

**Quality Assurance & Quality Control Plan and Tools for  
BRDCEP Implementation Partners**

## Acknowledgment

The document is a product of various consultative meetings with the senior staff members of BRDCEP partners RSPs (NRSP & BRSP), Heads of the M&E sections of BRDCEP partner RSPs, and all RSPs M&E Resource Group. During these consultative meetings all of the participants provided valuable feedback based on their on-ground experience of working with local communities.

The authors are indebted to their contribution and thank them all. The authors have also benefited from the existing M&E manuals of RSPN, NRSP, RSPN/RSPs BRDCEP documents and the decision document of BRDCEP signed between EU and Government of Pakistan and the Programme Implementation Manual (PIM) developed for the BRDCEP.

### Project Management and Text

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First version developed in 2018.

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## Acronyms

BRDCEP	Balochistan Rural Development & Community Empowerment Programme
BRSP	Balochistan Rural Support Programme
CAT	Community Awareness Toolkit
CBO	Capacity Building Officer
CBK	Community Book Keeper
CDD	Community-driven Development
CEO	Chief Executive Officer
CIF	Community Investment Fund
CIs	Community Institutions
CMST	Community Management and Skills Training
CO	Community Organisation
CPI	Community Physical Infrastructure
CRP	Community Resource Person
DPO	District Programme Officer
DRR	Disaster Risk Reduction
EU	European Union
FIS	Financial Information System
GoB	Government of Balochistan
IGG	Income Generating Grant
IMI	Institutional Maturity Index
JDC	Joint Development Committee
KPIs	Key Performance Indicators
LMST	Leadership Management and Skills Training
LSO	Local Support Organisation
LSO-N	Local Support Organisation-Network
M&E	Monitoring and Evaluation
M&EF	Monitoring and Evaluation (M&E) Framework
M&ERG	Monitoring & Evaluation Resource Group
MAP	Monitoring Action Plan
MHI	Micro Health Insurance
MIP	Micro Investment Plan
MIS	Management Information System
NFR	Note for Record
NRSP	National Rural Support Programme
O&M	Operations and Management
PIM	Programme Implementation Manual
PIU	Programme Implementation Unit
PM	Programme Manager
PSC	Poverty Scorecard
QACP	Quality Assurance and Control Plan
Q&A	Question & Answers
RSPN	Rural Support Programmes Network
RSPs	Rural Support Programmes
SM	Social Mobilisation
SMT	Social Mobilisation Team
SO	Social Organiser
TORs	Terms of Reference
TVST	Technical and Vocational Skills Training

UC	Union Council
UCDP	Union Council Development Plan
UID	Unique Identification Number
VDP	Village Development Plan
VO	Village Organisation
VTP	Vocational Training Programme

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# 1. Preliminary

## 1.1. Introduction to BRDCEP

Balochistan Rural Development and Community Empowerment Programme (BRDCEP), a five year EU-funded rural development programme, is launched, with three implementing partners of grant component namely: RSPN, NRSP and BRSP in 249 Union Councils of eight districts of Balochistan namely: Jhal Magsi, Kech/Turbat, Khuzdar, Killa Abdullah, Loralai, Pishin, Washuk, and Zhob. Programme implementation has commenced from June 2017. The EU has also engaged the services of Hulla & Human Dynamics (H&H), an Austrian consulting company to enable the Government of Balochistan to foster an enabling environment for strengthening the capacities of local government/authorities to manage and involve communities in the statutory local public sector planning, financing, and implementation processes. The Programme also has a Public Finance Management (PFM) component which will work closely with H&H to assist Government of Balochistan in costing and funding the community-led development policy framework through clearly defined fiscal and regulatory frameworks, budgetary processes and commitments reflected in a multi-annual budgetary framework, and the defined institutional arrangements.

Under BRDCEP, 1.9 million Pakistani citizens of 300,000 poor rural households in 249 union councils are to be mobilised and organised into a network of people's own institutions; 19,129 COs, 3,103 VOs, 249 LSOs and 31 LSO Networks at tehsil level and eight at district level. RSPs then will provide support to improve the organised households' lives and livelihoods, as well as to foster linkages between the community institutions and local government to improve local basic service delivery.

