Sector

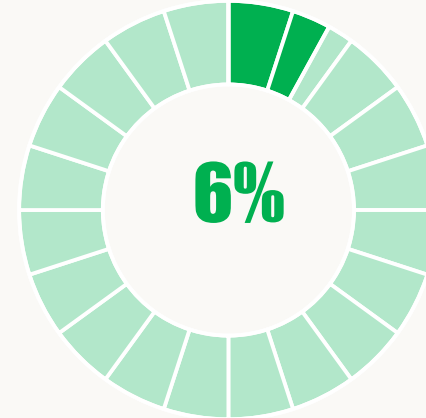


Overall improvement of Schools in providing five educational minimum service standards (MSS)

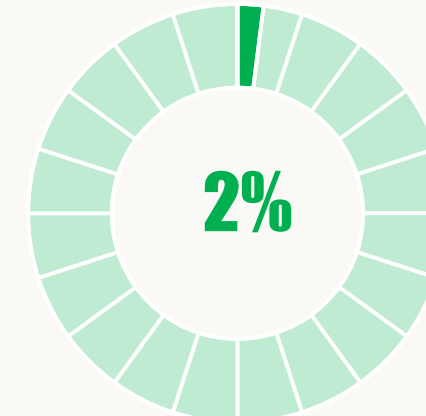


Overall improvement in CDCs have access to all educational minimum service standards (MSS)

Health Sector



Overall improvement of Health Facilities in providing health six minimum service standards (MSS)



Overall improvement in CDCs have access to all health minimum service standards (MSS)

Summary of CPM (1/1)



- CPM 1 completed, 850
- CPM 2 completed, 841
- CPM 3 completed, 773
- CPM 4 completed, 740
- CPM 5 completed, 629

Summary results of CPM1 to CPM4 Analysis

- A total of 79 questions answered by CPM committees in all four rounds of monitoring in all four cities
- On average a total of 57 questions answered by 90% positively and a total of 22 questions answered between 11% to 31% negatively

Summary of CPM (1/2)



Questions	% Yes	% No
Does the CDC meeting frequently hold?	70%	30%
Are the meetings minutes available?	70%	30%
Are the meetings' minutes of sub-committees available? (Vulnerable Groups)	72%	28%
Is the Action Plan of each sub-committee available? (Vulnerable Groups)	64%	36%
Is the Action Plan available for the weak points of each sub-committee identified in IMI? (Vulnerable Groups)	56%	44%
Are the fees for Operation and Maintenance collected?	73%	27%

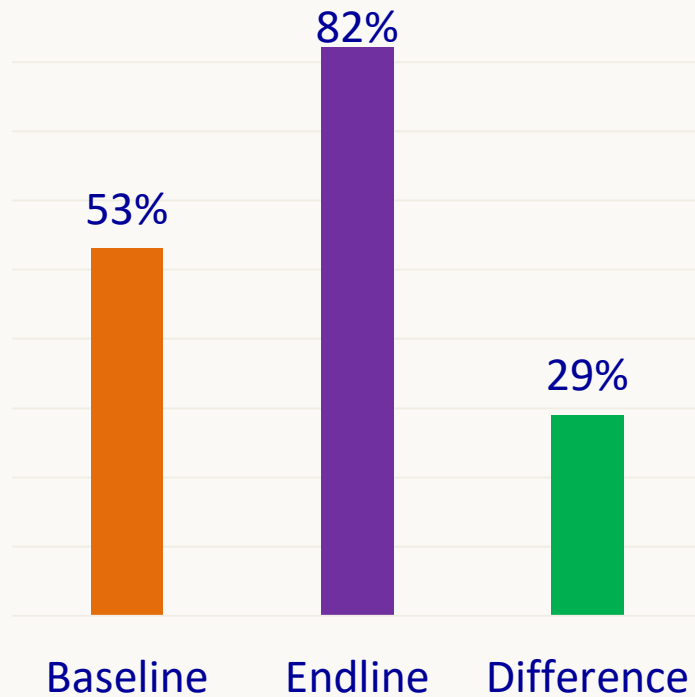
Summary of IMI (1/1)



