

Year IV Annual Report

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Afghanistan Reconstruction Trust Fund

SUPERVISORY AGENT: Management Systems International

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Management Systems International (MSI), a Tetra Tech company, staff prepared this paper to contribute to the discussion and understanding of the important development challenges facing policymakers and practitioners.



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Abbreviations

AAIP	Afghanistan Agricultural Inputs Project	ISD	Infrastructure Services Department
APSDP	Afghanistan Power Supply Distribution Project	MAIL	Ministry of Agriculture, Irrigation, and Livestock
ARAP	Afghanistan Rural Access Project	MCG	Maintenance Cash Grants
ARTF	Afghanistan Reconstruction Trust Fund	MOED	Ministry of Education
BDO	Binder Dijker Otte	MOEW	Ministry of Energy and Water
BOQ	Bill of Quantity	MOF	Ministry of Finance
CC	Community Contracting	MOPW	Ministry of Public Works
CCAP	Citizens Charter Afghanistan Project	MRRD	Ministry of Rural Rehabilitation and Development
CDC	Community Development Council	MSI	Management Systems International
CDP	Community Development Plan	NCB	National Competitive Bidding
CM	Citizen Monitors	NHLP	National Horticulture and Livestock Project
CPM	Community Participatory Monitoring	O&M	Operation and Maintenance
DLP	Defect Liability Period	OFWMP	On-Farm Water Management Project
EIIC	Environmental Impact Identification Checklist	PED	Provincial Education Directorate
EMIS	Education Management Information System	PMU	Provincial Management Unit
EMP	Environmental Management Plan	PPE	Personal Protective Equipment
EQUIP	Education Quality Improvement Program	QC	Quality Control
ESFP	Environmental and Social Focal Point	QEG	Quality Enhancement Grant
ESMP	Environmental and Social Management Plan	SA	Supervisory Agent
FP	Facilitating Partner	SMS	Short Messaging Service or School Management Shura
GOA	Government of Islamic Republic of Afghanistan	SVR	Site Visit Report
GRM	Grievance Redress Mechanics	TPM	Third-Party Monitoring
IA	Irrigation Association	TTL	Task Team Lead
IDLG	Independent Directorate of Local Governance	WUA	Water Use Associations
IMS	Information Management System		
IRDP	Irrigation Restoration and Development Project		

Executive Summary

Background

The complex operating environment in Afghanistan prevents World Bank staff from performing direct project oversight in the field, except in Kabul and other select urban areas. In response to this challenge, the World Bank designed the Afghanistan Reconstruction Trust Fund (ARTF) Third-Party Monitoring (TPM) Program to accurately and comprehensively monitor outputs at select project sites across the country in close collaboration with Government of the Islamic Republic of Afghanistan (GIROA) line ministries. The program was designed to meet three primary objectives:

TPM PRIMARY OBJECTIVES

- Provide critical, detailed data from locations in the field where World Bank staff could not visit systematically as an input to the World Bank's implementation support and GoA line ministries' monitoring systems.
- Provide a level of additional evidence and assurance to donors that ARTF-financed projects are implemented according to project specifications, including environmental, gender, and social safeguards, as well as select financial and fiduciary aspects.
- Provide GIROA line ministries with a project monitoring example and showcase how such practices can improve ARTF-financed project performance and results.

Beginning in November 2015, the World Bank contracted Management Systems International (MSI) to serve as supervisory agent (SA) to conduct TPM on selected GOA projects financed by ARTF. In the first three years of TPM, the SA was responsible for a portfolio that predominantly comprised infrastructure projects. This included projects focusing on irrigation canal, school, and road construction with the National Solidarity Project combining infrastructure and social mobilization of Afghan communities. In Year IV, the World Bank expanded the scope of the SA monitoring portfolio to include non-infrastructure projects, focusing on service delivery, project inputs, and beneficiary perceptions in health, agriculture, and economic growth in addition to the original infrastructure projects.

The SA was requested to complete nine special studies resulting in 13 individual assessment reports spanning the entire portfolio from student, faculty, and staff feedback on vocational institute curriculum and structural quality of institution buildings to medical supplies at remote health facilities and an economic internal rate of return and cost effectiveness study. In Year IV, the SA surpassed the target of 2,000 site visits, completing 1,918 site visits of subprojects across the portfolio and 306 site visits for special studies, totaling 2,224 site visits (27 percent construction monitoring, 23 percent process and program input monitoring, and 50 percent mixed) in 34 provinces and 259 districts. Construction quality site visits found 2,840 total deviations in Year IV, with ministry engineers present at approximately 70 percent of site visits.

Overview of Approaches and Methodologies

Within the scope of the current ARTF II TPM program, MSI—hereafter referred to as the ARTF II SA—is contracted to conduct unique monitoring and verification missions annually to ARTF subproject sites in all 34 provinces of Afghanistan. During Year IV, the SA utilized three approaches to exceed the goal of 2,000 site visits, including:

1. Performance and process monitoring by experienced local national and expatriate subject matter experts (quality assurance [QA] engineers and social scientists).
2. Participatory monitoring by trained male and female citizen monitors (CMs) living near subproject sites.
3. Ad-hoc monitoring and special studies.

The SA uses the commercially available web-based software application Fulcrum for data collection, processing, and quality control. The Fulcrum mobile app allows field staff to

collect and upload subproject site-specific data using smartphones. In the post-processing workflow, at least two local nationals and two expatriates review each subproject site visit report (SVR) to ensure data accuracy, completeness, and integrity before submission to the World Bank.

Construction-quality data from each site visit are available to both GIRoA ministries and the World Bank within one week of collection (after QA review) through an online digital dashboard (Ardea). All monitoring data (construction quality, program implementation, and compliance) are submitted monthly as a portable document format (PDF) file of each completed site visit, and spreadsheets for specific social mobilization components of ARTF projects. Photographic evidence associated with each site is provided to both the GoA and World Bank with geotags and time stamps.

Site visit instruments (SVIs) are designed collaboratively with the task team leaders (TTLs) of each project. SA monitoring teams proceed with subproject monitoring once the SVI is approved by each project's TTLs to ensure optimal data-driven decision-making.

Site Visit Instruments and Client Engagement

The collaborative process begins with the SA team lead and deputy team lead reviewing all project relevant documentation. A draft SVI is sent to the TTL for written feedback to ensure that all project components are monitored appropriately and to the satisfaction of the task team. In Year IV, the SA made an intentional effort to improve the World Bank safeguards team's inclusion during SVI design. A safeguards module is included in each SVI and, with the help of the safeguards team, all safeguards modules were updated during Year IV.

SVI question modules differ according to project type, such as construction quality modules found in SVIs for all projects funding contractor or community construction. The SA uses the same grading system and deviation taxonomy for construction-quality monitoring since 2015:

A five-point grading scale is employed when monitoring ARTF II infrastructure subprojects. Three infrastructure components of each subproject are graded separately using the scale below to the hundredth of a point (i.e., 3.15). Three component grades (design, material, and workmanship quality) are averaged to calculate the overall subproject construction-quality grade: The gradients in the applied system are as follows:

GRADE 5.00 - VERY GOOD: Design, workmanship, and material quality meet all project specifications. The project is sustainable over the entire design life and the subproject is 100 percent functional.

GRADE 4.00 - GOOD: Design, workmanship, and material quality meet most specifications with minor deviations that have no impact on sustainability and the subproject is at least 90 percent functional.

GRADE 3.00 – SATISFACTORY/AVERAGE: Design, workmanship, and material quality meet the major specifications, but deviations caused reduced sustainability (likely requiring greater operations and maintenance [O&M] requirements) and decreased functionality to between 70 and 90 percent.

GRADE 2.00 - POOR: Design, workmanship, and material quality deviates significantly from the required specifications. There is a marked impact on sustainability and a significant decrease in functionality to between 40 and 70 percent.

GRADE 1.00 - VERY POOR: The project meets very few required specifications. Project sustainability is zero and there is already a need for serious reworking with functionality below 40 percent.

Construction deviations are classified by severity into the following three categories:

1. **MAJOR:** A deviation affecting the structural integrity of the subproject.
2. **MINOR:** A cosmetic deviation that does not affect the structural integrity of a subproject.
3. **LIFE SAFETY:** A deviation that if unfixed can lead to physical harm or death.

Deviations are organized into the following four types:

1. **DESIGN:** Relating to the design drawings and bill of quantity (BOQ) for subproject construction by community or contractors with ministry engineer oversight.
2. **MATERIALS AND WORKMANSHIP:** Relating to the quality of materials used for construction and the overall workmanship by community or contractors.
3. **OPERATIONS AND MAINTENANCE:** Relating to the completeness of operations and maintenance plans and effectiveness of O&M activities.
4. **ENVIRONMENTAL AND SOCIAL SAFEGUARDS:** Relating to subproject-specific environmental and social safeguards, including laborer camp conditions, first aid trainings, tree cutting, ground water contamination, etc.

For projects without a construction component, SVI modules for subproject process monitoring are created collaboratively with the TTLs and comprise project-specific implementation process questions. These modules can include questions to assess beneficiary use of project inputs or participation and comprehension of project-specific trainings or inclusion in the subproject decision-making process. Different from tangible construction deviations, process monitoring does not classify social deviations. Process monitoring is provided in monthly and ad-hoc reports for ministry project teams to learn from process implementation and improve their approaches with World Bank task team guidance.

Sampling Methodologies

Subproject sampling (site selection) methodologies differ depending on whether the project has a construction component with available BoQs and design drawings. For ARTF-funded projects with community or contractor construction, where subproject BoQ and design drawings are available, stratified random sampling is employed to group subprojects by construction status using ministry management information systems (MIS). Subprojects identified as “ongoing,” meaning community laborers or contractors are actively performing construction activities, are grouped together in an Excel spreadsheet, classified as the sampling frame from which sites are randomly selected. When ministry project teams do not have a complete MIS, the SA receives lists from the project team each month and the same stratified random sampling method is used. The World Bank, ministry project teams, and the SA agree to focus on ongoing subprojects to allow contractor and community laborers to rectify minor deviations during the site visit (when possible) and to identify deviations while construction is in progress to maximize the timeliness of deviation rectification.

The SA selects subproject sites for projects without construction components using either systematic random sampling, where a randomly selected interval is used to select each site (e.g., every fourth subproject from a list), or purposive (targeted) sampling, where specific subprojects or beneficiaries are selected in a given month to investigate a specific area of interest raised by the World Bank task team.

The “ongoing” project methodology and sampling methods can change each month per project according to the needs or areas of focus for a given project. For projects with limited ongoing construction, the SA visits all sites in the sampling frame. Specific sites are selected when an area of interest is identified for investigation, such as an environmental or social safeguard concern. The SA is flexible and capable of mobilizing field monitoring

teams for ad-hoc requests and tailoring the sampling approach for each project monthly to meet the changing needs of the World Bank task teams. The SA completed nine special studies and the sampling plans for each study were derived from the sampling frames available from each corresponding ministry project team. For example, the emergency feed distribution study involved completing a census of all emergency feed recipients, as the entire list of beneficiaries was provided and was small enough to interview all. The economic internal rate of return and cost effectiveness study required the SA randomly select from “completed” projects in the MIS under each subproject type, including solar power kits, of which only two were completed. The sampling methods vary greatly but the SA was able to be flexible, thanks in large part to the support from ministry project teams and the World Bank task teams.

Despite a challenging security environment, SA teams conducted visits in some of the most challenging places in the country between October 2018 and November 2019. These included remote and insecure areas in Ghazni, Kunduz, Baghlan, Farah, Badakhshan, and Wardak provinces. SA QA managers create a “mission plan” each month with approximately 15 additional sites for each province, and district QA engineers and monitoring teams plan to visit.

Personnel Organization

The SA's organization is structured into five teams responsible for specific tasks:



Year IV Project Findings

Building on the foundation of Year III, the SA continued to work collaboratively and effectively with World Bank task team leaders (TTLs) and GIRA ministry project teams to conduct monitoring activities of ARTF subprojects in Year IV.

Individual subproject performance is best measured by observing adherence to required construction standards, environmental and social management framework compliance, and beneficiary perceptions of inclusion and access. This section presents project-specific findings for each project monitored and the number of site visits completed as a percentage of target (2,000 site visits) in Year IV.

Afghanistan Agricultural Inputs Project (AAIP)

(30 SITE VISITS – 1.5 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA visited all 30 research farms and seed quarantine stations funded by the AAIP between May and November 2019. These facilities were visited once each in Year III, and the focus of Year IV visits is the status of construction deviations observed in Year III. Construction was complete at all sites and projects fell under the defects liability period (DLP). The DLP is a fixed period, starting from the date of practical construction completion, when the contractor has an express contractual right to return to the site to rectify defects. One SA quality assurance (QA) engineer provided monitoring for all 30 AAIP subprojects. Female enumerators and citizen monitors were not active in these site visits.

Findings

The QA engineer identified 224 deviations at AAIP subprojects between November 2018 and October 2019. The AAIP project began closedown preparation in April 2019 and all outstanding deviations were handed over to the Ministry of Agriculture, Irrigation, and Livestock's Infrastructure Services Department (MAIL/ISD) for rectification. At the end of the MSI TPM contract in December 2019, almost all deviations were rectified. The table below presents the breakdown of the 224 deviations reported in Year IV.

TABLE 1

AAIP Deviations found while the project was active: November 2018 – August 2019.

Deviation Type	Minor	Major	Life Safety
Workmanship/Material Quality	121	88	3
Design	2	4	0
Operations & Maintenance	2	0	0
Safeguards	1	3	0

Challenges

The majority (95 percent) of AAIP deviations are workmanship/material quality. This means construction designs include all necessary components but contractors either miss construction components or use materials below the recommended quality. Across all 30 site visits, there is no mention of contractor difficulty acquiring components or materials. Workmanship/material quality deviations are observed when a component is either poorly constructed or not constructed by the contractor, or when materials used in construction are below the recommended quality standards.

Good Practices

MINISTRY PROJECT TEAM

The AAIP project team was very responsive and worked collaboratively with the SA team to rectify deviations from Year III prior to the start of Year IV site visits. Subproject construction observations include rectified deviations from Year III using high-quality materials and excellent workmanship. The AAIP project team monitored contractor performance on these projects using Ardea to provide evidence of deviation rectification, leading to many deviations being rectified before responsibility was handed over to the MAIL/ISD.

In August 2019, 259 of 587 deviations (44 percent) from both years III and IV remained unrectified and in the care of the MAIL/ISD. The AAIP handover staff and MAIL/ISD collaborated to compile a list of all unrectified deviations and a timeframe for rectification. Approximately 70 percent of all remaining deviations were minor deviations and the timeline stipulated that all deviations will be rectified by early 2020.

In Year IV, the SA conducted five formal meetings with the AAIP project team and MAIL/ISD to review all outstanding deviations and discuss rectification priorities. The SA facilitated Ardea trainings for the MAIL/ISD staff managing AAIP deviations after project close and

were present at the MAIL each week to answer AAIP and MAIL/ISD questions throughout Year IV.

WORLD BANK TASK TEAM LEADER

The AAIP was the first ministry team to use the Ardea cloud-based system (introduced in summer of Year III) to respond to SA-reported deviations. The World Bank TTL for AAIP was engaged in the rollout of the system and actively encouraged the ministry project team to use the system and provide evidence when deviations are rectified.

Recommendations

The TTL engagement played an important role in the AAIP project team adopting the Ardea system, leading to their positive rate of rectification before project close. It is recommended that collaboration and a working relationship between the project team, World Bank TTL, and the SA serve as an example for future ARTF-funded projects and TPM providers.

Afghanistan Rural Access Project (ARAP)

(39 SITE VISITS – 2 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA completed 39 site visits for ARAP between April and November 2019. Provincial engineers from the Ministry of Rehabilitation and Rural Development (MRRD) accompanied QA engineers for all 39 site visits. The monitoring objectives for the ARAP include:

- quality of contractor road construction and operations and maintenance of the road to ensure that it is maintained and serves its intended purpose with regular repairs;
- the efficiency of contractor management with a focus on larger/expensive items in the bill of quantity (BoQ) for each road segment;
- and Environmental and Social Management Plan (ESMP) compliance and land tenure issues along road alignments.

A site visit for ARAP is defined as a 4km segment of road. Sites are randomly selected from a list of subprojects not yet visited by the SA while road segments with “ongoing”

construction were prioritized. The SA uses both QA engineers and citizen monitors (CMs) to cover multiple aspects of ongoing road construction funded by the ARAP; female enumerators were not present for ARAP site visits, but could be included in future monitoring.

Findings

QA engineers and CMs observed and reported 225 deviations during Year IV; 129 (57 percent) were rectified before the end of the TPM contract on December 31, 2019. Table 2 presents all Year IV deviations by type, severity, and rectification rate exported from the Ardea online system as of December 31, 2019.

TABLE 2
ARAP Year IV
Deviations from
Ardea November
1, 2018 through
December 31, 2019

Deviation Type	Minor	Major	Life Safety
Workmanship and Material Quality	69	111	1
Design	0	7	0
Operations & Maintenance	2	2	0
Safeguards	12	20	0

Citizen monitors are members of communities whom QA engineers recruit and train to provide photographic monitoring of road segments funded by the ARAP. The CMs take time-stamped and geotagged photos for review by engineers in the SA field office in Kabul. Citizen monitor photographs allowed engineers in Kabul to identify 25 deviations from 40 subprojects, or 11 percent of all ARAP deviations in Year IV.

Good Practices

MINISTRY PROJECT TEAM

Overall, the results of monitoring the ARAP are positive. The lone life safety deviation from the first quarter of Year IV was rectified and approximately 40 deviations remain unrectified, which is not problematic because these deviations were reported at the end of the SA's TPM contract when site visits concluded in November of 2019. It is possible that ministry project teams will rectify all outstanding deviations in the first months of 2020.

Five coordination meetings took place in Year IV with the ARAP project team, World Bank task team, and the SA to discuss outstanding deviations and to determine which deviations

to classify as “unrectifiable.” An example of an unrectifiable deviation would be segregation cracks on a road; they do not affect the structural integrity of the road and the cost to repair them outweighs the value of the repair in terms of a road’s functional life. These deviations are categorized as “unrectifiable” and closed in the Ardea system.

Challenges

Workmanship and material quality continue to constitute most deviations and can be rectified by contractors shortly after each site visit, since ARAP site visits target subprojects with ongoing construction. Some challenging deviations identified by the SA in Year IV are:

- The cement used for construction was stored on the ground instead of on an elevated pallet or platform to prevent moisture from affecting the quality of the cement prior to use. If moisture affects cement before use, it can alter the structural integrity of all construction components built with the weakened concrete.
- The lack of O&M plans and corresponding funding mechanisms at three sites. Road maintenance and upkeep to ensure that the roads exist in a functional state for the estimated life of the project requires O&M plans and funding. It is likely that a road will be constructed and erode into an unusable state without adequate planning to maintain its structural integrity.
- Unavailability of private land acquisition, tree-cutting records, and resettlement plan at one subproject. Records must be kept at all subproject sites to ensure that land is legally acquired for subproject construction, trees cut for construction are replanted, and project-affected people are justly compensated if they lose land or relocate due to subproject construction. These records are vital to ensure that people are not forcibly displaced by subproject construction.