## 1.2. Objectives of BRDCEP

Following are the key objectives of BRDCEP:

The overall objective is to support the Government of Balochistan in reducing the negative impact of economic deprivation, poverty and social inequality, environmental degradation and climate change, and to turn this into opportunities to build and empower resilient communities participating actively in identifying and implementing socio-economic development activities on a sustainable basis in partnership with local authorities.

The specific objectives are:

**1.2.(a):** To empower citizens and communities and provide them with means enabling them to implement community-driven socio-economic development interventions, an increased voice and capability to influence public policy decision making through active engagement with local authorities for quality, inclusive, and equitable service delivery, and civic-oversight.

**1.2.(b):** To foster an enabling environment for strengthening the capacities of local authorities to manage and involve communities in the statutory processes of the local public sector planning, financing and implementation process.

These objectives will be achieved through the following expected results and sub-results:

ER 1: An inclusive and representative system of community participation in the local development process, aiming at promoting social, economic and environmental outcomes for the communities, particularly women and marginalised groups, is implemented;

**ER 1.1:** Establishment and empowerment of a three-tiered participative system of federated community organisations at community, village and union council levels capable of development needs identification & prioritisation, development planning, resource mobilisation, and execution, and operation & maintenance of community infrastructures;

- 1.9 million Pakistani citizens of 300,000 households in 249 union councils will be reached through 19,129 COs, 3,103 VO, 249 LSOs and 31 LSO Networks at tehsil level and 8 at district level.
- Community Management Skills Trainings (CMSTs) including CAT organised for 38,258 CO activists/office bearers.
- Leadership and Management Skills Training (LMST) for 9,592 VO and LSOs office bearers.
- 442 activists' workshops/ Manager Conferences for office bearers of COs/VOs/LSOs
- Organization of exposure visits for 3,103 VO's members.
- Organization of exposure visits for 702 local governments, district line department officials and LSOs' representatives.
- 823 CRPs receive training and provide services to Community Institutions.
- 372 government officials / elected government representatives receive training on participative community development approaches.
- 300,000 MIPs, 3,103 VDPs, 249 UDPs and eight DDPs will be prepared.

**ER 1.2:** Increased capacity of citizens, communities and marginalised groups, particularly women, to assert their rights and hold local authorities accountable by engaging them in joint participatory development planning and execution for a more relevant and efficient public service delivery;

- 3 Advocacy workshops/meeting for mainstreaming demand-driven development strategies and facilitation in the formal District Annual Development Planning processes.
- Organize and facilitate 150 stakeholders' meetings/workshops to inform & update about UC's and District development planning and implementation ensuring accountability.

**ER 1.3:** Improved access of communities, particularly women and marginalised groups, to quality public services and benefit from climate-resilient community infrastructures and productive assets planned and maintained jointly with local authorities;

- An estimated 20,200 households in 202 UCs (excluding BCDP and PPAF funded UCs) will benefit from 808 CPI initiatives

**ER 1.4:** Increased number of poor community members, particularly women and marginalised groups, are engaged in income generating activities;

- 17,410 women and youth will be provided TVET.
- 14,380 poorest households will be provided IGGs.
- 20,000 poor households will get CIF from the LSOs to start/boost up their businesses for income generation.
- 27,120 households will be provided MHI for up to 5 years to facilitate them to absorb economic shocks due to health problems

### 1.3. Quality Assurance and Control Plan Development Process

The Quality Assurance and Control Plan for the BRDCEP was developed by closely understanding and forming indicators from the Programme Implementation Manual (PIM) developed for the BRDCEP. An extensive literature review and desk study of existing quality management plans and manuals was also undertaken to create this document. This document and associated annexes will remain a living document and open to change/improvement based on the usefulness of the tools.

