



# Year IV Third Quarter Report

MAY 2019 – JULY 2019

## 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.





# Table of Contents

<b>Executive Summary</b> .....	<b>1</b>
1.1 Monitored Projects .....	2
1.2 Monitoring Support Activities .....	2
1.3 Monitoring Approach .....	3
1.4 Data Utilization Rate .....	5
1.5 Ardea Online Reporting .....	7
1.6 Capacity Building of Ministry Officials .....	8
1.7 Environmental, Social Safeguard, and Gender Compliance .....	9
<b>General Findings and Recommendations</b> .....	<b>12</b>
2.1 Afghanistan Agricultural Input Project (AAIP) .....	13
2.2 Afghanistan Rural Access Projects (ARAP) .....	15
2.3 Citizen Charter Afghanistan Program (CCAP) .....	17
2.4 Education Quality Reform in Afghanistan (EQRA) .....	18
2.5 Irrigation Restoration and Development Project (IRDP) .....	20
2.6 National Horticulture and Livestock Program (NHLP) .....	21
2.7 OFWMP - On-Farm Water Management Project .....	22
2.8 Women Economic Empowerment Rural Development Program (WEE-RDP) ..	23
<b>Environmental, Social Safeguards, and Gender Findings</b> .....	<b>26</b>
3.1 Afghanistan Agricultural Inputs Projects (AAIP) .....	26
3.2 Afghanistan Rural Access Project (ARAP) .....	27
3.3 Citizen Charter Afghanistan Program (CCAP) .....	28
3.4 Education Quality Reform in Afghanistan (EQRA) .....	28
3.5 Irrigation Restoration and Development Project (IRDP) .....	29
3.6 On-Farm Water Management Project (OFWMP) .....	30
<b>Appendix A: Acronyms</b> .....	<b>32</b>

# Executive Summary

During the third quarter of Year IV, for the period May, June and July 2019, the Afghanistan Reconstruction Trust Fund (ARTF) Third Party Monitoring (TPM) Quality Assurance (QA), Management Systems International (MSI), monitored ARTF projects for patterns of performance related to the following ARTF primary objectives:

1. Design, material, and construction quality
2. Environmental, social safeguard, and gender compliance
3. Operations and maintenance (O&M) compliance
4. GoA, contractors, facilitating partner (FP), irrigation association (IA) and Mirab performance

## 1.1 Monitored Projects

MSI monitored seven ARTF Year IV projects during the reporting period (Table 1):

ARTF Projects Monitored	Ministry	# of Site Visits
Afghanistan Rural Access Project (ARAP)	MAIL	12
Education Quality Improvement Program (EQUIP)	MRRD/MoT	20
Education Quality Reform in Afghanistan (EQRA)	MRRD/IDLG	301
Health Clinic Assessment (Sehatmandi)	MRRD	109
Irrigation Restoration and Development Project (IRDP)	MoEW	33
National Horticulture and Livestock Program (NHLP)	MAIL	40
On-Farm Water Management Project (OFWMP)	MRRD	15
<b>Grand Total</b>		<b>530</b>

**TABLE 1**

Projects monitored by QA during the reporting period

## 1.2 Monitoring Support Activities

In addition to monitoring on-going ARTF projects, MSI completed the following monitoring support activities during the reporting period.

In July 2019, MSI female enumerators completed data collection for the Women's Economic Empowerment – Rural Development Project (WEE-RDP), pilot phase.

Three female enumerators conducted interviews in 15 CDCs including five social organizers (SO), 10 CDC female office bearers, 45 Self-Help Groups (SHGs) and 15 group interviews with female community members who are not SHG members.