Recommendations

Construction should not begin until subproject sites have an approved O&M plan and locally established funding sources for O&M. Where construction inadvertently begins without these requirements in place, it should be halted until the requirements are satisfied. If a road is constructed under the ARAP without a means to pay for maintenance, it is more likely to not function through its projected life of the project. An O&M plan and funding mechanism must exist to pay for regular road maintenance so the road can serve its intended purpose.

Ministry project teams should make sure that contractors are paying close attention to environmental and social safeguards recordkeeping. World Bank task teams can ask for updates from the ministry project teams to ensure that all contracts under ARAP are keeping records related to project-affected people, tree cutting, land acquisition, and related requirements. If allegations of contractor mismanagement of funds or materials are brought to the World Bank, they will be able to address all allegations either through the ministry project team or directly if they are certain all necessary records are kept and verified for authenticity by the ministry project team.

Multiple ARAP subprojects are behind schedule due to issues related to contractor management, including private land donation and tree-cutting issues needed for road construction. The ARAP team should conduct environmental and social safeguard surveys during the design stage to avoid these issues during construction.

CASA-1000 Community Support Project (CSP)

(20 SITE VISITS – 1 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

In January 2019, the SA monitored 20 community micro-hydropower (MHP) stations constructed between 2005 and 2016. One QA engineer visited each site to assess the functionality of each MHP station and the presence of an O&M plan, and to ascertain if the community was paying into the O&M fund to maintain the power station. Land acquisition and safeguard compliance was monitored for all subprojects. Construction deviations were not a monitoring objective for CSP because all construction was completed, in some cases more than 10 years ago. Sites were purposively selected from a list provided to the SA with World Bank approval to inspect specific projects of interest.

Findings

The SA visited 20 MHP stations from a list provided by MRRD stating that 10 stations were functional and 10 nonfunctional. The SA found 10 MHP stations were functional, four were partially functional six were nonfunctional. One station classified as “partially functional” is operated only at night because the community also has access to main grid power, which they use during the daytime. The three other “partially functional” stations are operated seasonally. One MHP station was rendered redundant because the community was

connected to the main power grid. This system was brought into operation in 2008 and recorded three dynamo failures and one turbine failure, meaning it has had repeated problems since construction in 2008.

Operations and maintenance plans were available at 12 of the 20 stations. Even in the absence of a formal O&M plan, communities were paying to support the MHP systems in 17 of the 20 sites. At half of the sites, households paid a flat fee to finance repairs and maintenance to the stations, five sites charged a fee “per lightbulb used” in each household, and three sites installed meters to calculate and collect household O&M contributions.

One MHP station constructed in 2006 was disassembled and moved to a new location in 2018 because the landowner claimed it was constructed on his land without permission. The community alleges that the land issue was resolved in 2006, but the ongoing disagreement made the station nonfunctional. Grievance redress committees were not established at any of the 20 communities where subproject sites were located.

Good Practices

Two communities showed exceptional aptitude for operating their MHP stations for more than a decade. They had functional O&M processes where one community was collecting a flat rate per household and the other used a meter to calculate the rates charged per household. The important lesson from these good practices is that all funds were used to pay for repairs to the stations and pay the salary of the MHP station operator. These communities are a good example of well-run O&M plans in a community resulting in a functional, effective MHP station.

Challenges

MHP stations require regular maintenance to stay operational. In the three cases where communities did not pay into O&M, they had been connected to the main power grid or were in the middle of a land dispute. The absence of a grievance redress committee in all communities is a challenge because no independent group exists for beneficiaries to register project-specific grievances.

Years have passed between the completion of these projects and monitoring to track the operational capacity of the stations. A lag in monitoring increases the chance for MHP stations to become non-operational if stations are damaged or are deprived of regular O&M.

Recommendations

Community projects with a need for regular maintenance should be subject to regular monitoring from ministry project teams, TPM, or both. If a community is connected to the main power grid after the MHP station was constructed, communities should continue to pay into O&M costs since the MHP station serves as a functional backup power supply in case the main power grid fails, such as the case of the community that operated their MHP station at night.

A grievance redress committee or mechanism should be available to project beneficiaries. If project-related disagreements (such as the one land dispute lasting more than a decade) are not resolved, the project team at the ministry or World Bank needs to be made aware and that can happen only with regular monitoring or a local line of communication at the community level to relay this information.

Citizens' Charter Afghanistan Project (CCAP)

(1,003 SITE VISITS – 50 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA monitored 1,003 subproject sites from May through November 2019 in 606 rural community development councils (CDC), 356 urban CDCs, and 41 Gozar assemblies. In Year IV, the SA sent two-person, mixed-gender monitoring teams (male engineer and female enumerator) to each site. The teams were accompanied by an MRRD or IDLG engineer at 751 sites, a CDC member was present at 923, and the facilitating partner social organizer was present at 812 site visits. MSI also participated in all CCAP supervision missions and regularly presented TPM findings to the World Bank and clients. At the World Bank's request, MSI conducted several spot checks related to follow-up on reports of improper practices or safeguards problems.

Monitoring objectives included:

- Social mobilization components: completion and participation in CDC elections, participatory learning activities (PLAs), and community development plans (CDPs).
- Verify female community member participation in elections, PLAs, and CDPs through female community member interviews.

- Construction quality and ESMP compliance at community-level subprojects. Subprojects were selected using the MRRD and IDLG MIS, where projects were clustered into “ongoing” subprojects groups and randomly sampled from the lists of ongoing subprojects for both IDLG and MRRD.

Findings

SOCIAL MOBILIZATION

Most CDCs and Gozar assemblies (95 percent) followed CCAP election processes, including eligible female voters, disabled persons, internally displaced persons, and returnees in elections. The SA verifies the responses to all questions about women’s participation from male CDC executive committee members with those from female CDC and community members. In the event of discrepancies between the two, the SA defers to female CDC and community member responses when assessing women’s participation in the CCAP.

Participatory learning activities (PLA), including the seasonal calendar, well-being analysis, leaking pot exercise, and women’s mobility map, were completed at almost all (99 percent) sites. Women in both CDCs and Gozar assemblies strongly participated in those activities. While all exercises need not be provided for women in all communities, between 85 percent and 100 percent of sites reported female participation in the four activities, with participation varying by activity. The SA verified female participation through group interviews with female community members.

ENVIRONMENTAL AND SOCIAL SAFEGUARDS

ESMPs were available at 904 of the 1,003 subprojects (not all subprojects require ESMPs). Site selection criteria checklists were available at 946 subprojects, and 446 subprojects had the environmental impact identification checklist available when the monitoring team was onsite.

At 318 sites, private land was transferred by the owner for the CCAP subproject and transaction and proper documentation was available at 289 of those sites. The SA interviewed approximately half of all landowners who transferred privately held land and verified that they voluntarily donated their land. These interviews are limited to the availability of the landowner on the day of the site visit. Verified public land did not require land donation forms and was recorded as “common land” if used for subproject construction.

In Year IV, trees were cut for subproject construction at 31 sites. Eight urban communities cut trees for their subproject construction and seven of them replanted in accordance with the ESMF. Twenty-three rural communities cut trees for subproject construction and had

not replanted trees at the time of each site visit. First aid and environmental health and safety (EHS) trainings were held for only 228 of the 1,003 construction sites visited in Year IV.

Grievance handling (GHC) or community participatory monitoring (CPM) committees were established in 948 communities however, less than 10 percent of all communities with GHC/CPM committees recorded grievances.

CONSTRUCTION QUALITY

The SA identified 1,527 deviations at 1,003 CCAP subprojects in Year IV, and MRRD and IDLG project teams rectified 681 deviations (45 percent) as of December 31, 2019, the end of the SA contract. The total number of deviations should not be averaged by the total number of subprojects. The number of deviations varies by subproject size and construction quality, where a single poorly constructed subproject could have more than 30 deviations. Table 3 presents the distribution of Year IV deviations by type, severity, and rectification rate, as of December 31, 2019. It is important to note that approximately 400 site visits were completed in the last two months of the SA contract, increasing the number of deviations reported, and ending TPM services in the current contract phase before ministry project teams could rectify newly identified deviations in the Ardea system.

Deviation Type	Minor	Major	Life Safety	Rectified (%)
Workmanship and Material Quality	802	505	8	580 (44%)
Design	86	71	0	83 (53%)
Operations & Maintenance	17	4	0	5 (24%)
Safeguards	21	6	7	13 (38%)

Construction deviations affect a subproject's overall grade calculation as follows: If a subproject receives a "good" grade (4) for design and materials but the construction quality (workmanship) is "very poor" (1), the overall project grade will be average/satisfactory ($4+4+1/3=3$) and all deviations will be reported to the ministry.

Table 4 presents the number of subprojects by each overall subproject grade. That is the average of the subproject design, material quality and workmanship quality grades for each subproject.

Overall Subproject Grade	Number of CCAP subprojects (%)
Very Good (5)	7 (1%)
Good (4)	622 (62%)
Average/Satisfactory (3)	268 (26%)
Poor (2)	61 (6%)
Very Poor (1)	8 (1%)
Construction Not Started (NA)	37 (4%)

TABLE 4
Year IV CCAP
Subproject Overall
Grades

Good Practices

TASK TEAM LEADER

The task team leader for the CCAP set a 60 percent target at the end of Year III for ministry project teams to improve their overall subproject grades to “good” (4). The SA graded Year IV subprojects using the same scale as all ARTF II construction subprojects and found 62 percent of all CCAP subprojects received a “good” overall subproject grade, exceeding the 60 percent target.

MINISTRY PROJECT TEAM

Coordination meetings occurred monthly in Year IV and ministry project teams were flexible in making sure that ministry engineers were available to accompany the SA to sites. This was true throughout the year, but most importantly in Quarter IV, when the SA completed approximately 700 site visits for CCAP. Regular coordination between the SA, World Bank and IDLG/MRRD project teams increases the likelihood of deviation rectification if all parties are working together frequently to learn from deviations and plan to improve construction quality together.

FACILITATING PARTNER

Women were included in the decision-making processes in more than 90 percent of CCAP communities visited in Year IV. Interviews with female community members revealed that women are included in planning processes for the subprojects and have a representative, either a CDC member or a CDC executive committee member (usually the vice chair or secretary), who relays female community member concerns to male CDC members.

Challenges**SOCIAL MOBILIZATION**

Male CDC members overreport women's participation in CCAP social mobilization activities. Female community members interviewed by the SA consistently report lower rates of female participation than men reported in Year IV. While the reporting discrepancies between male CDC executive committee and general CDC members differ by approximately 5 percentage points from female community members on questions of women's participation, the discrepancy exists throughout the year.

Grievance handling/participatory monitoring committees are frequently reported as established, but a logbook and evidence of grievances are rarely reported. Community members reveal a preference for taking grievances to village elders or mullahs. This means that while GHC/CPM committees exist and are registered, they are not functional, and project-related issues are brought to elders and mullahs. Ministry project teams and the World Bank identified grievance challenges as local-level operationalization and reporting.

CONSTRUCTION

In Year IV, 1,321 of 1,527 deviations (87 percent) were classified as "workmanship and material quality," meaning errors were made during construction of the subproject, either with improper or lower-quality materials or in the actual construction. These deviations can be rectified at most sites since site visits are prioritized for "ongoing" construction.

First aid training and kits are seldom available at subproject construction sites. This is a serious health concern, given that heavy machinery and sharp objects may be present on construction sites and laborers are usually community members (although in some cases contractors are needed). Community construction arguably is more in need of first aid kits and training, since these individuals are not professional construction contractors.

Recommendations

Male overreporting of women's participation in PLAs and CDP development should be addressed. This issue is observed in each month of TPM in Year IV, and although the variation is minimal, it could be a cause for concern in future implementation.

Facilitating partners' (FPs') social organizations (SO) should be interviewed by the SA whenever female community members report not participating in social mobilization activities (elections, PLA exercises, or CDP development). Knowing why the FP misses such opportunities and understanding the challenges FPs face in the field would help ministry project teams work more closely with FPs to improve data quality and project implementation.

First aid kits and trainings should be available at each construction site. If these are not built into the subproject budget, construction should not begin until laborers are trained on basic first aid and a kit is available. The high rate of community labor on CCAP construction projects is enough to necessitate availability of appropriate first aid supplies at each site. Before construction, communities should ensure that first aid kits are present on-site and provide evidence of their existence via short messaging service (SMS), open camera for GPS, and time-stamp verification. This simple step would improve the health and safety of all community members during construction.

GHC/CPM committees exist but are not functional. It is reported throughout Year IV that communities prefer to bring project-related grievances to local community elders and mullahs. It may be possible to bring elders and mullahs into the CCAP grievance redress mechanism to facilitate their reporting and tracking project grievances, since they are most likely to resolve them.

Workmanship/material quality deviations are the most common deviation type in Year IV. More attention should be given to community construction since design deviations do not appear to be as much of an issue. The World Bank can facilitate a series of trainings with the SA, IDLG, and MRRD engineers to discuss the most commonly seen deviations and attempt to minimize their occurrence in future construction. This could reduce the overall number of deviations and increase overall subproject grades.

Education Quality Reform in Afghanistan (EQRA)

(321 SITE VISITS – 16 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA monitored 321 EQRA-funded school construction projects from February through November 2019. An EQRA project engineer accompanied the QA engineer on 313 site visits; 292 sites were under construction, 11 were stopped, and 18 were approved but construction activities had not started. Monitoring objectives include the construction quality of schools including external structure, roof, boundary walls, and internal classrooms.

Findings

The SA's quality assurance engineers monitored 321 EQRA subprojects and reported 191 total deviations. Table 5 presents all Year IV deviations by type, severity, and rectification:

TABLE 5
EQRA Year IV
Deviations from
Ardea November
1, 2018 through
December 31, 2019

Deviation Type	Minor	Major	Life Safety	Rectified (%)
Workmanship and Material Quality	112	63	0	116 (66%)
Design	4	5	0	9 (100%)
Operational Maintenance	0	0	0	NA
Safeguards	1	6	0	6 (86%)

Workmanship and materials quality accounted for most of the deviations recorded on EQRA-funded school subprojects. At the end of Year IV, the EQRA ministry project team rectified 131 of 191 deviations (69 percent). Improved construction quality was observed and evidenced by the low average rate of deviations per subproject, the majority of which are minor/cosmetic.

Good Practices

MINISTRY PROJECT TEAM

The SA QA manager held nine coordination meetings with the ministry team during Year IV. These meetings were to discuss deviation rectification priorities and to plan for the end of the TPM contract and potential handover of TPM to a new contractor to provide continuous monitoring for EQRA deviations to track rectification progress, in addition to discussing rectification priorities.

CHALLENGES

Almost all EQRA deviations are caused by low workmanship or material quality. These reflect challenges in the construction quality and skills of laborers. Some examples of specific challenges and workmanship deviations for EQRA are:

- Construction materials were improperly stored at multiple subproject construction sites. Cement bags were laid on the ground in piles of 10 bags or more; this makes the cement susceptible to ground moisture, which can reduce its structural integrity when used in school construction.
- Electrical conduits were placed on top of concrete roof slabs at four projects in Balkh Province while the buildings' roofs were drilled for electrical receptacles and control panels. The electrical conduits should be inserted inside the concrete slab for safety to protect the conduits from water exposure, as specified in the design drawings. These construction deviations can be avoided by the laborers following the design drawings.
- The Ali Afghan Primary School's load-bearing walls and brick masonry were constructed poorly. Bricks were not consistent in running bond (overlap of each brick halfway over the brick below) and some joints were not filled with mortar. This decreases the overall strength of the walls. These kinds of construction deviations are caused by labor errors, possibly resulting from a lack of skill or noncompliance with the design drawings.

Recommendations

Minor deviations and basic issues of material storage and following design drawings are the cause of most EQRA deviations in Year IV. The World Bank task team can request the ministry project team to design trainings or provide further guidance (in writing) to laborers at EQRA construction sites to minimize issues related to construction material storage and following design drawings, such as the issue with misplaced electrical conduits.

Site selections for subprojects should be verified to mitigate environmental challenges such as landslides and flash floods. The MoEW/EQRA should ensure consultation with women on all subprojects and require all contracted firms to identify ESMP focal points on all subprojects.

Higher Education Development Program (HEDP)

(14 SITE VISITS – 1 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

In December 2018, one SA QA engineer monitored seven HEDP facilities. Due to the size of each facility, he needed two days to complete construction-quality monitoring, resulting in 14 site visits to HEDP subprojects. The subprojects included two lecture blocks, one research center, two female dormitories, and two dining halls with kitchens. Evaluation of construction on educational institutions for multiple project sites and ministry engineers were present at four of 14 site visits. These site visits were the second half of a request originating in Year III.

Findings

Seven deviations were identified during these site visits, classified as two major and five minor deviations. Examples of deviations are provided below:

- Unused wooden planks from construction were left on-site at the Helmand Girls' Dormitory and should be removed immediately to prevent injury or theft.
- Plaster around the door edge was cracked and deteriorating at the Parwan Lecture Block because the building was plastered before doors were installed.
- The Kandahar Research Center subproject installed two water tanks with incorrect materials and dimensions. Their specifications called for galvanized iron with 2 mm thickness and each water tank was required hold 2 cubic meters of water. Instead, two plastic water tanks with a capacity of 3 cubic meters each were observed.
- Unused construction materials and other debris were dumped at the Kunar Girls' Dormitory after construction.

Good Practices

This monitoring activity was a one-time request carried over from Year III. Good practices cannot be derived from these site visits.

Challenges

This monitoring activity was a one-time request carried over from Year III. Challenges cannot be derived from these site visits.

Recommendations

This monitoring activity was a one-time request carried over from Year III. Recommendations cannot be derived from these site visits.

Irrigation Restoration and Development Project (IRDP)

(78 SITE VISITS – 4 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

SA QA engineers monitored 55 canal subprojects with multiple segments per canal. A site visit is defined as a 4km segment of a canal. In accordance with this definition, 78 site visits were completed in Year IV. Ministry project team engineers accompanied the QA engineers at 64 site visits. The SA uses QA engineers to conduct site visits and CMs to continuously monitor select subproject sites. Female enumerators are not used for these site visits but could be included in the future to verify female consultations during subproject design. In Year IV, CM photographs led to 27 deviations identified by engineers in Kabul. The monitoring objectives for IRDP canal subprojects include: canal construction quality, O&M plan and quality; and environmental and social safeguard compliance.