## 2. Quality Assurance and Control

### 2.1. Purpose

The purpose of the Quality Assurance and Control Plan (QACP) is not only to ensure that BRDCEP activities are completed, but done so in a timely and efficient manner. Quality implies setting acceptable benchmarks for completion of BRDCEP activities and deliverables, ensuring that there has been conformance to processes outlined in the BRDCEP Programme Implementation Manual (PIM) in implementing and carrying them out. In short, quality is defined as the degree to which the project fulfils requirements. The plan and tools are intended to be used by the implementing RSPs staff and RSPN staff during BRDCEP implementation and quality control spot check visits.

### 2.2. Approach and Methodology

Quality Management: In order to formulate a function Quality Assurance and Control Plan, indicators need to be created that ensure that the BRDCEP activities meet the defined requirements, and that the BRDCEP activities are completed to achieve the expected results without deviations from the requirements. The plan is developed based on the BRDCEP's Programme Implementation Manual (PIM), where indicators have been formed based on the process outlined for activities described in different modules of PIM.

#### (a) Quality Assurance:

The focus in this component is on the implementing process of the BRDCEP; its purpose is to ensure that the team is following the defined processes to fulfil the BRDCEP activities.

(b) **Quality Control:** The focus in this component is to examine the actual deliverables of the BRDCEP activities, to not only ensure that they are correct but that all steps have been covered as indicated in the BRDCEP PIM. In the BRDCEP this part is mostly covered under the monitoring and evaluation function that has a separate M&E framework and staffing structure to the BRDCEP monitoring.

The responsibility for quality management processes is collective, and spans from the planners of the BRDCEP to the implementers. Each team member, from the field and district level to the head office is responsible to ensure that their work is up to the required standard and that all required processes are duly completed. It is also the responsibility of senior management to oversee and actively partake in ensuring quality assurance and control standards across the BRDCEP.

### 2.3. Quality Tools

As part of the QACP, the tools will include:

#### (a) Quality Control Indicator Matrix:

This matrix will contain a breakup of key quality assurance and control indicators, derived from the PIM, which would guide developing the checklists and formats. The Matrix is given at Annex – I.

#### (b) Checklists:

Based on the Quality Control Indicator Matrix and PIM, checklists will be developed which can be used in programme implementation by the staff that is responsible for a particular task ranging from the RSP heads to the SMTs/SOs and leaders of the Community Institutions where applicable. The checklists will be developed in a manner to cater to the implementer of a particular activity, to not only ensure that it is completed according to all processes defined in the PIM, but also to serve as a guide in planning, implementation and completion for each key activity. They will also be used by staff during spot-check visits. The checklists are provided in MS Excel File as Annex-II.

(c) Spot-Check Field Visits:

Field visits will be conducted by BRSP, NRSP and RSPN teams to assess whether a certain level of quality is being maintained in the field for implementation of various programme activities. The checklists will be used for this purpose, and/or a Note for Record (NFR) will be circulated to all relevant BRDCEP staff for promoting quality improvements.

(d) Capacity Building of Staff and Community Institutions:

Capacity building of staff and community institutions is an integral part of ensuring quality and for continues improvement in the BRDCEP.

## 2.4. Quality Improvements

In the use of this framework if areas of improvement are noticed, the observations should be recorded in a Note for Record (NFR) and compiled by the BRDCEP management team to address in the course of implementation and shared with relevant RSPs/RSPN staff and be discussed in team meetings.