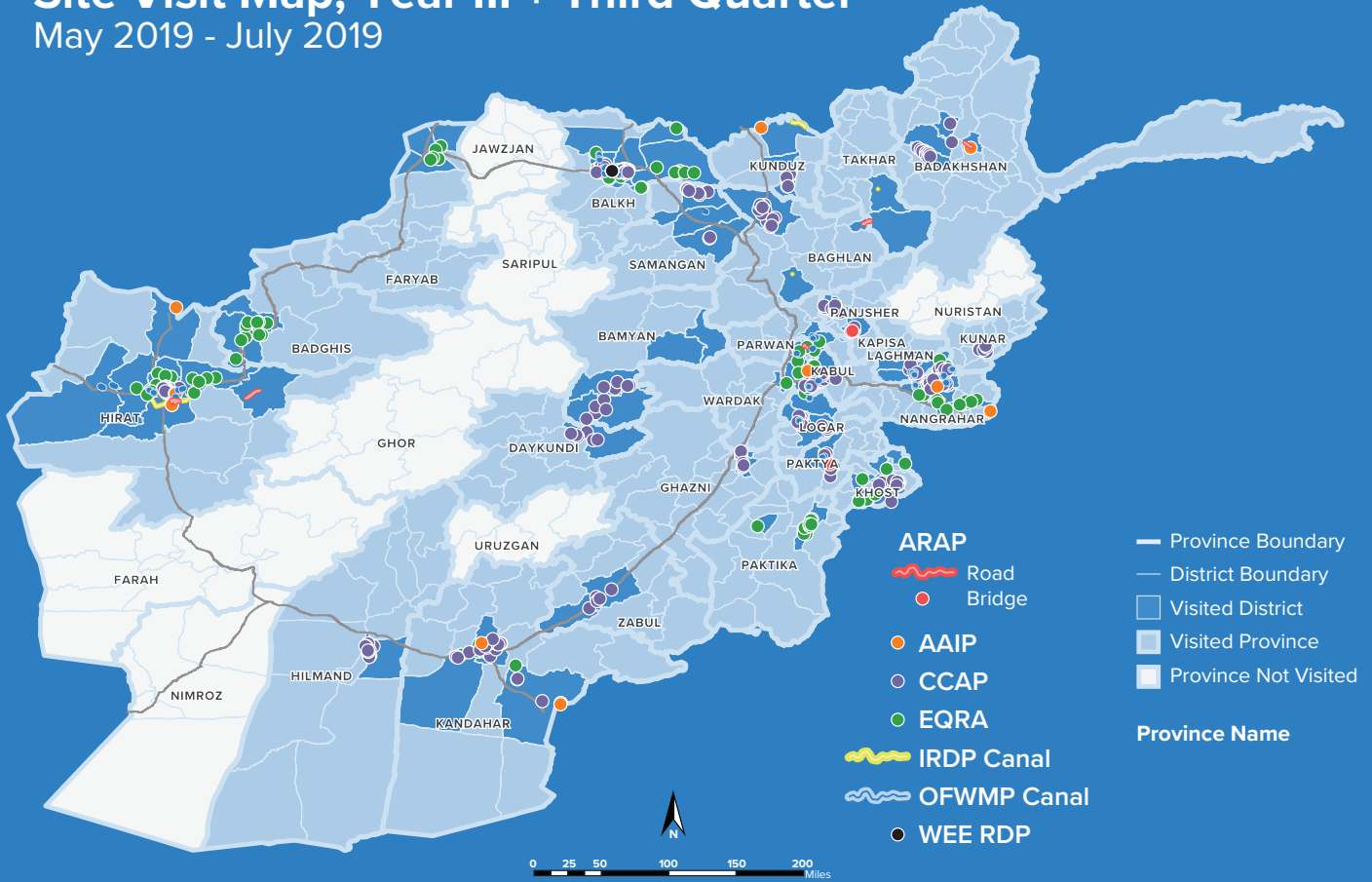
The WEE-RDP project team provided MSI with a list of beneficiaries from which CDCs were randomly selected within Balkh, Herat and Bamyan provinces. Once the CDCs were identified, three female Self-Help Groups (SHGs) were randomly selected for group interviews with the SHG members.

The social organizers responsible for these SHGs were instrumental in introducing MSI field teams to the CDCs and SHGs and provided valuable information about their scope of work and responsibilities for implementing the WEE-RDP.

### 1.3 Monitoring Approach

MSI’s monitoring of ARTF projects depends on the work of three complementary groups: quality assurance engineers, female enumerators (FEs), and Citizen Monitors (CMs). Quality assurance engineers conduct technical inspections of monitored subprojects, often with female enumerators who record gender-specific data from female beneficiaries of ARTF projects. Citizen monitors are members of the communities where ARTF projects are implemented. They are trained to use smartphone cameras to collect data that is later analyzed by a quality assurance engineer in the Kabul office.

## Site Visit Map, Year III + Third Quarter May 2019 - July 2019



**MAP 1**  
Locations of ARTF subprojects visited in 2nd Quarter of Year IV

During the reporting period, MSI mobilized 21 QA engineers, 19 FEs, and 16 CMs. The QA engineers and FEs conducted 530 site visits during this quarter, and CMs submitted 358 verified observations. A verified observation is an observation (geo-tagged, time-stamped photo) sent from a CM in the field, reviewed by a quality assurance engineer at the MSI office in Kabul, and designed to show either general construction progress or a deviation.

Of the 358 CM observations, CM quality assurance engineers confirmed that 18 were deviations and the remaining were general progress reports. These 18 deviations supplemented the 879 reported by MSI QA engineers, yielding 897 total reported deviations during the reporting period.

### 1.3.1 Quality Assurance Engineer Observations

During this quarter, MSI quality assurance (QA) engineers monitored activities in 26 provinces of Afghanistan, recording deviations observed while inspecting subprojects. Deviations are classified using the following categories:

- **LIFE SAFETY:** A deviation that could impact beneficiary safety and has potentially serious repercussions if not immediately addressed by the contractor or ministry.
- **MAJOR:** A deviation that could significantly affect project sustainability and functionality.
- **MINOR:** A deviation that could minimally affect project sustainability and functionality.

QA engineers reported 879 deviations (six life safety, 465 majors, and 408 minor), observing poor construction quality in 668 of the 879 deviations.

ARTF Project	Engineer Monitored Subprojects	Life Safety Deviations	Major Deviations	Minor Deviations
AAIP	12	1	46	66
ARAP	7	0	72	45
CCAP	301	0	103	208
EQRA	109	0	30	22
IRDP	19	2	39	1
OFWMP	37	3	175	66
<b>Total</b>	<b>485</b>	<b>6</b>	<b>465</b>	<b>408</b>

**TABLE 2**  
Quarter III Year IV  
deviations observed  
by MSI engineers

### 1.3.2 Citizen Monitor Observations

Citizen monitors (CMs) also monitored subprojects. CMs are individuals living in communities where subprojects were implemented and are trained to photograph possible deviations using a smartphone. They then submit those observations for review to quality assurance engineers in Kabul.

These engineers evaluate the photographs based on the same criteria used to categorize deviations recorded by MSI quality assurance engineers conducting onsite inspections. In this quarter, citizen monitor photographs identified 18 deviations.