Findings

The SA reported 127 deviations in Year IV and 97 (76 percent) were rectified before the end of the contract on December 31, 2019. Three life safety deviations were rectified shortly after they were identified. These deviations included a concrete bridge that was in the design drawings but not constructed by the contractor, a boundary wall destroyed by previous flooding, and canal that was designed according to the specifications, but the design

drawings did not include reinforced concrete for one of its sides. These deviations all pose a risk to human life, such as falling into the canal, or a risk to the lives of multiple community members, such as not having a boundary wall to protect the community from floods. Table 6 presents Year IV deviations by type, severity and rectification rate.

TABLE 6

IRDP Year IV
Deviations from
Ardea November
1, 2018 through
December 31, 2019

Deviation Type	Minor	Major	Life Safety	Rectified (%)
Workmanship and Material Quality	13	86	1	74 (74%)
Design	0	3	2	5 (100%)
Operational Maintenance	6	2	0	3 (38%)
Safeguards	1	15	0	15 (94%)

Workmanship and material quality account for most deviations, but Table 6 does not speak to the increased technical competency of contractor construction during Year IV. Fewer basic or careless construction deviations were observed in Year IV than in previous years, showing improved construction capacity of all implementors.

Good Practices

The QA manager met with the IRDP project team for coordination meetings seven times in Year IV. The SA and ministry project team are in regular communication, having worked together for several years. Professional continuity is strong and the IRDP project team is responsive to deviation reporting. The IRDP project team implements QA manager suggestions to improve contractor oversight. The IRDP project team's responsiveness to QA manager suggestions can be a contributing factor to the low number of workmanship and material quality deviations to total projects monitored for IRDP in Year IV.

Challenges

The IRDP contractors continue to struggle with ESMP compliance. Throughout the year, deviations were observed where contractors did not have an environmental or social safeguards focal point for ongoing subproject construction. Land acquisition documentation

was missing and women at multiple subproject sites were not consulted prior to subproject construction.

Recommendations

The World Bank safeguards team can work closely with the IRDP safeguards focal point to design written guidance to contractors for improving safeguards compliance. The TPM provider should add a female enumerator to each project where female community member consultations are required. This was not mandatory in Year IV but should be included in all future programming. This will help ensure the SA hears from female community members, as only women will be able to access female community members in a culturally sensitive manner.

The MoEW/IRDP should standardize the incident reporting mechanism and documentation at all subproject sites and stress the requirement for contractors to identify ESMP focal points for all subprojects.

National Horticulture and Livestock Project (NHLP)

(200 SITE VISITS – 10 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

SA mixed-gender monitoring teams completed 340 beneficiary interviews and collected structural photos of NHLP-funded agricultural structures for personal and communal use. These site visits did not require an engineer to be present and a site visit equivalency was agreed on where SA male and female enumerators visited 340 beneficiary sites between September and October 2019 for an equivalent of 200 site visits. Under the guidance of the World Bank, 60 percent of site visits were allocated to commercial poultry production (100-broiler and 500-broiler) and 40 percent was divided among personal poultry, fish farm, raisin-making, new orchard, and water-harvesting structure beneficiaries. NHLP beneficiaries were randomly selected from exhaustive subproject beneficiary lists provided by the NHLP team in Kabul.

Monitoring objectives include assessing the presence and use of all NHLP-funded project inputs, adherence to NHLP protocols for water-harvesting structure, raisin-making house,

poultry production, and orchard beneficiaries. An assessment report provides detailed findings, conclusions, and recommendations for each NHLP subproject type.

Findings

The 30-layer poultry beneficiaries in this nonrepresentative sample are satisfied with the outcomes of the project. Beneficiaries who are no longer active or who are producing only for their personal consumption spoke highly of the project and explained that personal problems unrelated to the NHLP are responsible for their decision to not continue to raise poultry. Personal issues preventing beneficiary participation in the 30-layer poultry program of the NHLP include market access limitations and household need. Approximately a third of female beneficiaries could not get their eggs to market or needed to use the eggs meet their household food needs.

The positive view of the project by beneficiaries does not negate the fact that two-thirds of the beneficiaries in this sample had fewer than 20 pullets as of September 2019, and four of those beneficiaries had none. The project can be positively perceived but in terms of sustainability, only three of the 30 beneficiaries are at the same level (productivity) that all beneficiaries started at two years ago.

The 100-broiler commercial poultry production subprojects have challenges voiced by the beneficiaries and identified in construction observations. Instances of beneficiaries reporting unethical behavior by the facilitating partner should be investigated further. The same is true of the 13 beneficiaries named in the list provided by NHLP, where no trace of a 100-broiler poultry coop can be found on the property, meaning these beneficiaries did not implement the investment packages and project inputs they received. Beneficiaries not rearing chickens can be explained to some extent by the heat of summer, but it is not enough to explain the substantial number of beneficiaries who do not have chickens and have not made a profit from the project in the past few months. The project was successful for a select few beneficiaries, but for a small, random sample, it is alarming to see these negative outcomes and beneficiary complaints.

The 500-broiler commercial subprojects are beneficial and functioning for more than half of the beneficiaries, where they are earning a consistent income to benefit their families, who often help them with the business. The areas of concern for this type of subproject are the 13 subprojects for beneficiaries who received project investment packages, but coops were either not constructed or were demolished. The variation in trainings provided by FPs is concerning, since the project will not be implemented evenly across provinces and some beneficiaries will be better prepared than others to weather project challenges such

as coop construction and management. Beneficiary contribution rates varied by facilitating partner; beneficiaries agreed to their contribution rates, including those contributing more than the minimum threshold. Beneficiaries did not have a problem with the amount they contribute to their subprojects.

The outcomes of the two hatchery projects could not differ more. The Nangarhar hatchery beneficiary is very dissatisfied with the project, claiming it was poorly implemented by NHLP and he was not trained to the level he needs to operate the hatchery. He also believes that the way some of the ponds were constructed is problematic and that he has been left to fend for himself and receives no support from NHLP. He has not earned money from this endeavor and reports this subproject as a financial loss. The NHLP project team in Kabul is aware of the Nangarhar hatchery beneficiary's dissatisfaction and will investigate this issue to identify what went wrong.

The Balkh hatchery beneficiary is very satisfied with the subproject and claims that it has changed his economic situation for the better. He has consistent business selling fingerlings and believes this business can grow. The day-to-day operations of these two hatcheries and their sales processes could provide more clarifying information regarding the reasons for their success and failure.

Fish farm beneficiaries are largely satisfied with the outcomes of their fish ponds. One beneficiary reported that he made 50,000 AFN in one day and the education he received from NHLP was very helpful in his success as a business owner. One of the challenges for the sustainability of this project is that fish farm owners purchased three times as many fingerlings from Pakistan as they did from within Afghanistan. The financial outcomes are positive, but either more hatcheries are needed to meet the domestic demand for fish or the fish farm beneficiaries need to be directly connected to the hatcheries to reduce reliance on Pakistan.

The raisin-making house (RMH) subprojects are proven to be financially beneficial for all involved. They support agricultural diversification and provide a means of bringing a crop to market. In some cases, grapes are grown expressly for the purpose of being dried and sold; for others, it serves as a value add for a percentage of their orchards dedicated to growing grapes. The greatest risk of this project is physical harm to beneficiaries or other community members from construction of multi-story RMHs. The images provided of multi-story RMH show the risk to human health and safety if an earthquake occurs or if they are poorly constructed. This issue should be raised immediately with the beneficiaries and prevented in the future to minimize the risk to human health and safety, since this is shown to be a financially beneficial project.

The new orchard beneficiaries voiced several complaints related to water access for irrigation. They were happy to receive saplings at a heavily discounted rate (50 percent), but the provision of saplings will be wasted if the irrigation challenges are not resolved. Less than half of the beneficiaries reported regular (daily) access to water for irrigation. It is not clear how the NHLP team assessed beneficiary water access, but both water access and sapling water requirements should be assessed for each beneficiary to ensure that adequate water is available for the type of saplings purchased.

The water-harvesting structure (WHS) beneficiaries report positive outcomes of this project, as it results in support of multiple households. When a WHS is used to store bore or ground water, it is because the surface water (usually from rain or runoff) does not exist, so the structures are still used to store water for irrigation. During the dry seasons, that water comes from the ground or a local bore well. The greatest areas of concern for these subprojects are to human health and safety. All WHSs must be fenced in to prevent humans and animals from falling into them. If they are full, loss of life can occur from drowning; if empty, serious bodily injury and death can occur from falling onto concrete. These subprojects are unanimously reported as helpful to beneficiaries and the community, but safety measures should be more strictly enforced.

Good Practices

WORLD BANK TASK TEAM LEADER AND MINISTRY PROJECT TEAM

The interaction with the NHLP project team and the SA is different from that in construction-intensive projects. The NHLP team met with the deputy team lead and QA manager before the two months of data collection to discuss Year III findings and identify areas of interest to inform programming decisions from the NHLP assessment report. The ministry project team provided the SA with all relevant program documentation and beneficiary lists for each NHLP subproject type. The World Bank task team leader was actively engaged in discussing the findings and recommendations of the NHLP assessment report and requested an itemized plan addressing each area of concern by subproject type.

Challenges

The greatest challenge RMH beneficiaries face is physical harm to themselves or other community members. The construction of multi-story RMHs presents risks to human health and safety if an earthquake occurs or if they are poorly constructed.

One of the challenges for the sustainability of fish farms is that owners purchased three times as many fingerlings (juvenile stage of a fish) from Pakistan as they did from within Afghanistan. The financial outcomes are positive, but either more hatcheries are needed to meet domestic demand for fish or fish farm beneficiaries need to be directly connected to the Afghan hatcheries to reduce reliance on Pakistan and develop the Afghan domestic market.

For the 100-broiler commercial poultry production subprojects, beneficiaries reported unethical behavior by the facilitating partner. The same is true of the 13 beneficiaries named in the list provided by NHLP, where no trace of a 100-broiler poultry coop could be found on the beneficiary property. To some extent, the summer heat prevents beneficiaries for rearing chickens, but many beneficiaries do not have chickens and have not made a profit in the last few months. The project has been successful for a small random sample of beneficiaries. More concerning are the negative outcomes and beneficiary complaints.

The areas of concern for the 500-broiler poultry beneficiaries are the 13 subprojects without a coop constructed and coops that were demolished. The variation in training provided by FPs is of concern, since the project will not be implemented evenly across provinces. Some beneficiaries will be better prepared than others for weather-related challenges, such as coop construction and management. Variation in reported beneficiary contribution rates is another area of concern; it is unclear why beneficiaries of the same subproject differ in their contributions.

Recommendations

Introduce TPM early in the planning and implementation process to avoid some of the challenges identified in the 100- and 500-broiler programs. If monitoring teams complete site visits during project implementation (coop construction), TPM will identify beneficiaries who are not implementing the projects.

Fishery operators should be linked directly to hatcheries within the program. Demand for fingerlings from Pakistan is high. Further investigation into why fishery operators do not buy locally would help the NHLP team design steps to improve domestic access to fishery owners and reduce dependency on Pakistani markets.

Vertical structures such as raisin-making houses should be built as multi-story structures only with the express written consent of the NHLP team and World Bank. Great risk is associated with structures built in areas prone to earthquakes. Multi-story buildings funded by

ARTF should not be built unless approved by the project team and World Bank after consulting an engineer.

On-Farm Water Management Project (OFWMP)

(102 SITE VISITS – 5 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA QA engineer completed 102 site visits on 93 canal subprojects funded by OFWMP between April and November 2019. Subprojects can have multiple segments of a canal for the same subproject. Segments were selected randomly from a list provided each month by the project team at the Ministry of Agriculture Irrigation and Livestock (MAIL). Ministry project team engineers accompanied the SA QA engineer to 100 of the 102 site visits. Monitoring objectives include canal construction quality, operations and maintenance plan completeness and quality, and ESMP compliance. Interviews with irrigation associations and mirabs (those controlling water distribution) were completed to understand water distribution to end-users.

Findings

SA QA engineers observed and reported 452 deviations with workmanship and material quality representing approximately half of all OFWMP deviations. Life safety deviations were identified where community access points to the canal were not properly constructed, increasing the chance someone could fall into the canal, these were rectified soon after being identified. Citizen monitors reported 12 minor and 10 major deviations included in the total count in Table 7, with CM deviations accounting for 8 percent of the 474.

Deviation Type	Minor	Major	Life Safety	Rectification (%)
Workmanship and Material Quality	95	149	2	196 (80%)
Design	8	53	0	47 (77%)
Operational Maintenance	21	70	0	75 (82%)
Safeguards	23	51	0	59 (80%)

TABLE 7

OFWMP Year IV Deviations from Ardea November 1, 2018 through December 31, 2019.

One-third of the deviations presented in Table 7 were identified during site visits in the fourth quarter. At the end of the SA contract on December 31, 2019, 377 (80 percent) of all deviations identified in Year IV were rectified, including both life safety deviations identified by CMs.

Good Practices

MINISTRY PROJECT TEAM

The OFWMP project team provided consistent, credible photographic evidence of deviation rectification in the Ardea system, successfully rectifying 80 percent of all Year IV deviations.

The OFWMP gender team held meetings with both male and female community members to reinforce the importance of women's participation and consultation in subproject design. This resulted in subproject plans, including specific points for women to wash clothes and foot bridges at parts of the river where they felt most comfortable crossing.

Communities contributed the required 10 percent in-kind contribution at subproject sites; since none of the subprojects were complete, there was no need to use O&M funds.

When trees were cut for the subproject construction, complaints were registered because the contractor replanted trees that either died shortly after replanting or were already dead; this did not satisfy the ESMP requirement for tree replanting. The OFWMP ministry project team reached an agreement with irrigation associations at subproject sites to replant trees during the planting season.

Challenges

The OFWMP project teams observed a variety of grievances related to contractor construction performance and interactions with the local communities when grievances were recorded. Grievances observed by the SA QA engineer and OFWMP engineer that were reported verbally but not recorded include:

- Contractors are late paying local laborers, which is attributed to late payments from the OFWMP to the contractor. The contractors are accused of disrupting local communities by hiring unskilled laborers to perform work where skilled laborers are needed. Laborer payment delays result from contractors creating problems with local communities and hiring less-skilled staff at lower rates than the skilled staff the project requires.
- Environmental safeguard compliance issues reported by the community include contractor failure to restore backfill materials to the quarry, meaning they are harming the local environment and leaving the site.

Recommendations

The OFWMP team shows that they can quickly respond to QA engineer reported deviations but can improve in managing contractor performance, specifically when it comes to community-reported grievances about contractor performance and compliance with the ESMP. Labor issues and noncompliance with environmental safeguards are taken seriously by the World Bank and it would be useful for the World Bank safeguards team to work with the task team to address OFWMP project team challenges in monitoring contractor compliance as it relates to labor issues and the local environment.

Trans-Hindu Kush Road Connectivity Project (THRCP)

(11 SITE VISITS – 1 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA monitored 11 segments of the THRCP between August and September of 2019. A ministry project team engineer was present for all 11 site visits. Monitoring objectives included road construction quality and monitoring ESMP compliance along two sections of the THRCP road. The same construction quality site visit instrument used for ARAP was used to monitor the construction quality of the THRCP road. The use of the same instrument was approved by the World Bank prior to site visits.

Findings

The QA engineer reported 63 deviations, detailed -in Table 8:

Deviation Type	Minor	Major	Life Safety
Workmanship and Material Quality	9	26	0
Design	1	6	0
Operational Maintenance	0	1	0
Safeguards	4	13	3

TABLE 8

THRCP Year IV Deviations from Ardea November 1, 2018 through December 31, 2019.

Good Practices

Good practices cannot be derived from these few site visits.

Challenges

Challenges cannot be derived from these few site visits.

Recommendations

Recommendations cannot be derived from these few site visits.

Women's Economic Empowerment- Rural Development Program

(100 SITE VISITS – 6 PERCENT OF ALL YEAR IV TPM SITE VISITS)

Monitoring Objectives

The SA conducted 406 interviews with a diverse set of project beneficiaries and stakeholders to assess the progress of the WEE-RDP. Interviews included 22 SOs, 36 CDC female office bearers, 229 self-help groups (SHGs), 13 savings groups (SGs) established under the AREDP, 13 village savings and loan associations (VSLAs), 13 enterprise groups (EGs), and

80 group interviews with female community members (not part of an SHG). Interviews were organized through 85 CDCs and held during the final quarter of Year IV. A site visit equivalency was agreed on with the task team where all interviews with the previously mentioned stakeholders are equal to 100 site visits.

The WEE-RDP project team provided the SA with a list of beneficiaries from the project's management information system. Three female SHGs were randomly selected from each CDC in Balkh, Herat, Bamyan, Kandahar, Parwan, and Khost provinces for group interviews with their members. Female enumerators completed all monitoring site visits of the WEE-RDP; QA engineers and CMs were not used, nor will they be in the future.

Findings

FEMALE SOCIAL ORGANIZERS

The SOs interviewed in Year IV felt that they received the necessary trainings to perform their jobs. The number of communities each SO is responsible for varies greatly; some reported being responsible for more than 40 communities while others reported as few as five. The distance SOs traveled to the communities also varied, with some travelling more than 3km by foot before traveling another 13km by car. Some SOs paid as much as 10,000 AFN each month for transport. The SOs seem to agree that 10 to 15 communities is the average number accepted by most SOs as manageable.

Male SOs were reportedly working with female SHGs, EGs, and VSLAs in all provinces visited throughout Year IV. This posed a challenge to engaging women in communities to participate in the WEE-RDP.

FEMALE CDC OFFICE BEARERS

Female office bearers are not a part of all CDCs. When they are present, they are aware of the WEE-RDP project and are involved with the SHGs, either directly as a member or in helping the SO establish them. Female office bearers are undoubtedly an asset to the WEE-RDP project and could assist female SOs in establishing more female SHGs.

FEMALE SHGS

SHG members in Year IV were following their responsibilities laid out by the WEE-RDP trainings and project parameters. All SHG members are contributing to the group savings of between 20 and 50 AFN each month. Records are usually kept of all savings and loan activity, and locked boxes were used and available at most SHGs throughout the five months of monitoring. It is important to remember that some of these SHGs were

established in September 2019 and may not have made a loan to an SHG member, as the SHG is in its infancy.

Male family members continue to be a barrier to women's participation in SHGs. Many reportedly believe that women should not participate in SHG activities, but they have limited understanding of the purpose of WEE-RDP. Engaging male family members around the purpose of the program remains a priority to address concerns regarding norms and gendered expectations. Male resistance to female family member participation in SHGs may stem from traditional norms and gendered expectations, but without engaging these male family members, there is no motivation for their attitudes to change.