## Annex - I: Quality Assurance and Control Indicator Matrix

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
<b>A. Social Mobilisation</b>			
<b>1. Poverty Scorecard (PSC)</b>			
Enumerators identified and hired through test and interview.	District TL	PSC software application developed, tested, finalised and implemented	NRSP/BRSP PM MER
Enumerators and supervisors trained on the PSC tool and use of tablet computers.	District TL	PSC manual for supervisors and enumerators developed and adopted	PM BRDCEP RSPN/RSP DTLs
Field team collects data door-to-door for full coverage of households	District TL	Daily PSC planning and progress reports monitored	Data Analyst RSPs
Supervisor verifies completed households and issues village completion certificate.	District TL	List of households with PSC score, village/UC and district profiles developed and shared with the SMT	Data Analyst NRSP/BRSP and MIS Officer RSPN
<b>2. Community Organisations (COs)</b>			
SMT has the PSC data disaggregated by UC, RV, settlement and HHs	SMT	Social Mobilisation Plan (Annex-A-3b) Developed and regularly updated	DPO/PM/M&E staff
SMT conducts programme introduction dialogue with all relevant stakeholders at the village/settlement level using Annex-A-3d	SMT	Module for SM developed in MIS, tested and operational	NRSP MIS team/PM M&E
Men, women, mix of CO is formed and registered in MIS	SMT	Poverty Scorecard (PSC) completed in each UC before CO formation.	DPO/PM/M&E staff
Number of men and women membership in Community Institutions	SMT	Men, Women or mix of CO is verified by the SMT and meets the criteria of recognition	DPO/PM/M&E staff
CRP conducts regular session on CAT in CO meetings	SMT	Overall 50% women membership in Cis should be ensured	DPO/PM/M&E staff
Men, Women or mix of CO develops member household MIPs and Implements it	SMT	Regular meetings of the CO being held and CAT sessions taken	DPO/PM/M&E staff
		CO members (Men, Women) running a regular savings programme	DPO/PM/M&E staff
		Men, Women or mix of CO has updated books of record provided in the CO register	DPO/PM/M&E staff
<b>3. Micro Investment Plans (MIP)</b>			
The SMT holds a Men, Women or mix of CO meeting where members (Men, Women) are informed about MIP	SMT/CRP	Men, Women or mix of CO has completed MIPs of all member households	SMT/DPO/PM/M&E staff

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
SMT guides the household members to fill out their individual household MIP (Annex A-3a (vi))	SMT/CRP	SMT has compiled the Men, Women or mix of CO MIPs at the Revenue Village and Union Council level	DPO/PM/M&E staff
CO member (Men, Women) household MIP prepared and submitted to the SMT	SMT/CRP	BRDCEP interventions such as CIF,IGG and TVST needs are identified based on MIPs	DPO/PM/M&E staff
<b>4. Village Organisations (VO)</b>			
The SMT holds a dialogue with the members (Men, Women) of COs and other stakeholders to form VO	SMT	At least 50% of households organised in a RV before VO formation.	SMT/DPO/PM
The nominated General Body members (Men, Women) select the VO leaders (Men, Women) (One President and one Manger) and a CRP among themselves through consensus or election.	SMT	Each VO has an min of 2 WCOs/MCOs	SMT/DPO/PM
Men, Women or mix of VO is formed and register in the MIS	SMT	Signed ToP available with VO and SMT	SMT/DPO/PM
SMT provides books of records to VO	SMT	Men, Women or mix of VO is verified by the SMT and meets the criteria of recognition	SMT/DPO/PM
Men, Women or mix of VO develops and implements Village development Plan	SMT	Regular meetings of the VO being held on the set-date and time	SMT/DPO/PM
Men, Women or mix of VO opens bank account	SMT	Men, Women or mix of VO has updated books of record provided in the VO register	SMT/DPO/PM
Men, Women or mix of VO maintains all books of records	SMT	Men, Women or mix of VO is registered/notified by government authority has a bank account	SMT/DPO/PM
		Men, Women or mix of VO has one CRP	SMT/DPO/PM
<b>5. Village Development Plan (VDP)</b>			
The Men, Women or mix of VO collects MIPs resolution from the COs on their priority needs especially CPI to be included in the VDP.	SMT	Each Men, Women or mix of VO has a VDP and RMP	SMT/DPO/PM/M&E staff
SMT holds a VDP preparation meeting with the VO	SMT	VDP preparation process identified in the PIM is followed	SMT/DPO/PM/M&E staff
The Men, Women or mix of VO with the support of the SMT develops the VDP and Resource Mobilisation Plan (RMP).	SMT	% of VDP activities implemented	SMT/DPO/PM/M&E staff
VO implements the VDP	SMT	VDP is updated at the end of each year	SMT/DPO/PM/M&E staff
At the end of each year, the General Body reviews the VDP in an annual VDP review meeting and updates it for the next year.	SMT		
<b>6. Local Support Organisations (LSO)</b>			