**TABLE 3**  
Quarter III-Year IV  
deviations observed  
by Citizen Monitors

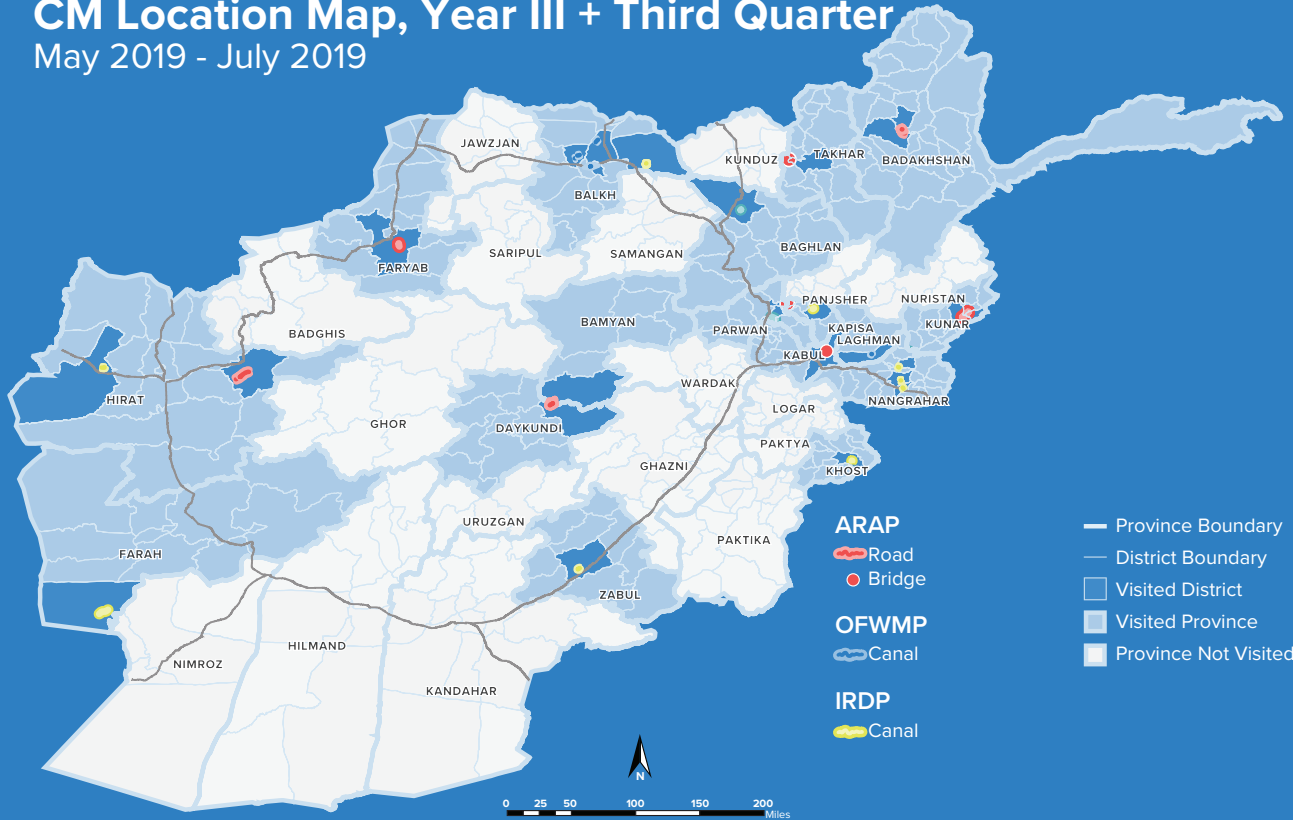
ARTF Project	CM Monitored Subprojects	Life Safety Deviations	Major Deviations	Minor Deviations
ARAP	10	0	1	0
IRDPA	16	0	9	4
OFWMP	9	0	3	1
<b>Total</b>	<b>35</b>	<b>0</b>	<b>13</b>	<b>5</b>

CMs are assigned to on-going projects that have been active for at least six months in areas where ministries requested frequent monitoring, and ministry engineers cannot visit due to seasonal or security-related inaccessibility. Based on these criteria, the CMs are active in IRDPA, OFWMP, and ARAP subprojects.



# CM Location Map, Year III + Third Quarter

May 2019 - July 2019



**MAP 2**  
Citizen Monitor locations in Afghanistan

General progress reports (GPRs) are photos provided to MSI QA engineers from CMs in the field to view the status of subproject construction (they are not deviations). Table 4 presents the number of monthly GPR photos for construction status monitoring, deviation photos, and the total for each project submitted by CMs this quarter.

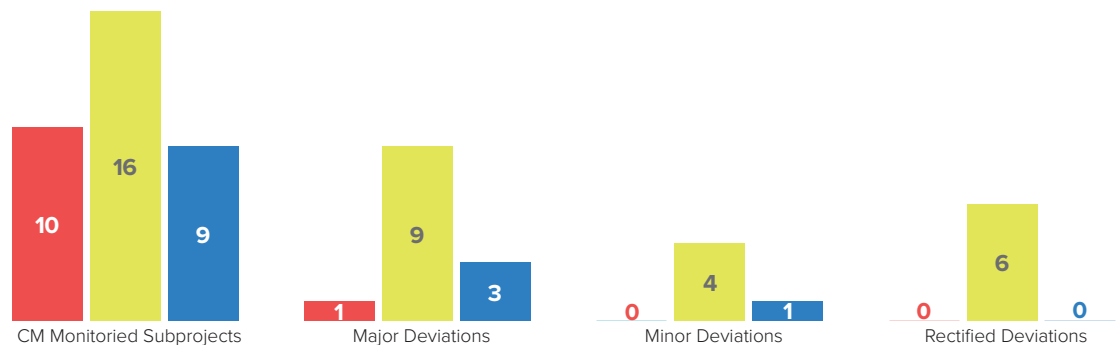
Month	General Progress Reports			Deviations		
	IRDP	OFWMP	ARAP	IRDP	OFWMP	ARAP
May-19	37	64	42	5	0	0
June-19	45	40	30	2	4	0
July-19	29	14	39	6	0	1
<b>Total</b>	<b>111</b>	<b>118</b>	<b>111</b>	<b>13</b>	<b>4</b>	<b>1</b>