SGs are organized and actively lending money to members more than five years after being established. Loan records were not available in three of the four SGs, which prevents verification of any savings and loan information provided by all but one SG. The female SG members speak highly of the program and are using the SG savings and loan system to pay off personal debt and pay for medical treatments.

The VSLAs visited in Year IV were all functional almost 10 years after being established. They all reported receiving multiple trainings from MRRD staff and discussed that most of the seed capital each VSLA received was used to support enterprise groups. They experienced challenges from the community during the early days of the project when delays in seed capital disbursement caused community members to lose confidence in the process. It seems these challenges no longer exist and this limited sample of VSLAs are functioning as the program intended.

The enterprise groups established under the AREDP were all still in business and producing goods. They reported using loans from VSLAs to buy the necessary equipment for their enterprises and startup materials until they generated enough profit to invest into their businesses. The main takeaway from the EG interviews is that EG members report having additional income they use to cover household expenses, including education fees for children.

FEMALE COMMUNITY MEMBERS (NON-SHG)

Female community members who are not part of SHGs continue to report that they are aware of the WEE-RDP through other members of their community, and the primary factor preventing them from participating as an SHG member are male family members who do not believe that women should take part in these kinds of activities.

Good Practices

MINISTRY PROJECT TEAM

SHGs are successfully making loans and receiving payments on flexible schedules to SHG members. The loans are typically taken for three reasons:

1. To pay school fees;
2. To buy small business inputs; and
3. To pay for medical services/operations.

These are all viable reasons to borrow money and can each lead to increased earning potential of either one or multiple household members in the future.

The WEE-RDP project team has successfully mobilized the target numbers for women in all communities visited in Year IV. They are receptive to the challenges presented in this annual report and are in the process of addressing the challenges discussed below as of December 31, 2019.

Challenges

Gendered challenges to establishing female SHGs persist and male SHG members are working with female SHGs. Female community members are hesitant to participate in SHGs, evidenced by Kandahar female community members not wanting to join because their photos might be taken.

Traditional views toward women prevent those in some communities from participating in SHGs. They report that their fathers, brothers, or husbands forbid them from participating in such organizations because they believe the work is, “not suitable for women.”

Recommendations

The WEE-RDP project team should hire more female SOs to minimize the number of men working as SOs. Throughout TPM, it was made clear to the SA female enumerators that male SOs working to recruit women into the WEE-RDP program is not effective. Family members of community women are not comfortable allowing them to speak, let alone participate in a project where a male SO is the organizer. Hiring more female SOs will also help reduce the burden of some SOs who are responsible for too many communities, such as those reporting responsibility for 30 to 40 communities.

Locked boxes for storing SHG savings should be required for all SHGs. In many cases, money is stored in leather wallets or between the pages of notebooks. This is not a secure means of storing group savings and SHG members should have a way to communicate their need for a locked box if they do not have one.

Monitoring Agent Support

(NO ADDITIONAL SITE VISITS CALCULATED)

The SA conducted 2,321 unique visits to verify the presence of Afghan civil servants to support the ARTF monitoring agent. The SA was asked to send monitors to areas monitoring agent teams were either unable to access or where civil servants were unavailable on the day of the monitoring agent visits.

Special Studies

(306 SITE VISITS)

The SA conducted nine special studies and produced 13 unique reports in Year IV. This section presents the number of site visits allocated to each study (where applicable) and the number of assessment reports authored:

Afghanistan Second Skills Development Project (ASDP II)

(96 SITE VISITS AND 4 REPORTS)

The SA sent two-person teams (mixed-gender, engineer and enumerator) to interview the faculty, staff, and students of four lead vocational institutes. Monitoring teams completed infrastructure inspections of all structures at each facility, including classrooms, bathrooms, dormitories, and office blocks. Faculty, staff, and students were interviewed to understand the unique perspectives of each group as they pertain to the operation of each facility, including the quality of instruction and relationships between administration, faculty, and students. Four unique reports were produced, one for each of the following: Kabul Auto Mechanic Institute, Nangahar Agriculture and Veterinary Institute, Herat Technical Institute, and the National Institute of Management and Administration.

FINDINGS

4. The SA advised the following for each institute:
5. The structural assessment of the two main teaching buildings revealed that the structures exist and are in satisfactory condition to support the current number of students, faculty, and staff. The Herat Technical Institute (HTI) needs to make improvements to support structures, such as toilets both in and outside the main teaching buildings and equipment for practical construction lessons and updated electrical lessons. Overall, the physical structures at the HTI are in a condition where minimal work is required to update the existing infrastructure to provide for the students and faculty.
6. The Kabul Auto Mechanic Institute requires substantial improvements to its physical infrastructure and security. The buildings that make up the KAMI need structural renovations to make the learning and living spaces suitable environments for education. The facilities exist and the buildings can be rehabilitated to a satisfactory level where students and staff can be proud of the institute in which they work.
7. The Nangarhar Agricultural and Veterinary Institute has good teaching and management potential. They will need to expand their teaching staff to meet the demand of the growing student body and to implement practical applications of their mainly theoretical trainings, in addition to structural improvements.
8. The external structures of all buildings at the National Institute of Management and Administration (NIMA) are suitable for students, teachers, and staff and do not require work to update the exterior structures. The structural issues are in the interiors of the dormitory and restroom buildings, in addition to the larger issues of safe drinking water, internet, and security improvements. Fixing these issues will make the NIMA a structurally and environmentally safe center for learning.

Emergency Feed Distribution – (NHLP)**(60 SITE VISITS AND 1 REPORT)**

The SA sent a team of two monitors to Helmand and another to Kandahar to interview district staff responsible for emergency feed distribution and individuals receiving the emergency feed. In Kabul, SA staff interviewed MAIL staff to understand the procurement procedures and review all relevant documentation of the contractor's agreement. A single assessment report was submitted to assess the process of emergency feed distributed by a Kabul contractor to rural farmers in drought-stricken Helmand and Kandahar provinces, for which the World Bank had allocated \$2 million.

FINDINGS

Emergency feed concentrate distributed to Kandahar and Helmand districts was useful in mitigating drought-related animal sickness and death. However, the system for distribution and tracking feed concentrate from district delivery points to CDCs and beneficiaries was ineffective. The NHLP was not involved in any process beyond drafting and signing the contract. Procurement was managed by the MAIL Procurement Directorate and once Milli Feed Mill was selected as the contracted supplier/distributor of the emergency feed concentrate, the General Directorate for Animal Health and Livestock (GDAHL) provided oversight of the distribution from Kabul to provincial districts. Substantial variation exists between the delivery receipts provided by Milli Feed Mill and the list of goods and delivery schedule in the contract for Kandahar districts.

Delivery receipts for Kandahar Province show that Shega District was supposed to receive 64 metric tons of feed, but received none; five districts (Shahwalikot, Takhta Pul, Maiwand, Panjwaye, and Zeary) that were not in the list of goods and delivery schedule received a combined 440 metric tons of emergency feed concentrate. Delivery receipts provided by Milli Feed Mill and signed by each district's governor show that emergency feed concentrate was delivered in the exact quantity to each district delivery point in the list of goods and delivery schedule provided in the contract for Helmand Province. The GDAHL director reported that as of March 20, 2019, the GDAHL has not received reports from the district offices and has no record of what happened or how the feed was distributed in each district, other than beneficiary lists. There is no justification for the additional provinces receiving emergency feed concentrate, nor for the exclusion of the Shega District.

Community-level distribution was problematic in Kandahar Province with CDC chairmen from multiple districts reporting that the most vulnerable livestock owners did not receive the emergency feed concentrate. There are reports of district governors selling the emergency feed concentrate in the local markets, Kuchi directorate representatives selecting individuals as beneficiaries without consulting the CDC, and beneficiaries on the list of vulnerable livestock owners not receiving emergency feed concentrate. The distribution process and tracking system for emergency feed concentrate from district delivery points to vulnerable livestock members is inefficient and needs to be improved to ensure that the most vulnerable livestock owners truly receive the support they need.

Tissue culture lab spot check

(NO ADDITIONAL SITE VISITS CALCULATED; 1 REPORT)

A brief field report and summary on the construction of a tissue culture lab funded by ARTF was requested by a finance team from the World Bank office in Washington, D.C. No findings were drawn from this spot-check.

Jalalabad Park Safeguards Violation Report (CCAP)

(20 SITE VISITS AND 1 REPORT)

The SA sent three CCAP QA managers from the Kabul office to conduct key informant interviews with administrative authorities of the subproject, including the mayor of Jalalabad city and members of Gozar assemblies #1 and #2 to understand the notification, environmental impact, resettlement, and compensation plans provided to individuals affected by construction of the Jalalabad recreation park subproject. Project-affected people (residents and shopkeepers) displaced by subproject construction were interviewed to understand the impact of subproject construction on their livelihoods and project administration's adherence to Citizens' Charter processes for project-affected people. All interviews took place April 24 and 25, 2019, in Jalalabad city.

FINDINGS

The Jalalabad recreational park subproject displaced project-affected people from their homes and shops without an adequate alternative for resettlement. The mayor and Gozar assemblies #1 and #2 provided written and verbal notification to residents and shopkeepers throughout the year prior to demolition, but some project-affected people reported finding about the demolition as little as two hours prior to their home being destroyed. Documentation exists of written notification given to both resident and shopkeepers affected by the subproject, but it is unclear when these notifications were given and noticeable discrepancies exist on when and how frequently project-affected people were notified.

None of the project-affected people have relocated to the municipal government-identified resettlement area, which is located 16km south of Jalalabad city. Both shopkeepers and residents chose to find and pay for their own accommodations near their demolished homes and shops. The mayor and Gozar assemblies offered land in the resettlement area as compensation for the destruction of shops and homes, but none of the project-affected

people have resettled in the designated location as they feel it is too far from the city center, less valuable than the land they previously occupied, or that they were prevented from rebuilding their shop on the designated location by local families in the resettlement area.

The only way for project-affected people to raise complaints or file grievances about the recreation park subproject was to take their complaints to the municipal and provincial courts. None of the project-affected people mentioned a grievance redress committee as a way of registering their grievances about this subproject. Irrespective of their agreement with the subproject, none of the project-affected people had resettled in the designated resettlement area as of April 25, 2019.

Economic Internal Rate of Return and Cost-Effectiveness Study (CCAP)

(30 SITE VISITS & 1 REPORT)

The World Bank requested the SA to measure the benefits of CCAP subprojects with the aim of evaluating their returns. Specifically, the World Bank requested an economic internal rate of return (EIRR) analysis for each subproject type and a comparative cost analysis to determine if similar projects funded by other donors experienced similar rates of return and project the internal rate of return for a variety of subproject types.

FINDINGS

CCAP subprojects are found to be economically viable, with few exceptions. Rural, tertiary roads have the lowest average EIRR at 19 percent, well above the 6 percent comparative social discount rate. The highest EIRR is with urban water supply network extensions (3,603 percent). Cost comparisons are performed against subprojects of similar types in the same district, where data is available. Bore wells, irrigation, and water supply extensions are found to have substantially lower costs relative to subprojects of the same type and location funded by non-ARTF sources.

The costs of urban road subprojects raise a significant concern regarding cost accounting and data reporting. The reported total subproject costs in BoQs provided by the IDLG project team are often identical for different subprojects within a province, despite the projects having largely different scopes, demonstrated by the number of kilometers built. Subprojects in the same province should have relatively similar unit costs. That these subprojects cost the exact same amount, regardless of the amount of road built, suggests that the costs were not accurately reported, or that costs may have been incurred, paid by ARTF, to reach a pre-determined spending goal. The exact cause is not clear, as time and

resources are insufficient to fully investigate the cause. Subprojects with identical costs are in urban centers in Balkh, Kandahar, and Nangarhar provinces.

Training for Business Gozars' Pilot (EZ-KAR)

(NO ADDITIONAL SITE VISITS CALCULATED; 1 REPORT)

A summative report of the pilot training, participant feedback, and recommendations.

FINDINGS

The CPM/GRC mechanism was not established yet; it will be established in the future since it was not part of previous training delivery. Since this is a collective of business owners, it will be useful to identify the more influential business owners of the group and see they will support creation of the GRC. If more influential business owners join the GRC in addition to the less influential business owners, it may add credibility to the committee, but all subproject implementers must remain wary of the potential changes in power dynamics.

Women did not participate in the Business Gozar Assembly (BGA) because the engineering team did not include shops inside private homes, but they mentioned women-owned businesses as a strength. Women must be included in future BGAs and female staff are needed to ensure that this happens.

The World Bank Environmental Safeguards team should be brought in on these discussions to make sure that all environmental risks are considered prior to construction since this is taking place in an urban area, which includes the possibility for water, air, and noise pollution. The World Bank Social Safeguard team should be brought in on these discussions as it is possible that structures will be destroyed to make space for construction, and all risks related to resettlement and just compensation should be addressed prior to project approval.

SEHAT – Negative Outlier Facility Assessment

(30 SITE VISITS & 1 REPORT)

From November 2018 through January 2019, the SA was tasked with designing and conducting a pilot study of an innovative approach to assessing service delivery statistics in public health facilities in Afghanistan under its TPM contract with the World Bank. The main purpose of this study is to help the Ministry of Public Health (MoPH) and the World Bank

develop and test methodologies to help rapidly explain the reasons that specific facilities perform substantially lower in levels of select service delivery indicators.

The MoPH/World Bank selected a small sample of health facilities (five) of either the same or different types, based on their identification as outliers in terms of their negative performance against one or more service delivery indicators.

FINDINGS

The findings presented in this study lead us to conclude that insecurity is not the sole determining factor of poor performance in maternal and pediatric health service provision at the five health clinics. Insecurity exacerbates less obvious causes of poor performance, most notably drug supplies and physical access to the facility. Armed conflict impedes drug shipments from getting to the clinic; in one case, militants confiscated drug supplies. It was conversely reported that drug supplies were delivered infrequently by the FP, resulting in supply shortages at the health facility and potentially causing patients to procure drugs elsewhere.

Armed conflict certainly is a problem for patients trying to access the centers, but poor road infrastructure and limited affordable transportation options are more daunting challenges to accessibility, as these two issues exist regardless of insecurity. Former patients reported that some communities were more than 20km from the clinic; without affordable transportation, community members would travel on foot or by donkey to reach the centers. Former patients believe the lack of affordable transportation options deters many who seek health care services from attempting to visit the health centers.

Cultural issues evident in staffing and construction of health centers is a specific problem for women and the children in their care. At health centers where staff providing vaccinations are male, female patients and the children in their care may choose to forgo vaccinations since cultural norms do not allow for women to be treated by male staff; this is particularly true of more conservative regions. In health facilities with mixed-gender waiting rooms, female former patients reported feeling uncomfortable and would feel better waiting for medical services in a gender-segregated waiting room. This same gender-segregated facility issue applies to bathroom facilities in health centers, where separate bathrooms for men and women were not always available. A lack of female staff was mentioned repeatedly as a problem for female patients' access to treatment. Vaccinations were often available in the catchment area only through a male staff member who could freely travel to provide these services. Female patients and their children would not be able to accept

vaccinations from a male service provider and female service providers would need an maharam to travel throughout most catchment areas.

Data collection systems at the health facility level are operating well, with patient registration data accurately reported at all facilities. The greatest challenge to patient recordkeeping and the correct registration of patients is overcrowding of health clinics. Health facility staff report that they do not have enough time to register patients due to overcrowding. Patient data was checked in the register at the health center, which was later verified by the corresponding patient, identified in the relevant registry entry.

SEHAT Clinic Verification

(30 SITE VISITS & 1 REPORT)

The SA was tasked with verifying the location of clinics funded under the SEHAT program. Verification included the physical location of the facility based on recorded coordinates, verification of the current use of the location, and photographic evidence of the facilities' locations or alternate locations. This report provides a summary of findings, with the complete data set provided as an Excel file with corresponding photographs. The MoPH provided the SA Three hundred health facilities selected for verification, including details on facility name and type; location including province, district, and recorded GPS coordinates; and implementing partner.

FINDINGS

Visits were conducted across 84 districts in 18 provinces, with locations for 281 facilities verified. Two clinics originally intended for verification were mobile clinics with no fixed location; they were omitted.

Of these, 256 (91 percent) were present at the original location and 25 (9 percent) were not. Of those 25, six were present within 1 km and 19 did not exist at the original location or within one kilometer of the location.

Six facilities were not located at the given GPS coordinates. However, similar facilities were found within one kilometer of the given location. Of those six, three were in Kabul Province and three were in Paktya Province. In no case was the name of the clinic identical to the one originally provided; in most cases, these seemed to be different facilities providing similar services. In a few cases, the original clinic name was recognized, and a reason was

given for the closure of the original clinic, but the name of the original clinic was not recognized in most cases.

SEHATMANDI health facility spot check.

(40 SITE VISITS AND 1 REPORT)

MSI conducted a spot-check of eight health centers in Baghlan, Urozgan, Nimrooz, and Nuristan provinces. All monitors for this assignment are medical professionals from the mentioned provinces. The survey instrument was collaboratively designed with the SA and World Bank colleagues and all monitors were trained after World Bank colleagues approved the final survey instrument. All data were collected during November 2019 with the Ministry of Public Health (MoPH) providing authorization letters for SA monitors to access the health facilities and complete the spot-check. This report presents the findings and conclusions of the spot-check of the eight health facilities and is not representative of the larger body of health facilities under the Sehatmandi Project. A stratified random sampling approach was used to select eight health facilities in four difficult-to-access provinces. A sample of all health facilities in the four provinces was taken from the MoPH's health management information system (HMIS). Facilities were randomly selected from the sample list for each province.

FINDINGS

The patient registration process varies across the health facilities in this report. A health center's size does not affect its staff's ability to register patients, where basic health centers' dedicated registration persons are responsible for patient registration and large municipal hospitals have a variety of staff registering patients. At all health facilities, staff responsible for patient registration believe this task is their responsibility regardless of their formal job title. The challenge people registering patients reported most frequently was a lack of training.

Former patients verified the accuracy of the reason for their last health facility visit in 76 of 80 patient interviews (95 percent). The four patient records that did not match the responses of former patient interviews were at the Want Waigal Hospital in Nuristan. The registration staff at this facility reported that they needed more training to accurately register patients.

One former patient of the Dehrawood District Hospital in Urozgan Province was asked to pay for their child's vaccination. All other former patients reported that they were not asked

to pay for medical services, and some gave monetary or non-monetary compensation (fruits and eggs) voluntarily.

Staff across all health centers reported they were informed by their health center administration and/or non-governmental organization that they did not meet the targets set for their facility and were paid less than their full salary as a result. Several health facility staff reported that salaries were not paid on time and when they were paid, they received approximately 80 percent of their monthly salary for not meeting targets.