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
The SMT holds a dialogue with the members of VOs (Men, Women) and other stakeholders to form Men, Women or mix of LSO	SMT	At least 50% household organised in the UC and at least one VO in each Revenue Village is formed before LSO formation.	SMT/DPO/PM
The nominated General Body members (Men, Women) select the LSO leaders (Men, Women) (One Chairperson and one Secretary) among themselves through consensus or election.	SMT	Each Men, Women or mix of LSO has an average of 10 VOs	SMT/DPO/PM
Men, Women or mix of LSO is formed and register in the MIS	SMT	Signed ToP available with LSO and SMT	SMT/DPO/PM
The SMT/CRP provides the books of records to the LSO	SMT	Men, Women or mix of LSO is verified by the SMT and meets the criteria of recognition	SMT/DPO/PM
Men, Women or mix of LSO develops and implements Union Council development Plan	SMT	Regular meetings of the Men, Women or mix of LSO being held on the set-date and time	SMT/DPO/PM
Men, Women or mix of LSO opens bank account	SMT	Men, Women or mix of LSO has updated books of record provided in the LSO register	SMT/DPO/PM
Men, Women or mix of LSO provided with one-time cash grant/in kind support under the BRDCEP to establish its office.	SMT	Men, Women or mix of LSO is registered/notified by government authority has a bank account	SMT/DPO/PM
Men, Women or mix of LSO maintains all books of records	SMT	Men, Women or mix of LSO office established	SMT/DPO/PM
		70% households organised into COs in each UC	SMT/DPO/PM
		Men, Women or mix of LSO maintains updated records in MIS for grants interventions	SMT/DPO/PM
<b>7. Union Council Development Plan (UCDP)</b>			
The Men, Women or mix of LSO collects VDPs and resolutions from the member VOs on their priority needs especially CPI to be included in the UCDP.	SMT	Each Men, Women or mix of LSO has a UCDP and RMP	SMT/DPO/PM/M&E staff
SMT holds a UCDP preparation meeting with the LSO	SMT	UCDP preparation process identified in the PIM is followed	SMT/DPO/PM/M&E staff
The Men, Women or mix of LSO with the support of the SMT develops the UCDP and Resource Mobilisation Plan (RMP).	SMT	% of UCDP activities implemented	SMT/DPO/PM/M&E staff
Men, Women or mix of LSO implements the VDP	SMT	UCDP is updated at the end of each year	SMT/DPO/PM/M&E staff
At the end of each year, the General Body reviews the UCDP in an annual UCDP review meeting and updates it for the next year.	SMT		

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
<b>8. Local Support Organisation Network (LSON)</b>			
SMT holds dialogue with Men, Women or mix of LSOs regarding Men, Women or mix of LSON formation	DPO	ToP between Men, Women or mix of LSON and RSPs	DPO/PM/M&E staff
RSP district staff (Men, Women) hold LSON formation workshop.	DPO	One Men, Women or mix of LSO network is formed in each district	DPO/PM/M&E staff
ToP between the Men, Women or mix of LSON and the RSP signed by the representatives of LSON and RSP	DPO	DPO facilitates formation of District/Tehsil Joint development committees	DPO/PM/M&E staff
RSPs arrange brief meetings of Men, Women or mix of LSO Networks with government departments, Civil Society Organisations and donors.	DPO	Men, Women or mix of LSON represents Men, Women member of LSOs in District/Tehsil Joint development committees	DPO/PM/M&E staff
<b>B. Training and capacity building</b>			
<b>1. RSPs BRDCEP Staff Training on PIM &amp; CAT &amp; M&amp;E Framework</b>			
Training goals clearly stated and communicated to the participants	Training/CB Officers/M&E Specialist	Overall staff (men, women) training plan and calendar developed and implemented	PMs/DPO
Training schedule/content developed covering all modules/sections of PIM, CAT and M&E Framework	Training/CB Officers/M&E Specialist	All relevant BRDCEP Programme staff (men, women) trained on PIM, CAT and M&E Framework according to relevancy of modules and respective staff designations	PMs/DPO
Training schedule followed and training conducted as per plan within the allocated time for effective content delivery	Training/CB Officers/M&E Specialist	Documentation of training is done	PMs/DPO
<b>2. Community Management Skills Training (CMST)</b>			
Training participants (Men, women) nominated by CO through resolution	Training/CB Officers	All the Presidents (Men, Women) and Managers of COs received CMST	CBO/DPO/PM/ M&E staff
Training schedule/content developed using the content given in PIM	Training/CB Officers	Guidelines for planning and arranging CMST sessions as provided in the PIM followed	CBO/DPO/PM/ M&E staff
Training delivered	Training/CB Officers	Documentation of trainings available at all levels	CBO/DPO/PM/ M&E staff
Documentation of trainings done	Training/CB Officers		
<b>3. Technical and Vocational Skills Training (TVET)</b>			