**TABLE 4**  
Distribution of general progress reports and established deviations by Citizens Monitors

## 1.4 Data Utilization Rate

MSI shared all observed deviations with the World Bank and the government of Afghanistan (GoA). The goal of sharing deviations with the government is to enhance ministries' capacity to work with contractors who must rectify issues, improving overall project quality for beneficiaries. The extent to which ministries address deviations is measured and reported as their data utilization rate. The rate is a ratio of the total number of reported deviations to those deviations reported as rectified by the cognizant ministry during the reporting period.

**FIGURE 1**  
Reported and rectified deviations in the second quarter of Year IV



To facilitate the reporting and rectification of deviations, MSI continued to implement the Ardea online reporting system at GoA ministries. Ardea enables key personnel to see reported deviations, assign deviations to responsible personnel for rectification, and share reports on rectification status with stakeholders.

This quarter, MSI received geo-tagged and date-stamped photos as evidence of deviation rectification from the Independent Directorate of Local Governance (IDLG), Ministry of Rural Rehabilitation and Development (MRRD), and Ministry of Agriculture, Irrigation, and Livestock (MAIL) through Ardea. MSI continues to report the data utilization rates at supported ministries on a monthly and quarterly basis.

MSI monitors the data utilization rate for deviations reported to GoA ministries, a key indicator for the success of the TPM program. During this quarter, ministry teams rectified previously reported deviations as per the table below.

Projects	Total Open Deviation Previously Reported	Rectified Previously Reported Deviations in Q3 of Year IV	Remaining Previously Reported Deviations
OFWMP	109	0	109
AAIP	201	76	125
CCAP	4	2	2
EQRA	33	23	10
IRDP	88	24	51
ARAP	279	57	222

**TABLE 5**

Rectified previously reported deviations

For new deviations during the quarter:

Project	Reported Deviations in Q3 of Year IV	Rectified Reported Deviations of Q3 in Q3 of Year IV	Remaining
AAIP	113	5	108
ARAP	117	9	108
CCAP	311	54	257
IRDP	42	23	19
EQRA	52	30	22
OFWMP	244	85	159

**TABLE 6**

New deviations reported and rectified

## 1.5 Ardea Online Reporting

The online deviation workflow tracking system, Ardea, is used to support and expedite the deviation reporting and rectification process. Deviation information is collected from MSI monitoring and shared with ministry teams, and the resulting rectification is then recorded in Ardea. This enables reduced lead time between reporting and rectification and gives stakeholders a regularly updated picture of ongoing monitoring activities.

### 1.5.1 Afghanistan Agricultural Input Project (AAIP)

Since the MAIL Infrastructure Services Department will be accountable for AAIP projects in the future, Ardea training has been conducted by MSI for their engineers. Since April 2019, the AAIP and MAIL/ISD teams actively use this system at the MAIL, where 288 of 521 reported deviations have been rectified, for a data utilization rate of 55.83%.

### 1.5.2 Afghanistan Rural Access Project (ARAP)

The MSI-ARAP QA Manager conducted Ardea training at MRRD, enabling the deviation reporting and rectification process. A total of 117 deviations were identified and assigned to the MRRD and MoT team through Ardea. Ministry of Transportation provided 25 responses: nine were accepted as rectified and two were accepted as un-rectifiable. The remaining were reassigned back to the MoT since provided photos were not clear and did not show rectification actions.

### 1.5.3 Citizens' Charter Afghanistan Project (CCAP)

CCAP project teams at both IDLG and MRRD are using Ardea to track deviations. To date, CCAP rectified 167 of 426 reported deviations for a data utilization rate of 39%. Education Quality Reform in Afghanistan (EQRA)

EQRA project teams started using Ardea in March 2019, rectifying 30 out of 52 deviations reported during this quarter. The ministry provided feedback for 36 deviations during the reporting period, but since the geo-tag and date-time stamps were missing, MSI did not consider them rectified. In these instances, the deviations were reassigned back to the MRRD team for submission of correct photographic documentation.

### 1.5.4 Irrigation Restoration and Development Project (IRDP)

MSI-IRDP team started using of Ardea officially in April 2019. Since then, a total number of 48 deviations were identified and assigned to MEW/IRDP team through ARDEA. Replies were provided for 28 of these deviations by MEW/IRDP team. Of those reported, 23 rectifications were accepted by MSI.

### 1.5.5 On-Farm Water Management Project (OFWMP)

OFWMP started using Ardea in April 2019. Since then 283 deviations have been assigned to the OFWMP MAIL team. In total, 85 deviations were rectified. 24 of the visited subprojects were either completed or were under DLP, seven were stopped, and six were ongoing.

## 1.6 Capacity Building of Ministry Officials

MSI conducted 18 coordination meetings with relevant project management staff from five GoA ministries (MAIL, MRRD, IDLG, MoT, and MoEW) during this reporting period. Our team used these opportunities to discuss observed deviations, their probable causes, and possible solutions.