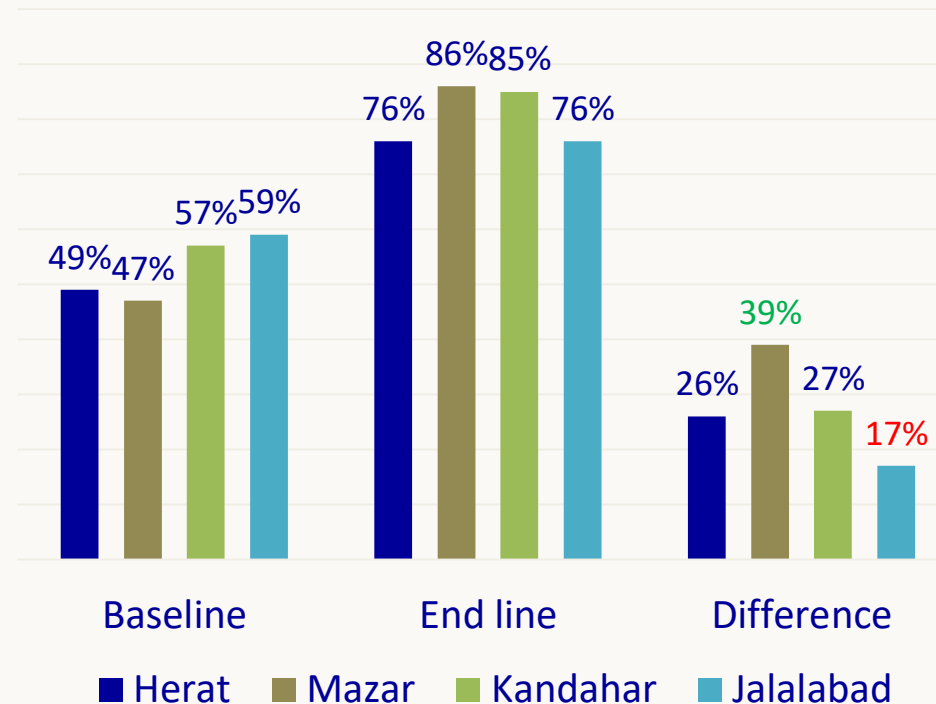
□ Baseline IMI completed in all 850 CDCs

□ End-line IMI completed in 786 CDCs

Overall Male and Female average % performance



City level Male and Female average % performance



Reference Table

Weightage	Implications
0% - 40%	Very Unsatisfactory
41% - 60%	Unsatisfactory
61% - 80%	Satisfactory
81% - 100%	Very Satisfactory

Summary of IMI (1/2)



City	Male average % performance			Female average % performance		
	Baseline	End-line	Difference	Baseline	End-line	Difference
Herat	50%	76%	26%	49%	76%	27%
Jalalabad	62%	79%	17%	57%	75%	18%
Kandahar	64%	85%	21%	51%	85%	34%
Mazar-e-Sharif	48%	87%	39%	47%	87%	40%
Grand Total	56%	82%	26%	50%	82%	32%

<i>Number of CDCs maturity change after Baseline</i>				
CDCs maturity level	# of CDCs	Baseline	End line	Difference
Deteriorate	4	70%	65%	-5%
Improved	661	53%	82%	29%
Not Improved	3	76%	76%	0%
Grand Total	668	53%	82%	29%

Challenges and Recommendations (1/1)



Challenges	Recommendations
<ul style="list-style-type: none">□ As the CPM and IMI are not as part of the FP contractual milestone, therefore, they did not take it in their priority to complete it on time which caused delay in analysing and preparing the related report	<ul style="list-style-type: none">□ It would be better if the CPM and IMI forms completion would be included in the contractual milestone of FPs to make it obligate to complete the tasks prior to the payment



Plan for Next 6 Months

- ❑ Conduct 150 ad-hoc monitoring visits (142 by field, 8 by HQ staff)
- ❑ Produce 2 quarterly and 6 monthly progress reports.
- ❑ Prepare 2 SRBC monthly report
- ❑ Prepare final analytical IMI report
- ❑ Prepare final analytical CPM report
- ❑ Conduct 4th round of scorecards
- ❑ Comparative analytical reports of CDC and GA level
- ❑ Revised of Monitoring forms for AF2
- ❑ Completing CCAP internal evaluation (depend on staff workload)



THANK YOU