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
TVET potential beneficiaries (Men, Women) are identified and selected through Micro Investment Plans (MIPs) and eligibility criteria	Training/CB Officers	EU guidelines for procurement of TVET service provider is followed and service provider is selected timely	CBO/DPO/PM/M&E staff
Training plan developed after sufficient numbers of Men, Women or mix of COs/VOs are formed in SMT area and regularly updated based on the needs identified by the Men, Women or mix of CIs.	Training/CB Officers	Trainings are provided by fully accredited structure in line with the EU Funded TEVT programme.	CBO/DPO/PM/M&E staff
The TVET training conducted at the local level (within or near the Programme districts).	Training/CB Officers	Training trades finalised and selected based on the demand of the community and potential to generate employment/income.	CBO/DPO/PM/M&E staff
Post training support to the trainee provided by CI	Training/CB Officers	The RSPs maintains records for the TVET interventions in MIS	CBO/DPO/PM/M&E staff
		The RSP is undertaking field verification to monitor Training activities through its field and monitoring staff	CBO/DPO/PM/M&E staff
<b>4. Literacy and Financial Literacy Training</b>			
Training participants (Men, women) identified and selected through eligibility criteria	Training/CB Officers	All the nominated/selected Participants (Men, Women) of COs received literacy and financial literacy training	CBO/DPO/PM/M&E staff
Training schedule/content developed using the content given in PIM	Training/CB Officers	Guidelines for planning and arranging Literacy and Financial Literacy Training sessions as provided in the PIM followed	CBO/DPO/PM/M&E staff
Training delivered	Training/CB Officers	Documentation of trainings available at all levels	CBO/DPO/PM/M&E staff
Documentation of trainings done	Training/CB Officers		
<b>5. Leadership Management Skills Training (LMST)</b>			
Training participants (Men, Women) nominated by VO through resolution	Training/CB Officers	All the Presidents (Men, Women) and Managers (Men, Women) of VOs received LMST	CBO/DPO/PM/M&E staff
Training schedule/content developed using the content given in PIM	Training/CB Officers	Guidelines for planning and arranging LMST sessions as provided in the PIM followed	CBO/DPO/PM/M&E staff
Training delivered	Training/CB Officers		CBO/DPO/PM/M&E staff