All embedded MSI QA managers across the supported ministries conducted weekly meetings to discuss reported deviations and receive feedback. They also coordinated with ministries to assign their quality assurance engineer to accompany MSI on-site visits. QA managers worked with ministries to obtain design drawings, environmental and social safeguards information, and related subproject documentation.

### 1.6.1 Afghanistan Agricultural Input Project (AAIP)

MSI Team conducted three coordination meetings during this quarter at MAIL/AAIP in which both AAIP and MAIL/ISD engineers participated. Following established practice, MSI presented all reported deviations and provided further explanation and references where needed. The MAIL/ISD engineer team is newly involved in the AAIP project, so MSI briefed them regarding TPM background and processes. MSI also conducted Ardea training for MAIL/ISD engineers during coordination meeting.

### 1.6.2 Afghanistan Rural Access Project (ARAP)

MSI conducted two meetings (one coordination and one technical meeting) during this quarter. The coordination meetings were held at WB in which MRRD and MoT engineers and WB personnel have participated. MSI presented April and May 2019 findings and deviations reported in this period. Also, WB has asked MSI to start inspection of the THRCB B2B ongoing segment in August 2019.

### 1.6.3 Citizens' Charter Afghanistan Project (CCAP)

MSI/CCAP conducted six coordination meetings with project management staff (MRRD and IDLG) during the reporting period. The team used these opportunities to discuss observed deviations, their probable causes, and possible solutions. MSI QA managers embedded in MRRD and IDLG conducted training on ARDEA and solicited feedback.

#### **1.6.4 Education Quality Reform in Afghanistan (EQRA)**

The MSI/EQRA team attended four coordination meetings at the Ministry of Rural Rehabilitation and Development (MRRD). The discussion points were mainly on the rectification of deviations, joint inspection by MRRD, and MSI engineer of EQRA subprojects, as well as the inclusion of Citizen Monitors (CM) to report on EQRA on-going projects.

#### **1.6.5 Irrigation Restoration and Development Project (IRDP)**

The MSI QA manager for IRDP project is embedded in MEW and regularly meets with MEW/IRDP assigned focal point regarding the deviations and other IRDP project issues. Also, the MSI QA manager met with MEW IRDP teams three times during this quarter. The IRDP national workshop took place at MEW during this quarter. The MSI representative attended this workshop to present recent findings and answer participants questions.

#### **1.6.6 On-Farm Water Management Project (OFWMP)**

The QA managers located in in the Ministry of MAIL/OFWMP attend weekly technical meetings between the OFWMP core and regional engineering teams. These meetings include open discussions about reported deviations.

### **1.7 Environmental, Social Safeguard, and Gender Compliance**

Based on three broad impact indicators agreed upon with the World Bank, second-quarter ESS and gender findings are categorized and summarized in the following subsections. To maximize the utility and comparability of data related to ESS and gender, results are reported only for on-going subprojects, with some indicators being further focused only on subprojects where there was actual construction during the site visit.

While linear infrastructure subprojects (canals) are broken down into segments of four kilometers for individual site visit reporting, the data on ESS and gender performance are adjusted, so all segments are counted together as a single subproject.

Categories	AAIP on-going (N=4)	ARAP On-going (N=5)	CCAP on-going (N=300)	IRDP On-going (N=3)	EQRA On-going (N=102)	OFWMP On-going (N=6)
ESMP Available Onsite	4	4	279	3	77	6
Land acquisition required	4	5	116	0	102	0
Land Acquisition Documents Available	4	3	106	0	90	NA
Women Consultations Held	3	4	276	3	32	6
GRC Established	4	4	272	3	24	6
Grievance Reporting Documentation Available	4	4	2	3	0	5
Workers Equipped with and wearing PPE	4	2	7	3	53	5
Sites with First Aid Kits	3	0	NA	3	29	6

**TABLE 7**  
Number of  
subprojects for  
selected ESS  
parameters

The World Bank ESS team agreed that a concerted effort would be made to reassess the way MSI monitors ESS indicators across all ARTF projects. MSI has proposed a standardized ESS indicator module for review by the World Bank ESS team to ensure that indicators which can be collected across projects are collected appropriately with agreed-upon verifiable documentation where available.

For projects where ESS indicators are triggered but cannot be measured across all projects, the World Bank ESS team member responsible for that project will work with MSI to agree upon an appropriate metric for assessing project performance in relation to that indicator.

### 1.7.1 Female Participation in Sustainable Development

MSI's monitoring visits include assessments of whether women's views and needs were taken into consideration during the design and implementation phase of subprojects under the varying requirements of their specific ESMPs. Such consultations with female beneficiaries and/or female CDC members can include, for example, identifying specific structures that should be included in the final subproject designs, so that safe access to water in a canal is ensured.

These consultations are also critical for ensuring that the subproject does not produce any negative outcomes. In assessing levels of consultations with women at the subproject level, MSI enumerators may review documents such as ESMPs and minutes of meetings; assess

intended and completed structures by reviewing designs or actual infrastructure; and/or confirm consultations by asking CDC members and female members of the local community.

### **1.7.2 Grievance Redress Mechanisms (GRM)**

GRM documentation continues to be a weak point for all ARTF projects. Without such documentation, it is not possible to determine if mechanisms are in place. However, GRCs were established for several on-going sites visited under AAIP, IRDP, OFWMP ARAP, and EQRA in this quarter. Overall, a documentation system for recording grievances was available in 6% of the sites where grievance committees were established.