Staffing concerns mentioned across all facilities identified a shortage of female nurses, doctors, and gynecologists. The lack of female health service providers requires midwives to perform the duties a gynecologist or female doctor would normally perform. There is a general concern among all facility types (not each facility) that they are understaffed and are struggling to meet the needs of their patients, especially female patients.

Medicine supplies are not delivered regularly to allow facilities to meet their patients' needs. Health facilities do not have a problem maintaining and using existing medicinal supplies, as no facilities had expired medicine. The challenge is not having an adequate supply or regular resupply. Some health center staff also struggle to keep certain medicines refrigerated, since some storage areas lack refrigeration.

Year IV Social, Environmental Safeguards and Gender

In April 2019, the SA and World Bank Social and Environmental Safeguards Team began discussions to improve TPM reporting around safeguards issues across projects. The World Bank's team drafted project-specific modules to update existing TPM site visit instruments. The SA incorporated these safeguards modules into the site visit instruments for existing projects in June 2019 and continued to use them throughout the end of the contract.

Two types of challenges were identified from the safeguards update. The first was that SA field teams do not have enough background to understand the nuances of safeguards for each project. World Bank safeguards team members found the SA reporting limited and needing improved data collection around safeguards issues. World Bank staff offered trainings to SA field teams, but the SA monitoring schedule and World Bank travel restrictions made this impossible. SA field teams are spread throughout the country and they collect data all but one week each month. Logistically, it was not possible to bring all field teams to Kabul for training and get them back out to their work sites in time to continue data collection uninterrupted. The next challenge was that the SA's office was off limits to World Bank staff due to insecurity. The only trainings that could take place would require SA field teams to come to Kabul and attend trainings at the World Bank offices, or to use virtual meetings.

The second challenge is the need for clear reporting requirements around safeguards and gender concerns by project. The SA provides monthly summary reports for each project and a quarterly aggregate of the monthly summaries. None of these reports are guided by inputs from safeguards team members. The SA receives regular feedback about project-specific safeguard concerns that were missed or not included in monthly or quarterly reports, but SA guidance on project-specific reporting historically comes from task team leaders.

The World Bank safeguards team made a concerted effort to improve safeguards data collection and train SA field teams. The following recommendations can inform this effort in the next phase of ARTF:

Staggered Trainings

The SA should work with the World Bank safeguards team to propose a series of staggered trainings where each project field team comes to Kabul to train on the updated site visit instruments and nuances of safeguards and risks associated with each project. Training schedules should be discussed with each project team, including safeguards, the TTL(s), and the ARTF contract manager, to identify potential disruptions in data collection and reporting. If the SA office is still inaccessible to World Bank staff for security reasons, trainings must take place in the World Bank office.

Include Ministry Project Team Safeguards

The safeguard representatives for each project at each line ministry should attend all trainings. This will help build the professional relationship between all parties and promote understanding of current and potential challenges in safeguards data collection from the ministry side.

Confirm Safeguard Reporting Needs

Safeguards reporting needs should be discussed and agreed on for each project under TPM and for each contractual deliverable. It is understandable that safeguards reporting needs will vary by project and these needs must be presented in writing to keep all parties accountable. The SA must collect the relevant data and report as agreed on, and the World Bank teams will provide clear reporting requirements for each project.

Cohesive Decision Making

It will be helpful if the task team leader is present for any and all safeguard conversations involving site visit instruments. The amount of time at site for each monitoring team is limited and the specific data needs of both the task team leader and safeguards team members must be considered in terms of what is possible at one site visit. Specific reporting criteria from the safeguards team should be shared with the task team leaders to ensure that relevant data are collected with respect to realistic timeframes at the sites.

Year IV Summative Project Conclusions

Construction Deviations

Across all construction monitoring in Year IV, workmanship and material quality deviations occur most frequently. These are deviations caused by contractors or community-led construction deviating from design drawings or using improper materials in either quality or quantity.

No pattern exists across projects for ministry project team engineers accompanying SA QA engineers on site visits. In some cases, the ministry project teams cannot accompany SA QA engineers because they have their own responsibilities to attend to and cannot miss their normal work priorities. Another reason ministry engineers do not accompany QA engineers is feeling the site is too dangerous. Patterns are not evident across projects or geographic regions.

Contractor practices of storing construction materials is a commonly occurring deviation across projects. The most frequent is concrete stored on the ground instead of on an elevated platform or pallet. This is problematic because ground moisture can impact the concrete's strength when it is used, decreasing the structural integrity of structures built with it.

A common workmanship deviation is when materials such as sand, gravel, or concrete are used in less quantity than the design drawings recommend or less than specified in the BoQ.

Safeguards

Each project team needs to address environmental and social safeguard compliance in terms of the safeguards that are specific to their projects, in coordination with the safeguards team members at the World Bank.

GHC/CPM committees are an example of a grievance mechanism that is established throughout thousands of project sites, but the committee is often bypassed in favor of traditional means of grievance resolution, such as the local mullah or village elders. QA and ministry project team engineers observed verbal reporting of grievances at subproject sites for multiple projects, but none of these grievances were recorded.

Land acquisition documentation continues to be a challenge across projects where voluntary land donation is difficult to verify from TPM follow-up. The process could be improved from within the project teams at each ministry to ensure official documentation exists before projects proceed with construction. If possible, follow-up calls should be completed with the former land owner.

Gender

More attention is needed across projects to ensure that subproject design and planning includes women. In Year IV, findings across projects show that male community members overreport the number of women participating in social mobilization activities, subproject planning, or consultations about subproject design. This includes non-infrastructure projects where project teams employ men to recruit female participants in programs designed to empower women.

Year IV TPM Security Considerations

Insecurity is a common challenge for SA monitoring teams throughout the country. The security situation changes frequently and MSI teams plan alternate sites in the same districts so they can make quick changes to site visit plans, meet the monthly site visit target, and reduce safety and security risk.

The CCAP Task Team at the World Bank requested that MSI track and report monthly site visit changes and reason the site was changed. In the 943 site visits where accessibility was tracked in Year IV, 60 site visits (6 percent) were changed due to active fighting; monitoring teams changed the site to avoid active military engagements between GIRoA forces and the Taliban. The other reason for site visit change is when Taliban forces control roads leading to areas the SA selected for site visits. The Taliban sometimes closes roads or prevents people from entering certain communities; when this happens, SA monitoring teams travel to an alternate site. All 60 alternate sites used for CCAP in Year IV are subprojects in communities in the same districts and provinces of the original site visits. The table below presents a summary of CCAP site visit changes in Year IV.

TABLE 9

Summary of CCAP
site visit changes in
Year IV.

Month	Total Site Visits	# Site Visits Changed	Province	District	Reasons for site change
May	109	2	2x Ghazni	Khwaja Umari	• Active Fighting
June	132	9	3x Baghlan 1x Logar 1x Kunar 2x Badakshan 2x Balkh	Baghlan Jadi Puli Alam Norgal Faiz Abad Balkh	• Active Fighting in Balkh • All other sites Taliban prevented access
July	132	17	6x Parwan 1x Takhar 6x Wardak X4 Nimruz	Siya Gird Chah Ab Jalrez Chakansur & Kang	• Ongoing Military Operation in Siya Gird • Active Fighting in Takhar • Active Fighting in Wardak • Taliban prevented access to Nimruz sites
August	165	16	2x Badakshan 10x Jowzjan 3x Parwan 1x Samangan	Daryan & Fayzabad Fayzabad Siya Gird Khuram Wa Sarbagh	• Taliban prevented access to selected sites in all four provinces. • No active fighting reported
September	194	1	1x Baghlan	Puli Khumri	• Taliban prevented access to this one site
October	211	15	Farah Baghlan Nimruz Paktia Balkh	* Data Not Available for October*	* Data Not Available for October*

TPM Handover Process

With notification that MSI would not be awarded the next phase of ARTF, MSI quickly mobilized to ensure a successful operational closeout and technical handover to the new implementors. The handover was carried out to ensure continuity of operations, specifically in data collection, monitoring, and reporting of ARTF projects with the ministries. In the second half of December 2019, MSI facilitated the handover of ARTF to BDO, ATR Consulting, and Integrity Research.

As part of the ARTF closeout and handover planning, MSI worked closely with the World Bank to ensure a smooth handover of the ongoing third-party monitoring to the new implementors. This included a series of in-person and virtual meetings facilitated by MSI to ensure that the new implementors had the full suite of informational and operational capabilities available to MSI under ARTF II. The World Bank hosted a handover kick-off meeting on Monday, December 16, 2019. Representatives from the World Bank, MSI, BDO, ATR, and Integrity participated in the initial planning session, with a series of handover tasks set for the following two-plus weeks.

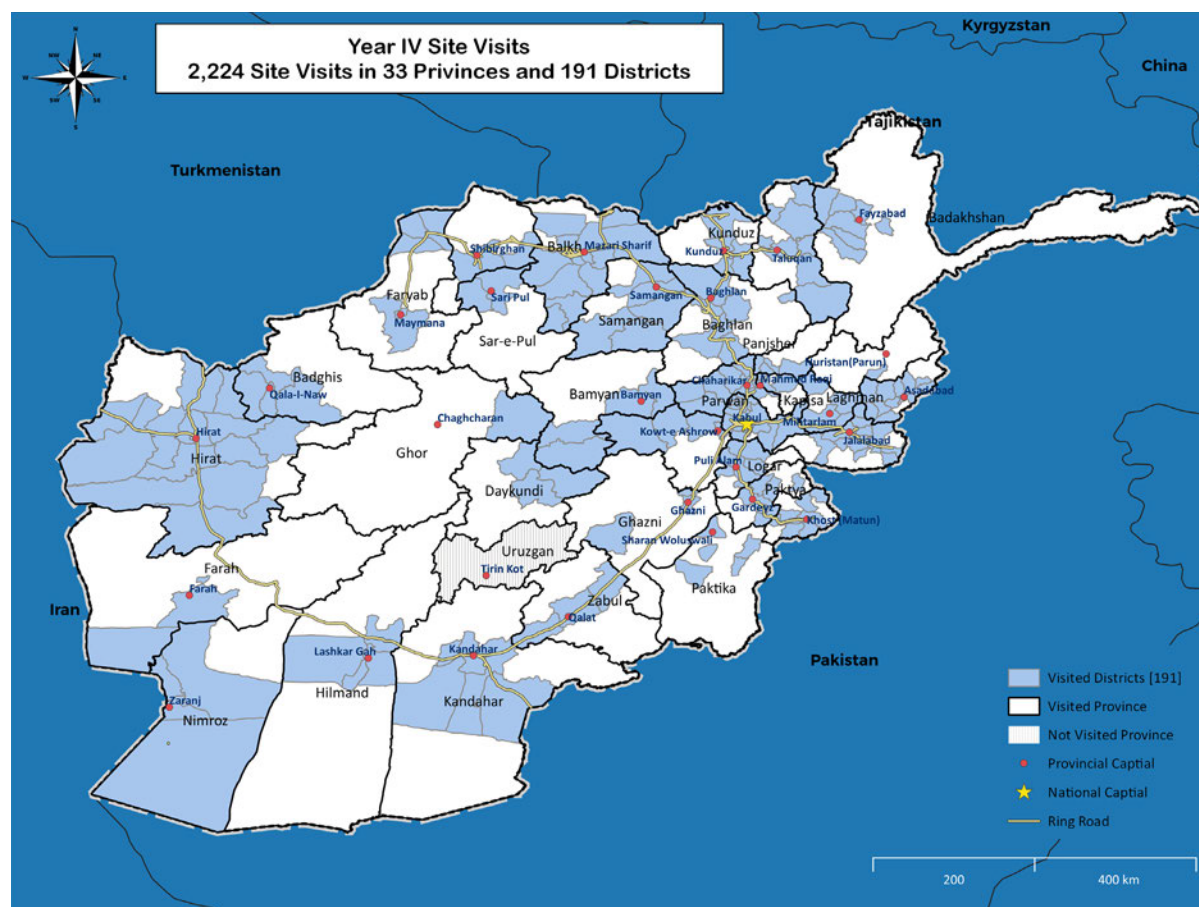
Introductions were made to key ARTF staff technical leads in Afghanistan, as well as information technology and monitoring and evaluation specialists at MSI's headquarters in Arlington, Virginia. MSI provided a list of current and recently demobilized staff with recommendations for ATR to consider hiring, particularly in the quality assurance function, where continuity of existing contacts would be useful. MSI hosted BDO and ATR at their ARTF Kabul office on Wednesday, December 18, 2019, where they were introduced to the project team leads and follow-up meetings with possible technical-level introductory meetings were scheduled with ministries and ATR, including MRRD. The meeting included discussions with MSI about detailed workflow, data collection instrument, and site visit planning. MSI made introductions to key subcontractors that supported data collection and other operational support activities under ARTF II.

The World Bank coordinated with MSI on property transfer. MSI provided the World Bank a comprehensive list for property disposition, with location information for IT and other equipment in ministry offices and at the MSI Kabul office. MSI property handover was largely completed in December. Several items were retained for administrative support during closeout and were awaiting transfer to the World Bank as of the drafting of this report.

MSI approached the handover to the ARTF III TPM with the same professionalism and commitment to our client that characterizes every aspect of our approach to ARTF II. Our technical handover included transferring all ARTF I & II monitoring data and site visit instruments, all Ardea source code, administrative accounts, and cloud server services. MSI's client solutions team conducted numerous conference calls with the new TPM management and technical teams to conduct familiarization and training on Ardea platform administration. MSI also hosted two in-person meetings with the new TPM to resolve questions and ensure a smooth transfer of systems control to prevent a slowdown in monitoring activities. The client solutions team also fielded numerous emails inquiring about technical aspects of site visit instruments, data structure, and system administration. By the first week of January 2020, the new TPM had completed all acceptance tasks and had full control of all historic data and the operational system.

FIGURE 1

Map of Visited Provinces and Districts in Year IV



Annex 1. Summary of Year IV Site Visits by Month, Province, District and Project

Province	AAIP	ARAP	AREDP	ASDP II	CCAP	EQRA	EQUIP	HEDP	IRDP	NHLP	NSP MHP	OFWMP	SEHATMANDI	THRCP	WEE RDP	Total
Badakhshan	2	5			34				3							44
Badghis						21		2	3				8			34
Baghlan					30				8	12		3	10	6		69
Balkh	3		6		126	48			5	66		9	20		20	303
Balkh									2							2
Bamyan	3				28			2					1	5	20	59
Daykundi		3			27				2				34			66
Farah					8				5							13
Faryab					2	16							25			43
Ghazni					21	3	1	1								26
Ghor									2							2
Helmand	1				10	8		2	1	25			6			53
Herat	5	10		1	128	38		1	26	10	3	34	8		20	284
Jowzjan					12											12
Kabul	4	6		2	71	34		1	2	71	1	8	25			225
Kandahar	2				123	19	1	1	4	25			31		10	216
Kapisa		2			19				5	12						38
Kapisa									1							1
Khost					12	35			4		3		8		16	78
Kunar					27		1	2	4	29	3	6	6			78
Kunduz	2				12	13			5	10						42
Laghman					42		1	1	2	10	2	9	7			74
Logar					15	18		1				6				40

Nangarhar	4		4	1	123	44			11	57		9	12			265
Nimroz	1				31								3			35
NURISTAN						3							19			22
Paktia		1			27							4				32
Paktika					3	11			1				2			17
Paktya					12						2		59			73
Panjsher					12		1		2		2					17
Parwan	1	2	5		22			1		80		10			14	135
Samangan					24				8			1	3			36
Sar-e Pul					2				4				5			11
Sar-e-Pul								1	1							2
Takhar	2	4			12			2	1	40	2	2				65
Takhar									1							1
Urozgan													2			2
Wardak		6			12	5		1			2					26
Zabul					6	5			1							12
Zabul									1							1
Total	30	39	15	4	1033	321	5	19	115	447	20	101	294	11	100	2554

Annex 2. Summary of Year IV Site Visits

(By Month, Province, District, and Project)

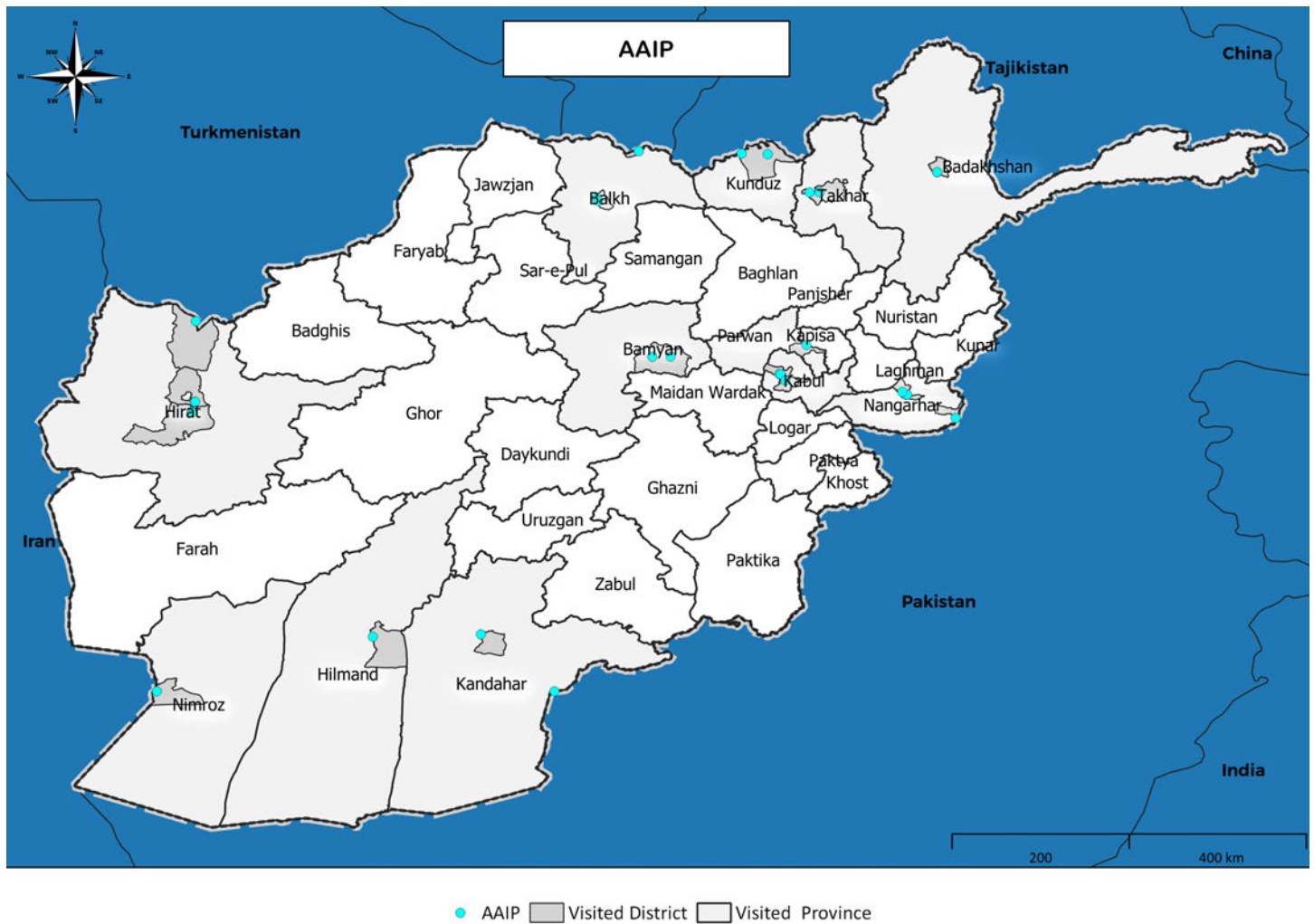
Province	AAIP	ARAP	AREDP	ASDP II	CCAP	EQRA	EQUIP	HEDP	IRDP	NHLP	NSP MHP	OFWMP	SEHATMANDI	THRCP	WEE RDP
Badakhshan	2	5			34				3						
Badghis						21		2	3				8		
Baghlan					30				8	12		3	10	6	
Balkh	3		6		126	48			7	66		9	20		20
Bamyan	3				28			2					1	5	20
Daykundi		3			27				2				34		
Farah					8				5						
Faryab					2	16							25		
Ghazni					21	3	1	1							
Ghor									2						
Helmand	1				10	8		2	1	25			6		
Herat	5	10		1	128	38		1	26	10	3	34	8		20
Jowzjan					12										
Kabul	4	6		2	71	34		1	2	71	1	8	25		
Kandahar	2				123	19	1	1	4	25			31		10
Kapisa		2			19				6	12					
Khost					12	35			4		3		8		16
Kunar					27		1	2	4	29	3	6	6		
Kunduz	2				12	13			5	10					
Laghman					42		1	1	2	10	2	9	7		
Logar					15	18		1				6			
Nangarhar	4		4	1	123	44			11	57		9	12		
Nimroz	1				31								3		
Nuristan						3							19		
Paktia		1			27							4			
Paktika					3	11			1				2		