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
Documentation of trainings done	Training/CB Officers	Documentation of trainings available at all levels	CBO/DPO/PM/M&E staff
<b>6. Trained On CDD Approaches</b>			
Government officials and local government representatives (Men, women) selected	Training/CB Officers	All the nominated government officials and local government representatives (Men, Women) gets training on CDD approaches	CBO/DPO/PM/M&E staff
Training schedule/content developed using the content given in PIM	Training/CB Officers	Guidelines for planning and arranging trainings on CDD approaches sessions as provided in the PIM followed	CBO/DPO/PM/M&E staff
Training delivered	Training/CB Officers	Documentation of trainings available at all levels	CBO/DPO/PM/M&E staff
Documentation of trainings done	Training/CB Officers		
<b>C. Community Investment Fund (CIF)</b>			
The SMT conducts dialogues with Men, Women or mix of CIs (COs/VOs/LSOs) about the CIF Grant	CI/SMT	Resolution and Proposal from the Men, Women or mix of CIs for CIF is available with PO-CIF at RSP	PO CIF/DPO/PM/M&E staff
Community Book Keeper (CBK) selected, trained and remunerated	CI/SMT	Men, Women or mix of CI meets the eligibility criteria for CIF grants	PO CIF/DPO/PM/M&E staff
CIF beneficiaries are selected according to the eligibility criteria (PSC band)	CI/SMT	Signed sub-grant agreement available	PO CIF/DPO/PM/M&E staff
Appraisal of the potential CIF beneficiaries conducted	CI/SMT	Sub-grant amount transferred to Men, Women or mix of CIs according to the agreed payment schedule in the sub-grant agreement signed with the Men, Women or mix of CI.	PO CIF/DPO/PM/M&E staff
CIF books of record provided to the Men, Women or mix of CIs by SMT	CI/SMT	The RSPs maintains separate records for the CIF interventions, including funds disbursed to each CI and maintains records in MIS	PO CIF/DPO/PM/M&E staff
At least 10% of the proposed CIF beneficiaries' varied by SMT.	CI/SMT		
CIF given to approved beneficiaries by issuing order cheques	CI/SMT	The RSP is undertaking field verification to monitor utilisation of CIF funds through its field and monitoring staff.	PO CIF/DPO/PM/M&E staff
CIF Record Register maintained by the Manager/Secretary/CBK	CI/SMT	Fund utilisation and reporting by CI is ensured	PO CIF/DPO/PM/M&E staff

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
Each CIF beneficiary (Men, Women) pay an agreed processing fee to the Men, Women or mix of CI before receiving the order cheque.	CI/SMT		
The beneficiary repays CIF instalment	CI/SMT		
Beneficiary (Men, Women) implements the income generating activity	CI/SMT		
The CI maintains a tracking sheet of CIF beneficiaries	CI/SMT		
<b>D. Income Generating Grants (IGG)</b>			
The SMT conducts dialogues with Men, Women or mix of CIs (COs/VOs/LSOs) about the IGG	CI/SMT	Resolution and Proposal from the Men, Women or mix of CIs for IGG is available with PO-CIF at RSPs	PO CIF/DPO/PM/M&E staff
IGG beneficiary HHs are selected according to the eligibility criteria (PSC band)	CI/SMT	Men, Women or mix of CI meets the eligibility criteria for IGG grants	PO CIF/DPO/PM/M&E staff
50% of women benefiting from IGG	CI/SMT	50% Women benefiting from IGG	PO CIF/DPO/PM/M&E Staff
Appraisal of the potential IGG beneficiaries (Men, Women) conducted	CI/SMT	signed sub-grant agreement available	PO CIF/DPO/PM/M&E staff
At least 10% of the proposed IGG beneficiaries' (Men, Women) verified by SMT.	CI/SMT	Sub-grant amount transferred to CI according to the agreed payment schedule in the sub-grant agreement signed with the CI.	PO CIF/DPO/PM/M&E staff
IGG given to approved beneficiaries by issuing order cheques	CI/SMT	The RSPs maintains separate records for the IGG interventions, including funds disbursed to each CI and maintains records in MIS	PO CIF/DPO/PM/M&E staff
IGG Record Register maintained by the Manager/Secretary/CBK.	CI/SMT	The RSP is undertaking field verification to monitor utilisation of IGG funds through its field and monitoring staff.	PO CIF/DPO/PM/M&E staff
Beneficiary implements the income generating activity	CI/SMT	Fund utilisation and reporting by Men, Women or mix of CI is ensured	PO CIF/DPO/PM/M&E staff
The Men, Women or mix of CI maintains a tracking sheet of IGG beneficiaries	CI/SMT		
<b>E. Micro Health Insurance (MHI)</b>			
List of HHs prepared with 40% HHs falling in the lowest Poverty Score in each UC	SMT/CRP	EU guidelines for procurement of insurance company followed	MHI staff/DPO/PM/M&E staff
Dialogue with Men, Women or mix of VOs/COs for selection of MHI beneficiaries	SMT/CRP	Insurance company selected timely	MHI staff/DPO/PM/M&E staff