### **1.7.3 Occupational Health and Safety**

MSI's monitoring in health and safety-related issues covers a wide variety of elements across the different projects. Two key areas of consistent focus across the projects at on-going construction sites include the use of personal protective equipment (PPE) by workers and the availability of first aid kits for use in case of workplace injury.



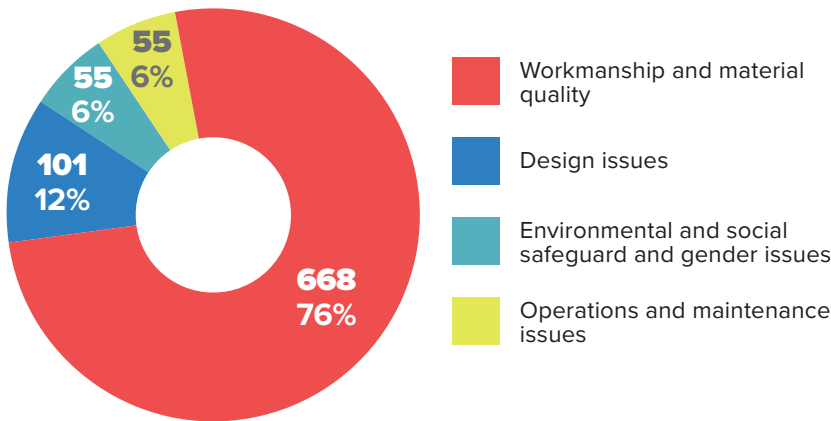
# General Findings and Recommendations

MSI’s classification system for observed deviations includes grouping these findings under four main categories to help determine which project design and implementation systems may need strengthening to prevent such issues in the future. These categories include:

- Design, material, and workmanship quality
- Environmental, social safeguard, and gender compliance
- Operations and maintenance (O&M) compliance
- GoA, contractor, facilitating partner (FP), irrigation association (IA), and Mirab performance monitoring

During the reporting period, MSI inspected projects using these categories, recording findings for each project. In this quarter, MSI QA engineers observed and reported 879 deviations.

Of the 879 deviations reported, 668 (76%) were related to material and construction quality, 101 (12%) to design, 55 (6%) to ESS, and 55 (6%) to operations and maintenance (O&M).



**FIGURE 2**  
Deviations reported by category in the third quarter of Year IV

Reported deviations by type are tabulated below. Please note that comparisons of deviation types and frequency between projects are not appropriate. For example, many ESS and gender-related deviations, such as women’s consultations and GRM systems, and location of the

projects, were noted more frequently for three projects: ARAP, OFWMP, and EQRA, reflecting the prioritization of such issues by their TTLs and ministry teams. For this reason, these three projects appear to have higher levels of non-compliance in these areas than others.

**TABLE 8**  
Deviations reported  
by category and  
project in the third  
quarter of Year IV

Nature of Deviations Reported	AAIP	CCAP	OFWMP	EQRA	ARAP	IRDP
Construction and material quality	105	258	122	44	99	40
Design issues	5	49	39	3	4	1
Environmental and Social Safeguard and Gender issues	3	4	28	5	14	1
Operations and Maintenance issues	0	0	55	0	0	0

Deviations are classified using the following categories:

- **LIFE SAFETY:** A deviation that could impact beneficiary safety and has potentially serious repercussions if not immediately addressed by the contractor or ministry.
- **MAJOR:** A deviation that could significantly affect project sustainability and functionality.
- **MINOR:** A deviation that could minimally affect project sustainability and functionality.

## 2.1 Afghanistan Agricultural Input Project (AAIP)

### 2.1.1 Findings

MSI quality assurance engineers monitored six AAIP subprojects during the reporting period. The QA engineer observed and reported a total of 113 deviations, categorized as follows:

Severity of Deviaton	# of Deviations
Life Safety	1
Major	46
Minor	66
<b>Total</b>	<b>113</b>

**TABLE 9**

Severity of deviation reported

Types of deviations were as follows:

Type of Deviations Reported	# of Deviations
Design issues	5
Workmanship and material quality	105
Operations and Maintenance issues	0
Environmental and Social Safeguard and Gender issues	3
<b>Total</b>	<b>113</b>

**TABLE 10**

Nature of deviations reported

**HIGHLIGHTS OF AAIP FINDINGS DURING THE REPORTING PERIOD:**

- 10 of the workmanship deviations were for cracks in plastered walls.
- The gravel surface of roads was not sufficiently compacted where particles loosening and rutting have been developed or roads existing surface clearing, and grubbing was not done where grass observed on the surface in nine workmanship deviations.
- In 16 material quality-related deviations, materials were missing from the construction.

**2.1.2 Recommendations**

- AAIP should encourage contractors to accelerate the rectification process of the remaining 233 non-rectified deviations. The AAIP should submit a timeline for all open and pending deviation rectifications to MSI and World Bank.
- Since the AAIP project is scheduled to be closed, the MAIL Infrastructure Services Department should accelerate rectification efforts to take advantage of the experience of current AAIP staff before they are diverted to other priorities within the ministry.

## 2.2 Afghanistan Rural Access Projects (ARAP)

### 2.2.1 Findings

During the reporting period, MSI the quality assurance engineer conducted 20 site visits to ARAP subprojects. The QA observed and reported a total of 117 deviations, categorized as follows:

**TABLE 11**  
Severity of deviation reported

Severity of Deviaton	# of Deviations
Life Safety	0
Major	72
Minor	45
<b>Total</b>	<b>117</b>

Types of deviations were as follows:

**TABLE 12**  
Nature of deviations reported

Type of Deviations Reported	# of Deviation
Design issues	4
Workmanship and material quality	99
Operations and Maintenance issues	0
Environmental and Social Safeguard and Gender issues	14
<b>Total</b>	<b>117</b>

#### HIGHLIGHTS OF FINDINGS FOR THE ARAP PROJECT DURING THE REPORTING PERIOD:

- Construction materials deviations such as the improper storage of cement at one on-going site.
- Lack of O&M plan and a corresponding funding mechanism at three sites.
- Poor quality construction of stone masonry at one on-going subproject.