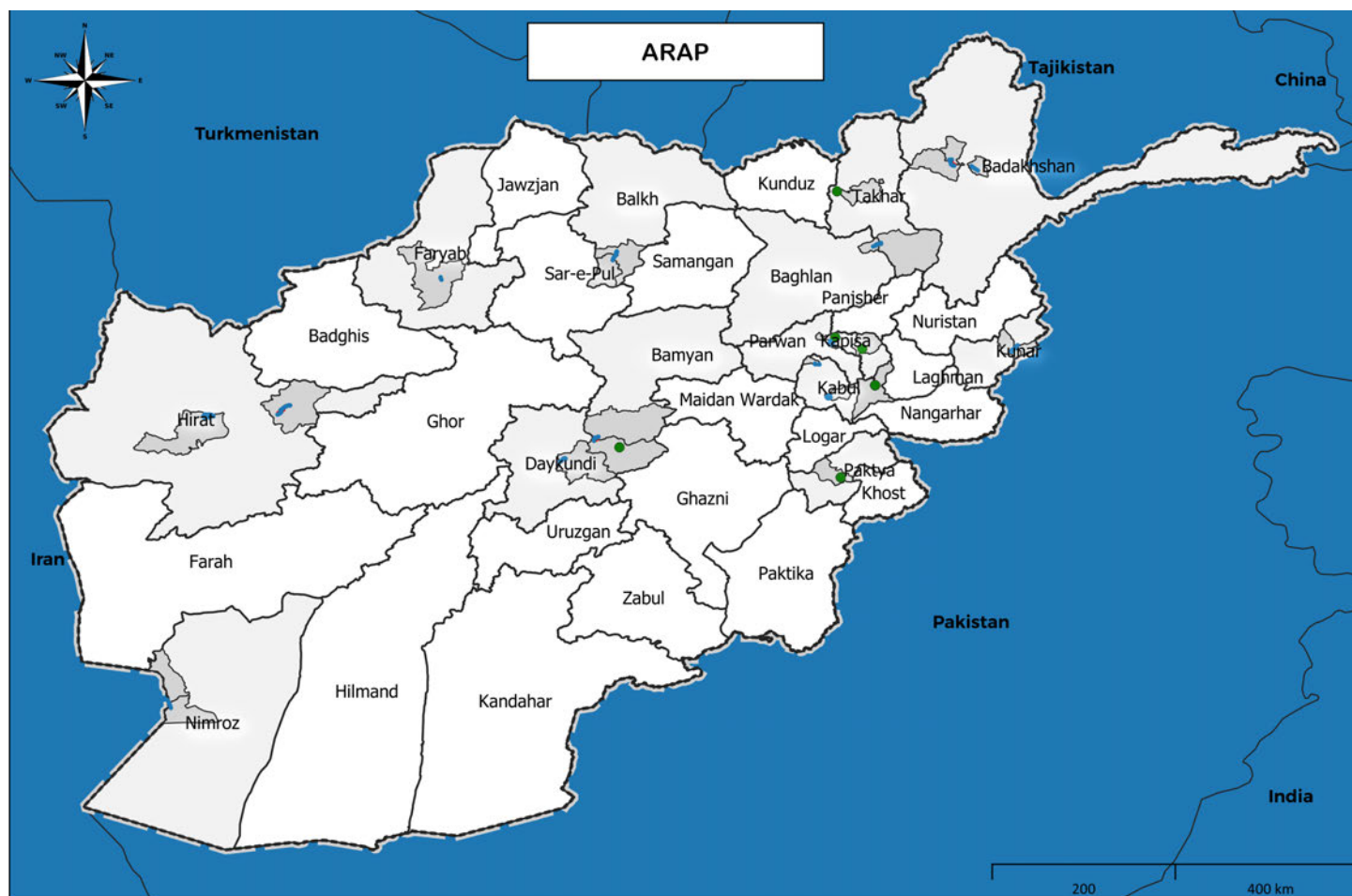
Paktya				12					2		59				
Panjsher				12		1		2		2					
Parwan	1	2	5		22			1		80		10		14	
Samangan					24				8			1	3		
Sar-e-Pul					2			1	5				5		
Takhar	2	4			12			2	2	40	2	2			
Urozgan													2		
Wardak		6			12	5		1			2				
Zabul					6	5			2						
Grand Total	30	39	15	4	1033	321	5	19	115	447	20	101	294	11	100

Annex 3. Full Subproject Site Visit Locations

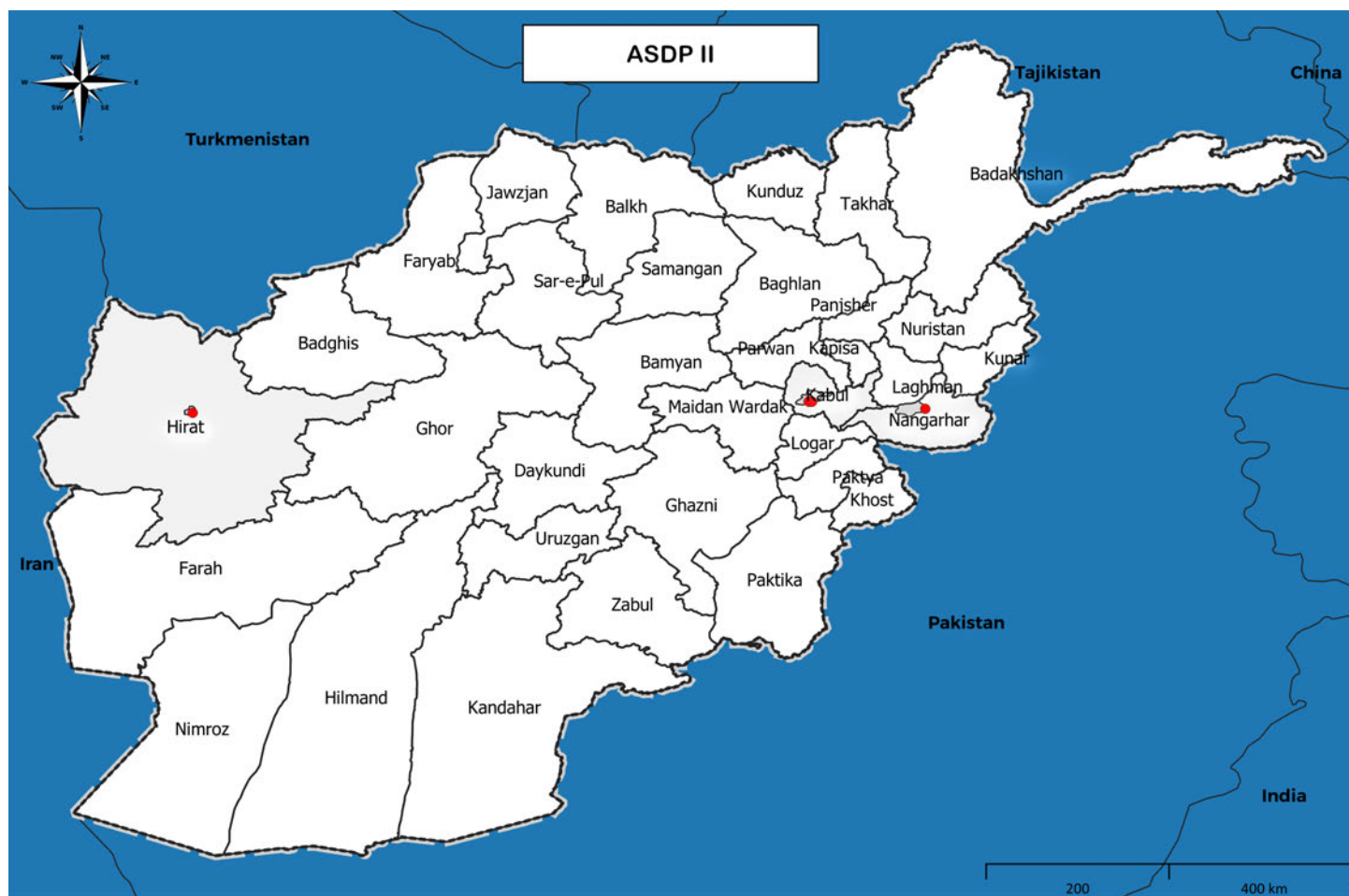
This annex is a sperate geopackage (GPK) file delivered with the report. It can be opened with most modern GIS software applications including ArcGIS and QGIS.