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
CIF beneficiaries (Men, Women, children) are registered with insurance company	SMT/CRP	Insurance premium by RSPs and bills by the insurance company are paid to the beneficiaries (Men, Women) timely	MHI staff/DPO/PM/M&E staff
Men women, children Beneficiaries get treatment from panel and non-penal hospitals	SMT/CRP	% poorest households in each UC received MHI	MHI staff/DPO/PM/M&E staff
Non penal hospital bills reimbursed to men women and children beneficiaries	SMT/CRP		
<b>F. Awareness sessions on critical cross cutting social services</b>			
<b>1. Community Resource Person (CRP)</b>			
After Men, Women or mix of VO formation, the SMT consults the VO to identify and select a CRPs	SMT	Signed agreement with CRPs	SMT/DPO/PM/M&E staff
SMT trains the CRPs (Men, Women) on SM and CAT	SMT	The RSPs develops a directory of CRPs containing their contact information, any special skills they have and the trainings they received	SMT/DPO/PM/M&E staff
The SMT develops a monthly work plan for the CRPs	SMT	The SMT monitors and reviews the work of CRPs and providing feedback for improvement on a monthly basis.	SMT/DPO/PM/M&E staff
The CRPs (Men, Women) implements its monthly work plan	CRP		
<b>2. Awareness Sessions on various Cross-Cutting Themes</b>			
Awareness sessions on various themes conducted, and participants (male, female)	SMT/CBO	Trainings are provided by fully accredited structure in line with the programme proposal.	HRD staff/DPO/PM/M&E staff
<b>G. Local development plans</b>			
MIPs developed by household members (male, female) who joined COs	SMT/CRP	Men, Women or mix of CO has completed MIPs of all member households	SMT/DPO/PM/M&E staff
100% of targeted UCs have Union Council development plans	SMT	UCDP preparation process identified in the PIM is followed	SMT/DPO/PM/M&E staff
All the district have developed district development plans	SMT	DDP preparation process identified in the PIM is followed	SMT/DPO/PM/M&E staff
Joint develop committees formed at district level	SMT	JDC formation process identified in the PIM is followed	SMT/DPO/PM/M&E staff
<b>H. Community Physical Infrastructure (CPI)</b>			
The SMT holds dialogues with CIs (COs/VOs/LSOs) about the CPI Sub grant	SMT	Proposal from the CIs for CPI grant is available with PO-CIF	Engineers/DPO/PM/M&E staff

Quality Assurance Indicators	Responsibility	Quality Control Indicators	Responsibility
Need Identification for CPI Projects through VDPs and UCDPs	SMT	CI meets the eligibility criteria for CPI sub grants	
DPO shares the list of prioritised infrastructures with the Joint Development Committees (JDCs).	DPO	signed sub-grant agreement available	Engineers/DPO/PM/M&E staff
Technical staff (field engineer/district engineer and SO) prepares the Project Digest/proposal for each of the recommended CI's CPI.	Field Engineer/SMT	Sub-grant amount transferred to CI according to the agreed payment schedule in the sub-grant agreement signed with the CI.	Engineers/DPO/PM/M&E staff
Grant agreement signed between CI and RSP	DPO	The RSPs maintains separate records for the CPI interventions, including funds disbursed to each CI and maintains records in MIS	Engineers/DPO/PM/M&E staff
The SMT provides CPI Books of Record to the CI.	SMT	Information shared of CPI Projects with the Joint Development Committees (JDC) and Local Authorities	Engineers/DPO/PM/M&E staff
Transfer of CPI Sub-Grant to the CIs	PM/DM	Fund utilisation and reporting by CI is ensured	Engineers/DPO/PM/M&E staff
CI implements the CPI project	CI	The Engineer based at the PIU and District Engineer pays visits to randomly selected project sites during implementation.	Engineers/DPO/PM/M&E staff
Field Engineers will provide technical assistance, monitor the implementation process and ensure updated records are kept by the concerned grantee CIs.	Field Engineer/SMT		