- Required private land and trees cutting records, and resettlement plan were not available at one subproject.

**2.2.2 Recommendations**

- ESMP should have been developed for ongoing subprojects which do not follow the existing alignment, requiring private lands and trees cutting and contains the construction of culverts. An example of this is MSI-AMR-0165.
- Four ARAP subprojects (MSI-AMR-0165, MSI-AR-0544, MSI-AF-0516 & MSI-AR-0530) are behind schedule. MSI recommends the ARAP team consider methods to develop better-calibrated schedules that realistically match the local conditions subprojects.
- A subproject should not be allowed to enter into (Defect Liability Period (DLP) when its designed works did not complete. An example of this is MSI-AF-0089 subproject which had been entered to DLP in April 2018 while it was ongoing (at 90% completion stage) per MSI previous inspection on date May 31, 2018.
- Most of the subprojects were behind the schedule due to social issues such as private land donation and trees cutting issues which were needed for road construction. Therefore, ARAP needs to conduct proper environmental and social safeguard surveys in the design stage to avoid such issues during construction, which cause delays.

**2.3 Citizen Charter Afghanistan Program (CCAP)**

**2.3.1 Findings**

During the reporting period, MSI QA engineers conducted 301 site visits in 21 provinces across Afghanistan.

MSI QA engineers observed and reported 311 deviations, categorized as follows:

Severity of Deviaiton	# of Deviation
Life Safety	0
Major	103
Minor	208
<b>Total</b>	<b>311</b>

**TABLE 13**  
Severity of deviation reported

Types of reported deviations were as follows:

**TABLE 14**  
Nature of deviations  
reported

Type of Deviations Reported	# of Deviations
Design issues	49
Workmanship and material quality	258
Operations and Maintenance issues	0
Environmental and Social Safeguard and Gender issues	4
<b>Total</b>	<b>311</b>

**HIGHLIGHTS OF CCAP FINDINGS:**

- The Environmental and Social Management Plan was available at 279 of 301 subprojects
- Land acquisition was required in 116 subprojects but was only documented at 106 subprojects.
- Women consultation was held at 276 of 301 visited subproject sites.
- CPM/GRC was established in 272 of 301 subprojects.

**2.3.2 Recommendations**

- MRRD/IDLG can accelerate the deviations rectification process to avoid the same deviation repetition.
- Social organizers should continue to emphasize the environmental and land acquisition documents to prepared during the proposal preparation.

## 2.4 Education Quality Reform in Afghanistan (EQRA)

### 2.4.1 Findings

During this quarter, MSI quality assurance engineer monitored 109 EQRA subprojects, and observed and reported 52 deviations, categorized as below:

Severity of Deviaton	# of Deviation
Life Safety	0
Major	30
Minor	22
<b>Total</b>	<b>52</b>

**TABLE 15**

Severity of deviation reported

Types of deviations were as follows:

Type of Deviations Reported	# of Deviations
Design issues	3
Workmanship and material quality	44
Operations and Maintenance issues	0
Environmental and Social Safeguard and Gender issues	5
<b>Total</b>	<b>52</b>

**TABLE 16**

Nature of deviations reported

**HIGHLIGHTS OF EQRA FINDINGS:**

- Honeycombing was observed at the reinforced concrete elements, and mortar was being mixed with shovels on the ground. However, per project requirements, the concrete for the ring beam should be mixed in the mixer machine, and standard measurement box should be used for mortar mixing.
- The steel bars of window plate/jambes beside the windows does not match with the project specification and drawings, as per the project design after seven layers of brick masonry a strip to keep tight the bars should have been placed.
- The volume of mortar for stone masonry observed to be inadequate, at less than 35%, and the stones used were not the correct shape and were not bound together.
- Brick masonry textures were observed to be inconsistent in running and bond with the overlap of each brick halfway over the brick below. Additionally, some joints were not filled with mortar at eight monitored subprojects.

### 2.4.2 Recommendations

- Skilled laborers should be hired for the construction of load-bearing structures. This would mitigate the risk of improper work being done on these projects.

## 2.5 Irrigation Restoration and Development Project (IRDP)

### 2.5.1 Findings

During the reporting period, MSI conducted 33 site visits to 19 subprojects. MSI quality assurance engineer observed and reported 42 deviations, categorized as follows:

**TABLE 17**  
Severity of deviation reported

Severity of Deviaton	# of Deviation
Life Safety	2
Major	39
Minor	1
<b>Total</b>	<b>42</b>

Types of deviations were as follows:

**TABLE 18**  
Nature of deviations reported

Type of Deviations Reported	# of Deviations
Design issues	1
Workmanship and material quality	40
Operations and Maintenance issues	0
Environmental and Social Safeguard and Gender issues	1
<b>Total</b>	<b>42</b>



**HIGHLIGHTS OF IRDP FINDINGS:**

- MSI field teams noted the lack of women’s consultation at two subprojects monitored in this reporting period.
- An Environmental and Social Management Plan (ESMP) focal points were not assigned at the three ongoing subprojects monitored in this reporting period.