Annex 4. Site Visit Maps by Project

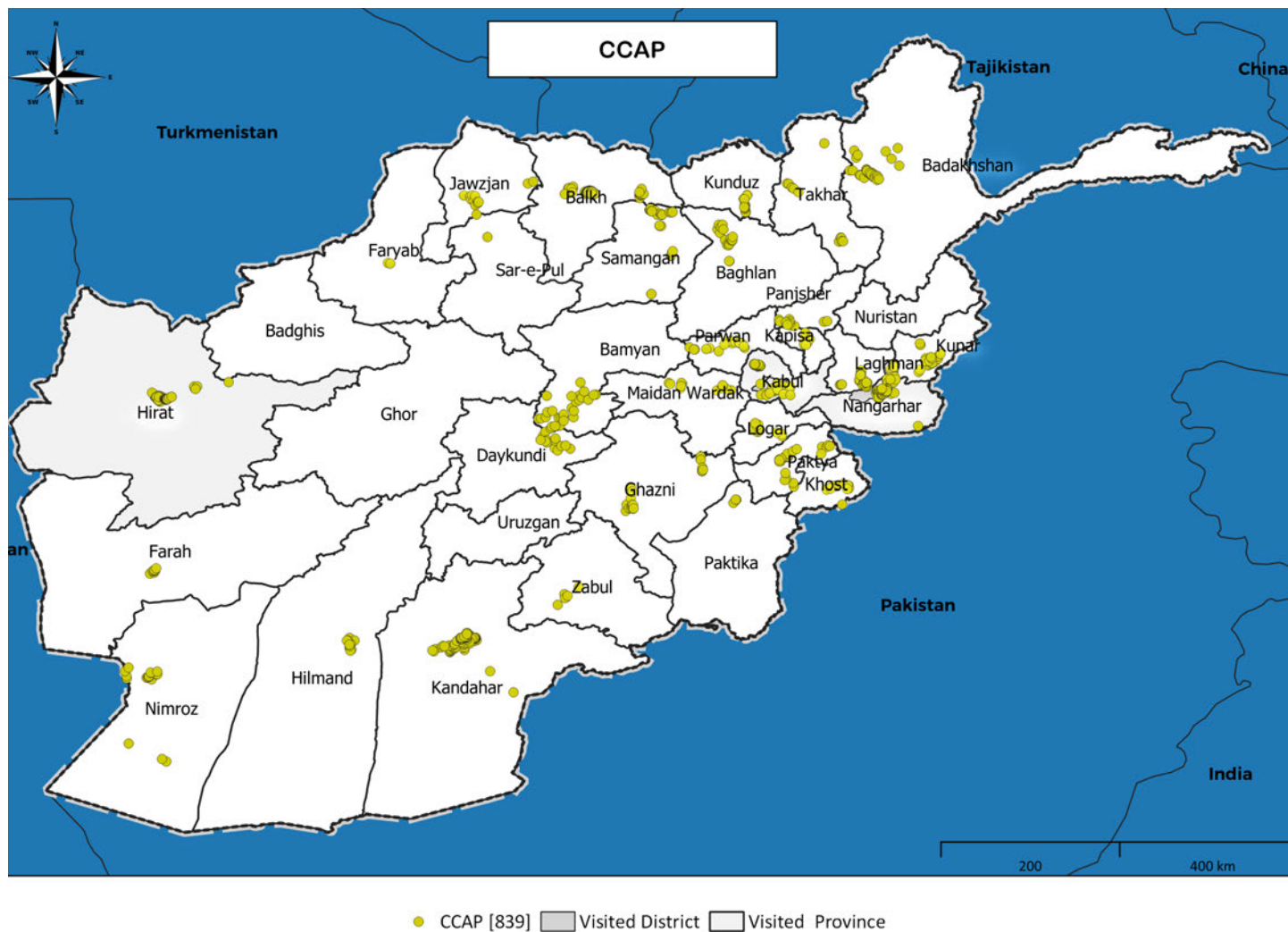


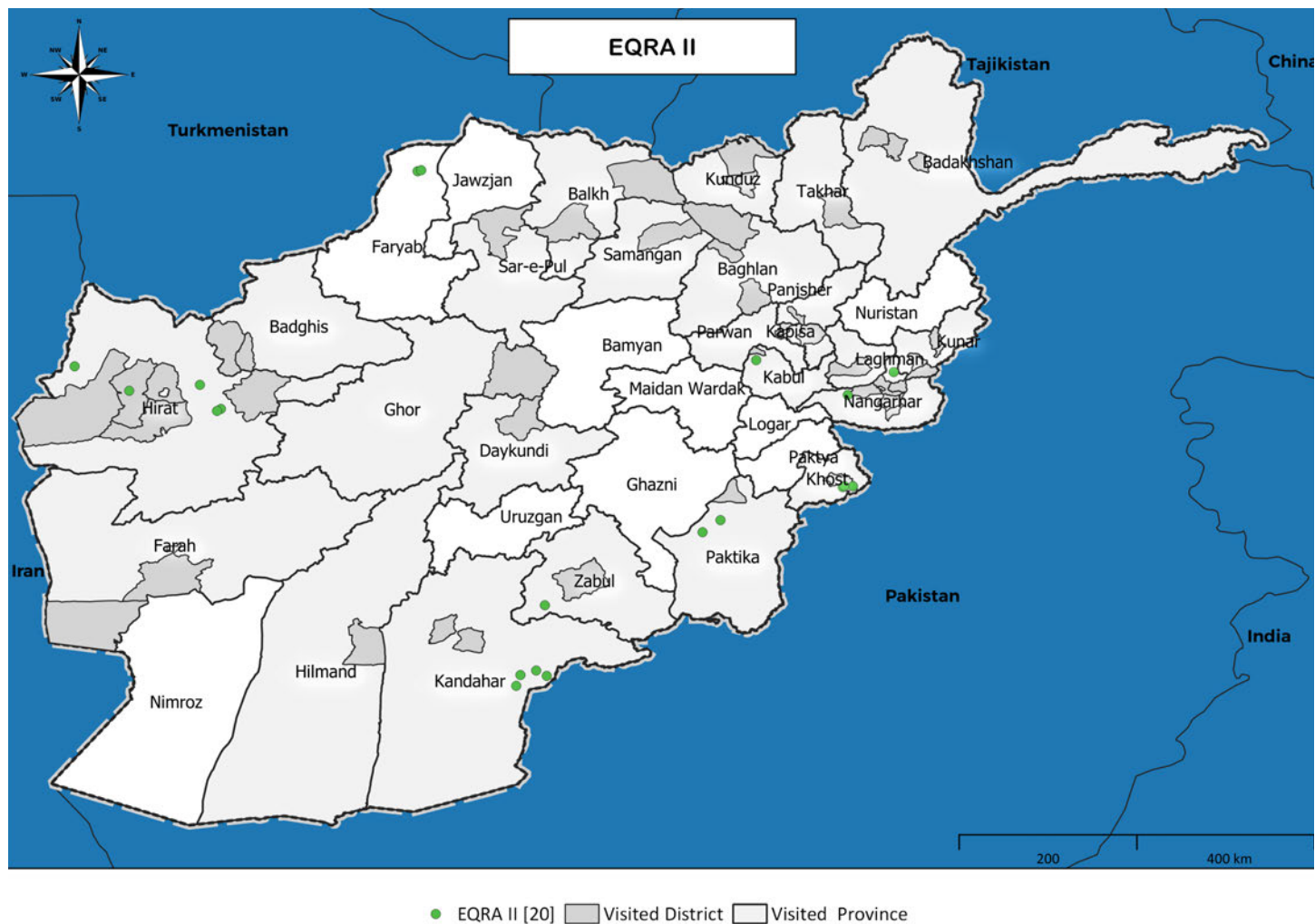


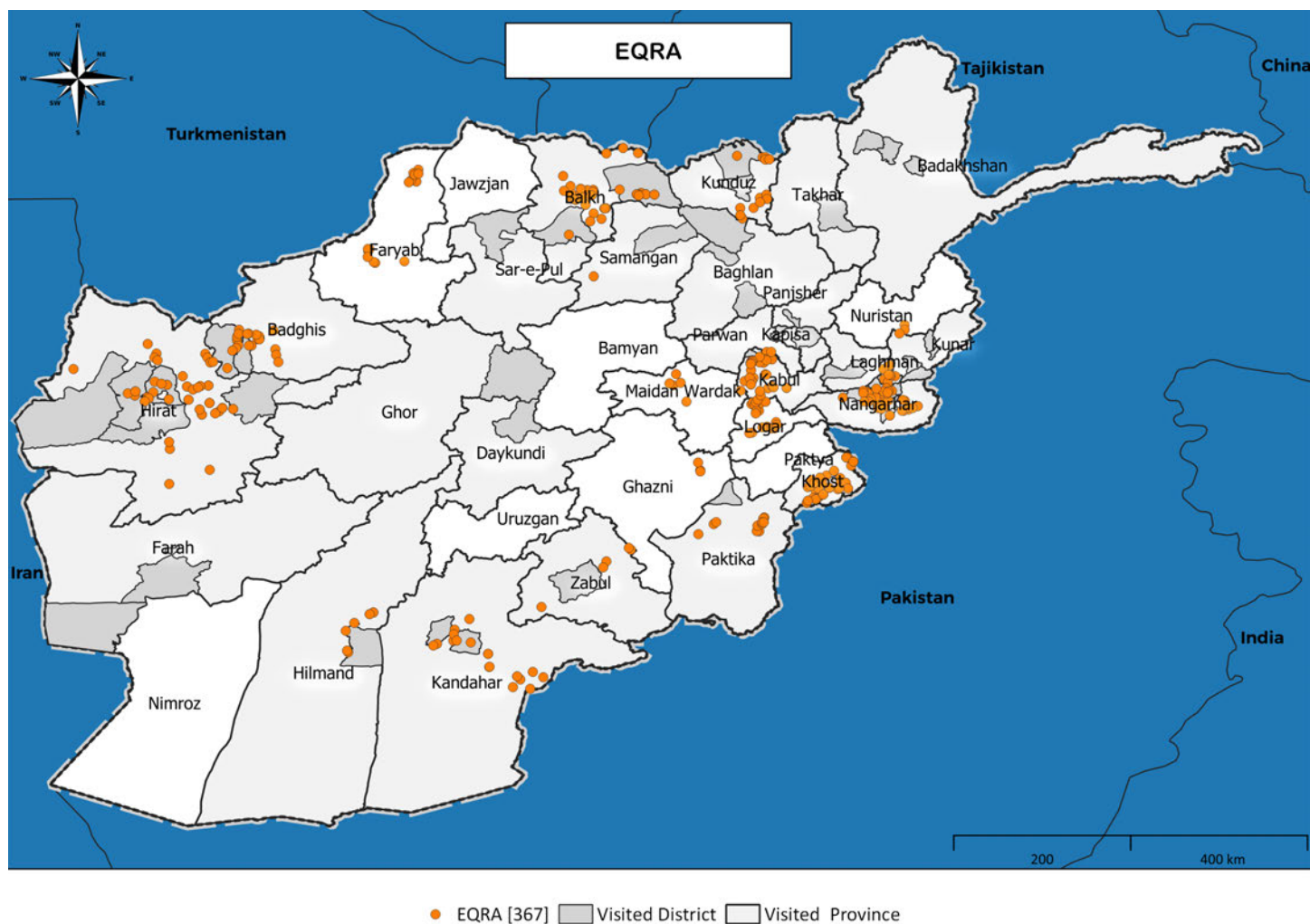
— ARAP Road [24] ● ARAP Bridge [10] - - - ARAP CM Road [5] ● ARAP CM Bridge [2] ■ Visited District □ Visited Province

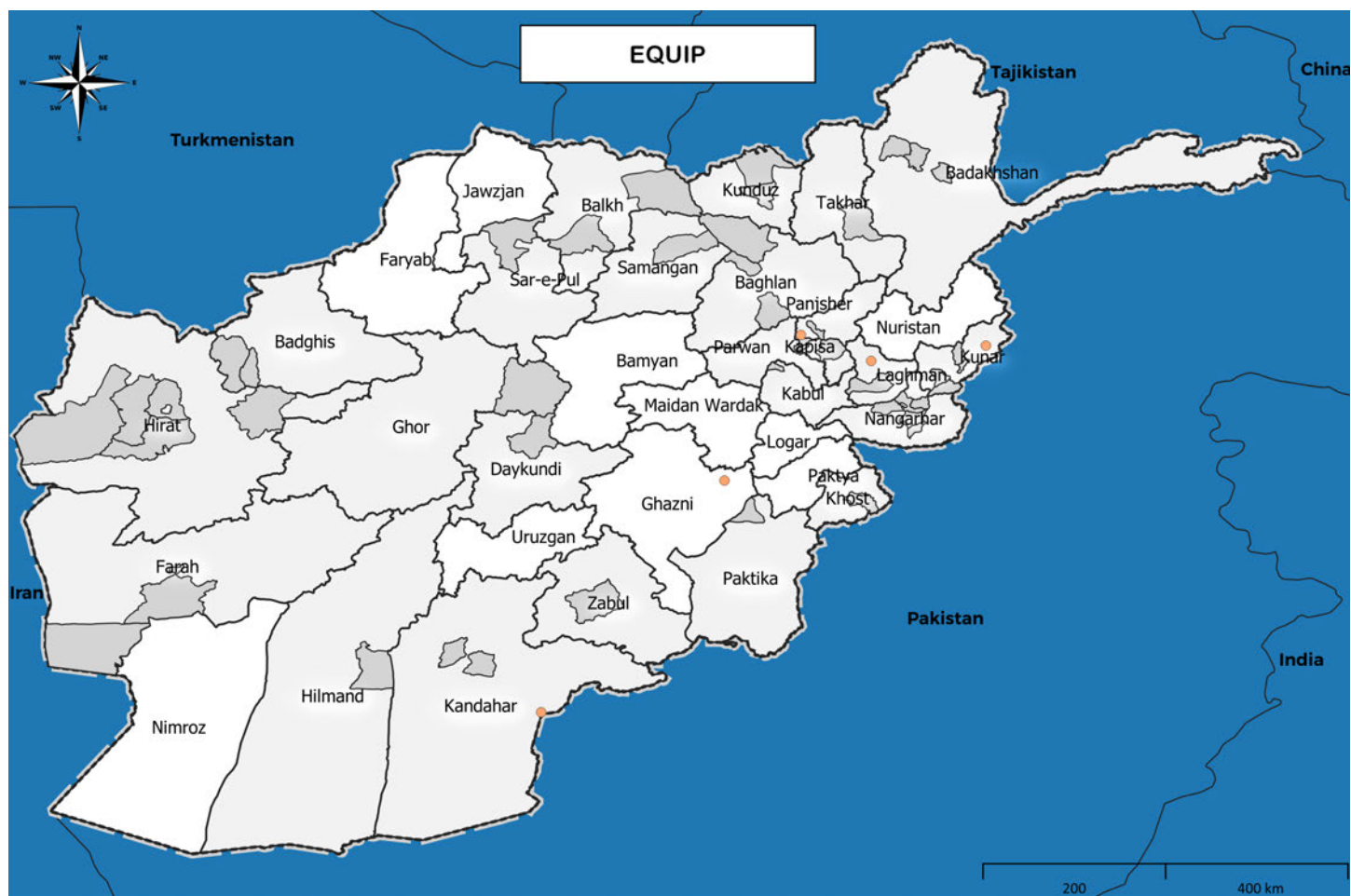


● ASDP II [4] Visited District Visited Province

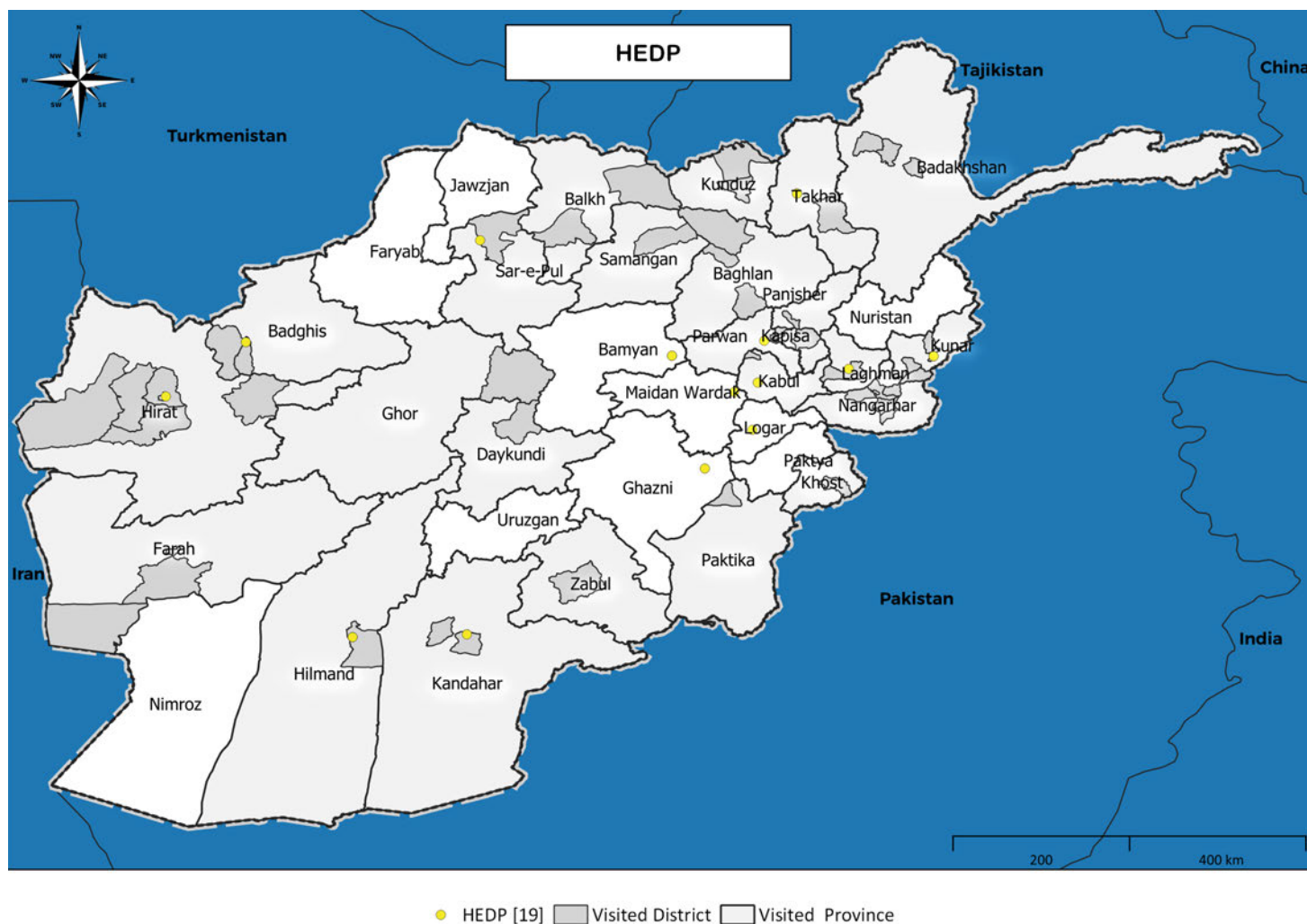


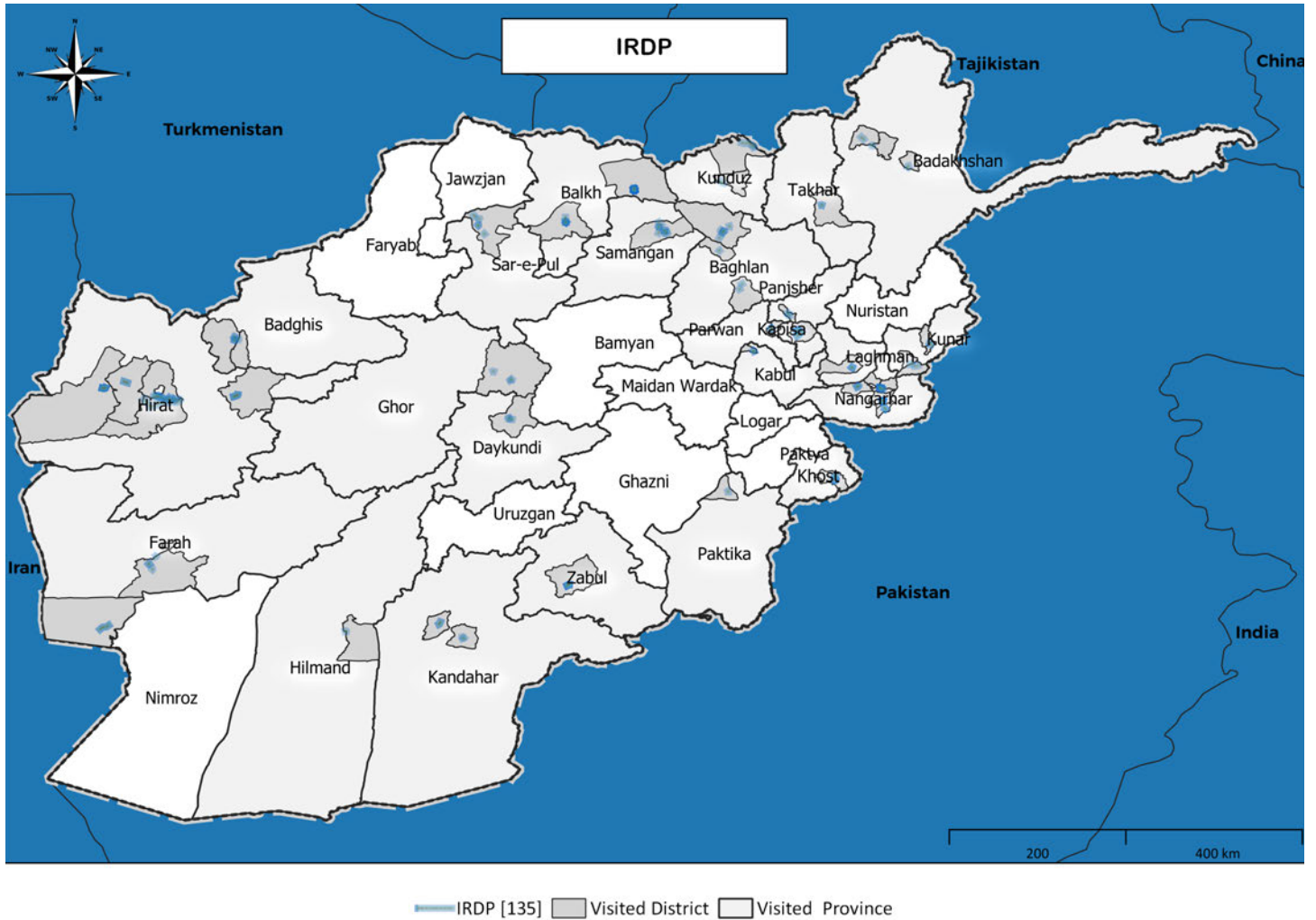


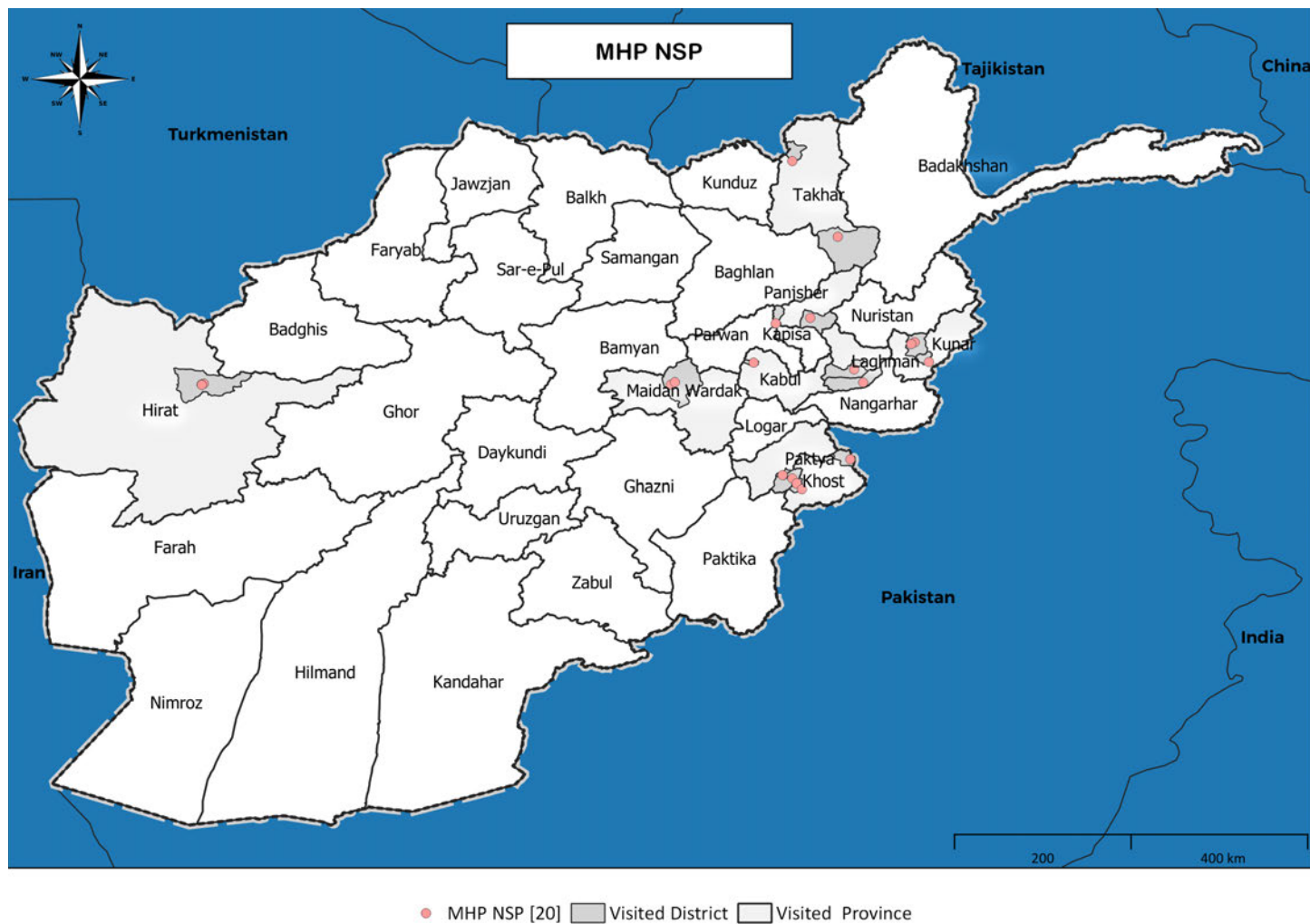


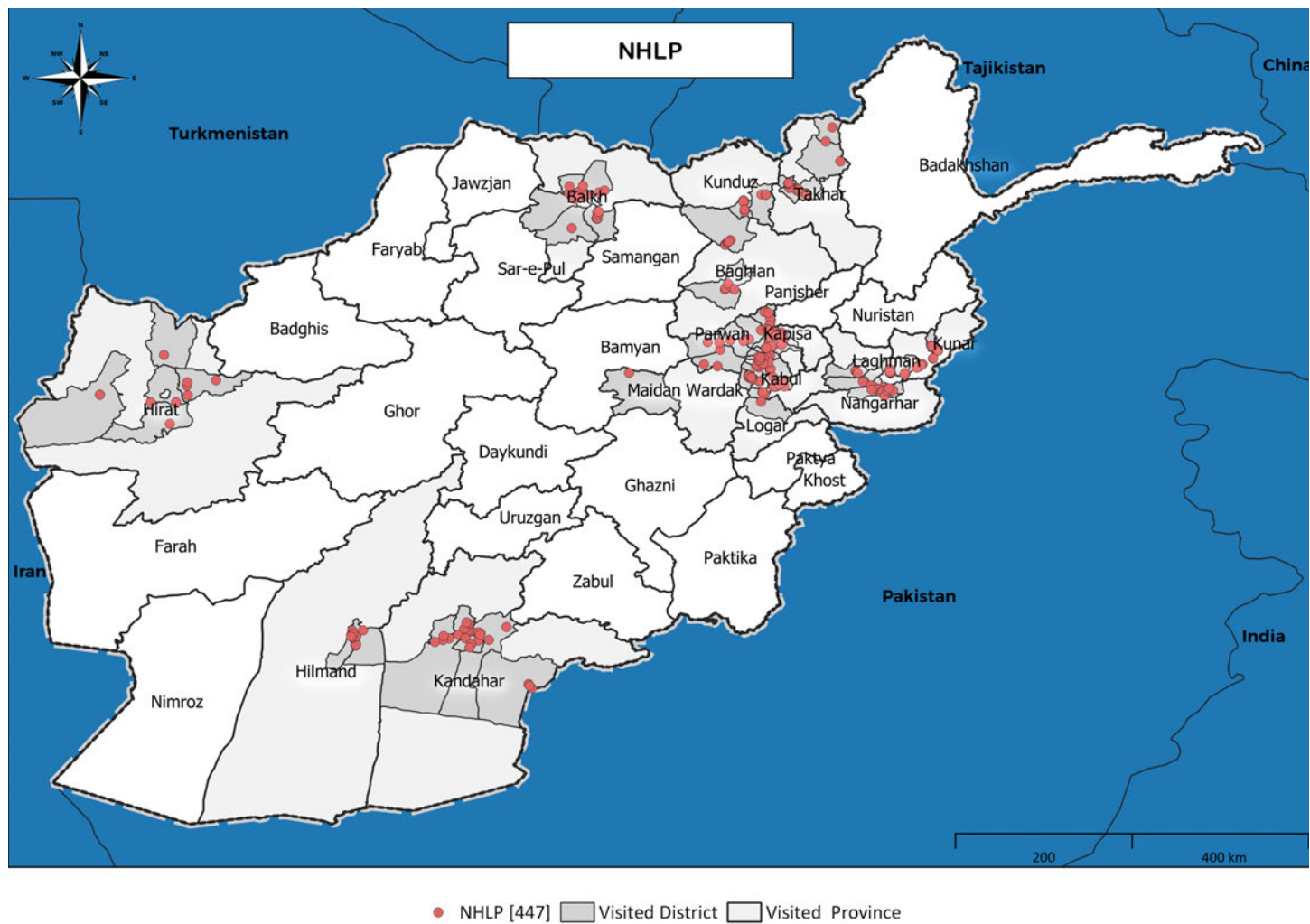


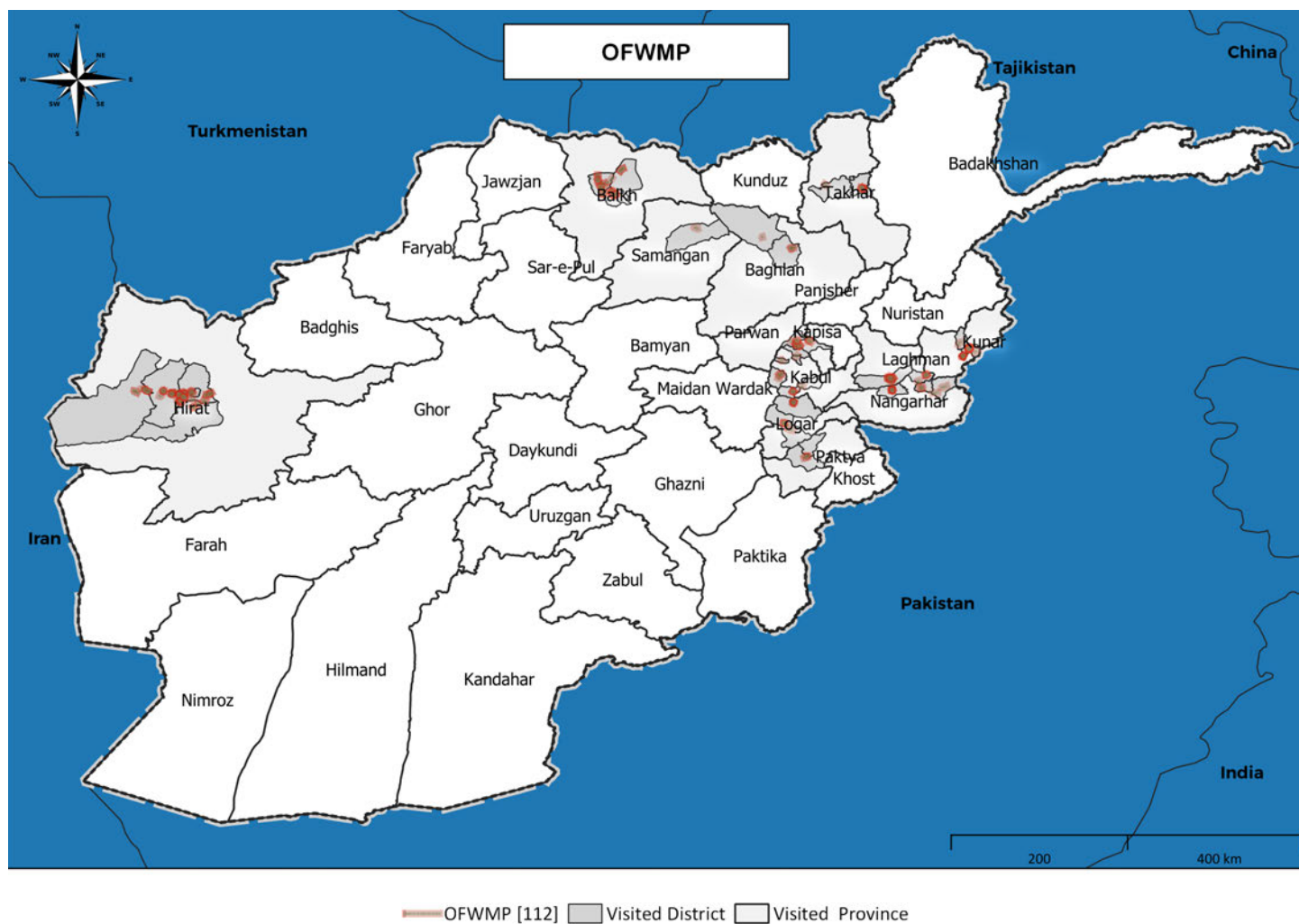
● EQUIP [5] ■ Visited District □ Visited Province

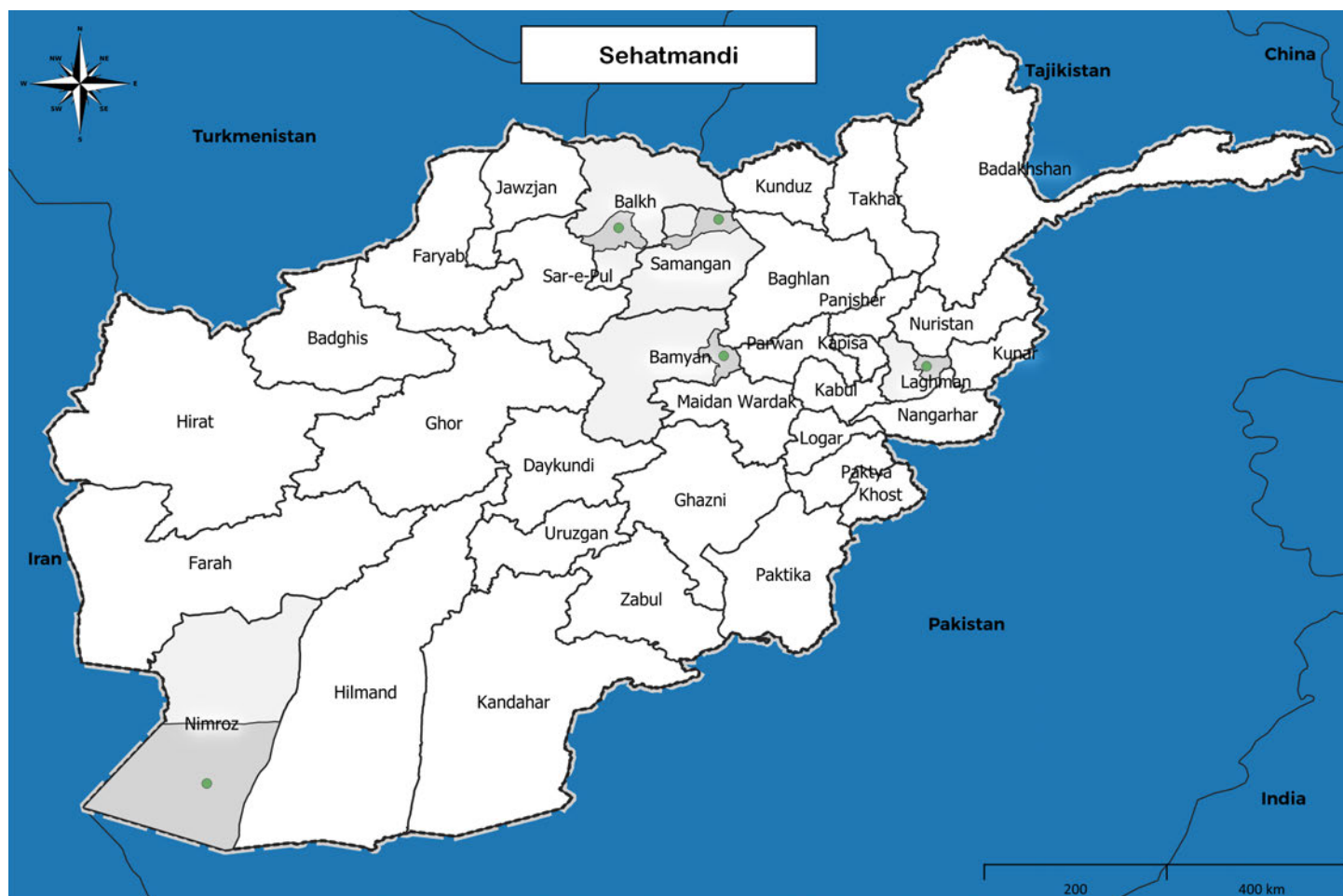




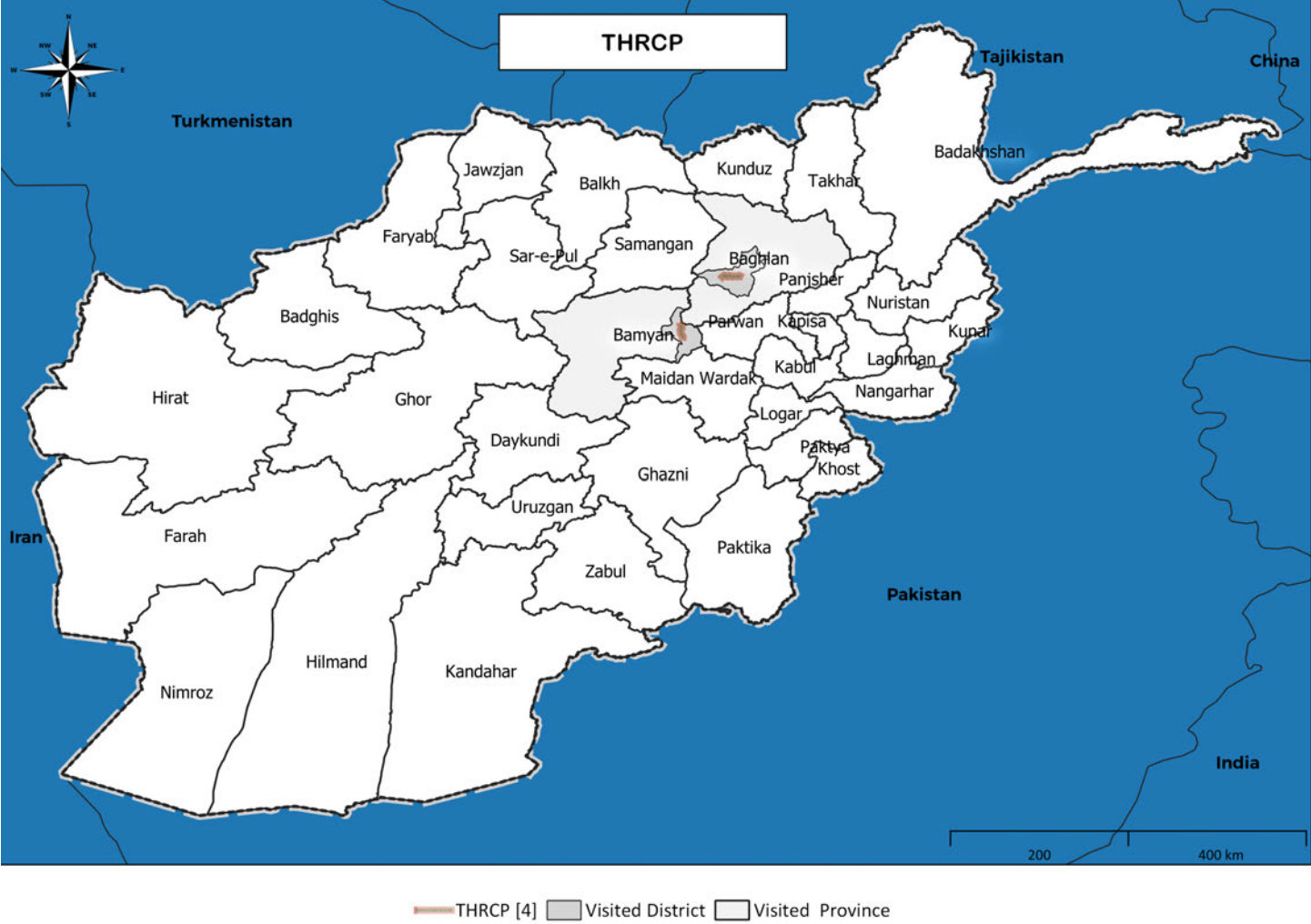


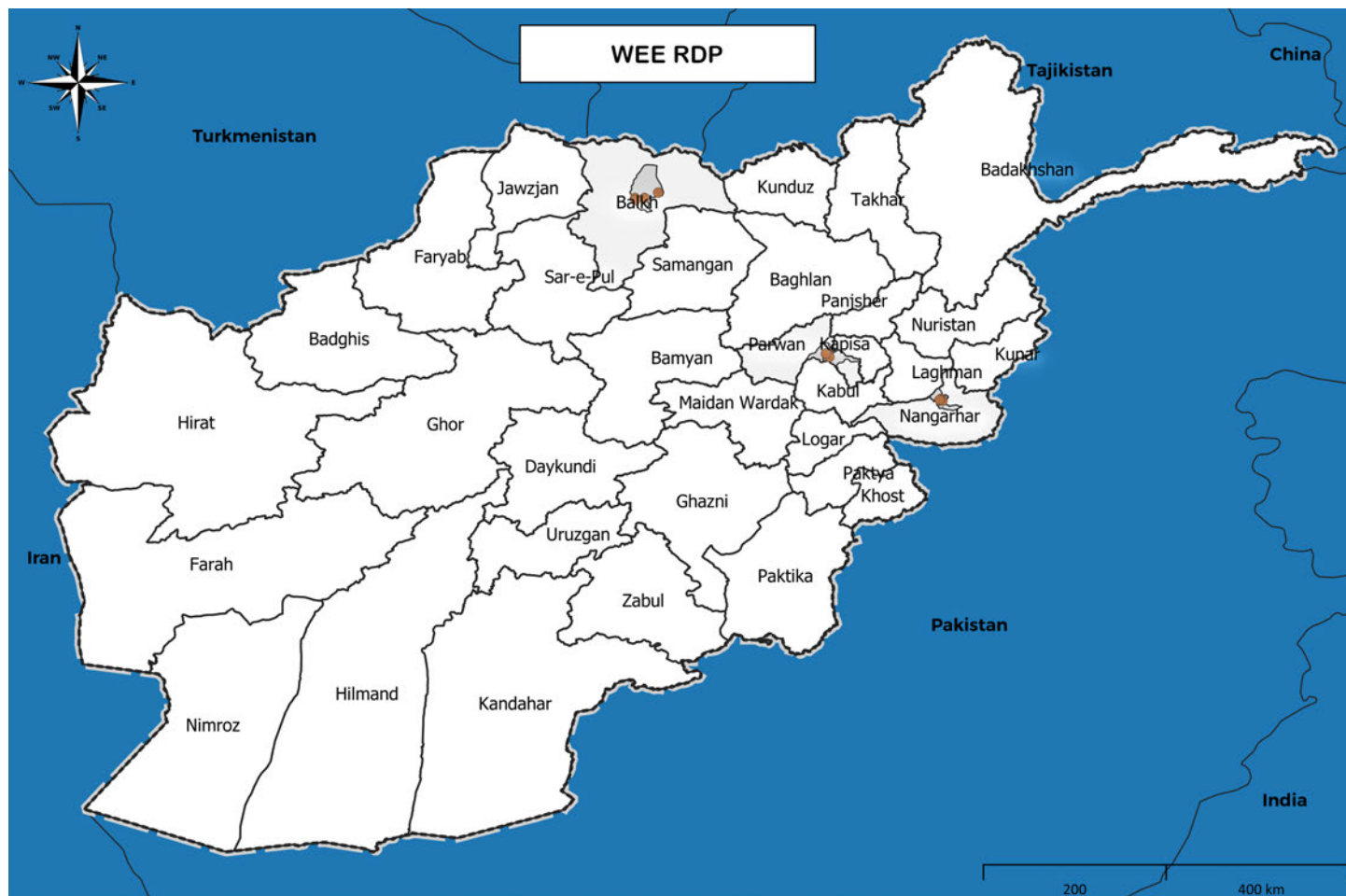






● Sehatmandi [5] ■ Visited District □ Visited Province







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