**2.5.2 Recommendations**

- The MoEW/IRDP needs to focus on ensuring the conduct of women consultation in all subprojects.
- The MoEW/IRDP should stress the requirement to identify ESMP focal points to all contracted firms on all subprojects. The QA engineer reported that focal points were not assigned at the three on-going subprojects.

**2.6 National Horticulture and Livestock Program (NHLP)****2.6.1 Findings (NHLP)**

No monitoring conducted during this quarter.

**2.6.2 Recommendations**

No monitoring conducted in this quarter.

**2.7 OFWMP - On-Farm Water Management Project****2.7.1 Findings**

During the reporting period, MSI QA engineers conducted 40 site visits on 37 subprojects in Nangarhar, Balkh, Herat, and Kabul regions. MSI QA engineers observed 244 deviations categorized as below:

**TABLE 19**

Severity of deviation reported

Severity of Deviaton	# of Deviation
Life Safety	3
Major	175
Minor	66
<b>Total</b>	<b>244</b>

Types of reported deviations were as follows:

**TABLE 20**

Nature of deviations reported

Type of Deviations Reported	# of Deviations
Design issues	39
Workmanship and material quality	122
Operations and Maintenance issues	55
Environmental and Social Safeguard and Gender issues	28
<b>Total</b>	<b>244</b>

**HIGHLIGHTS OF OFWMP FINDINGS:**

- OFWMP field teams noted 41 recorded grievances at five of the six ongoing subprojects. Six of the seven were stopped (ongoing but currently stopped) at the time of the site visits. During site visit and interview with Irrigation Association (IA), Mirab and community, it was observed that six grievances were verbally reported, but not recorded. Of those, one grievance at an ongoing subproject and two at stopped sub-projects had not been resolved at the time of the site visit.
- Reported grievances included slow contractor work, late or no payment of laborers, late installment payments to the contractor, installation of low quality steel gates, planting of dead trees, contractor failed to restore backfill material quarry sites, lack of PPE, contractor conflicts with the community, stoppage of construction work due to lack of resources, lack of trained technical team, lack of skilled labors, inaccurate design, late installation of control gates, and installation of damaged gate.

### 2.7.2 Recommendations

- MAIL OFWMP recommended having good training for the communities in O&M and proper use of the canal after completion to sustain the project. For example, steering wheel, manual gates, turnouts, check structure and canal walls damaged by the community and not maintained through the IA fund at in the Mula Baba Canal (MSI-OFWM-243), Golon Joye Canal (MSI-OFWM-245), Bazari Canal (MSI-OFWM-241), Koza Nawdamora Canal (MSI-OFWM-261), Qalandar Canal (MSI-OFWM-262).
- MAIL OFWMP contract teams to re-consider methods to develop better calibration payment schedule to mitigate lack of contractor financial sources.
- Recommend reviewing contractor’s work-plan and work procedure to avoid conflicts between the community and the contractor.

## 2.8 Women Economic Empowerment Rural Development Program (WEE-RDP)

### 2.8.1 Findings

During this quarter, MSI female enumerators monitored 15 CDC. Each visit included interviews with:

- Social Organizer (SO)
- CDC female officeholders
- Three Self Help Groups SHG
- Female community member (Non-SHG)

Site Visits Summary List (Pilot Phase)			
Province	# of Site Visits	# Of SHG Visited	Visit Period
Balkh	5	15	1-10 July 2019
Bamyan	5	15	1-10 July 2019
Herat	5	15	1-10 July 2019

**TABLE 21**  
WEE-RDP Site Visit List

#### HIGHLIGHTS OF WEE-RDP FINDINGS:

- Social organizers are in the process of being hired, and now there are women acting as SOs to implement the project. They have mixed feelings about their workload, and no patterns

emerged from the pilot phase, as there were differing explanations for perceptions of their workload. For example, two SOs, each responsible for 10 communities, had different feelings about their workload; one thought she was responsible for too many communities while the other felt the number of communities she was responsible for should not change.

- The grievance mechanism is not known by all SOs. This presents challenges in making project beneficiaries aware of the grievance system since it is based at the provincial level and relies on written grievances
- The CDCs recorded in the list provided by the ministry project team had not all been established. There are several new communities and CDCs in the WEE-RDP project, and if those communities do not have an established CDC, this information should be shared by the WEE-RDP project team with MSI. Data collected by the MSI monitoring teams can be used by the project team to update lists for CDCs that are not yet established or to identify CDCs without female office-bearers.
- Female SHG members perceive a positive impact from the WEE-RDP. They are borrowing money without interest and have tailored repayment plans based on the borrower's ability to repay. No issues were reported by SHGs during the pilot phase regarding SHG members not repaying their loans.
- SHG members are sometimes storing their savings in a wallet rather than a locked box and report they are not recording the most recent meetings held because they ran out of official WEE-RDP forms. The issue of the locked box was raised during the meeting with the ministry, and they are planning to investigate this issue. We are not sure that official documentation is needed for recording meeting minutes since it is mostly an internal mechanism and can be completed using ordinary paper.
- Some communities may not include IDPs, returnees, or nomadic people in the SHGs out of fear they will borrow money and then leave the community.

# Environmental, Social Safeguards, and Gender Findings

## **3.1 Afghanistan Agricultural Inputs Projects (AAIP)**

### **3.1.1 Environmental and Social Management Plan (ESMP)**

ESMP documents were present with the contractor at the worksite and were being implemented by the contractor at the four ongoing subprojects monitored in this quarter.

### **3.1.2 Grievance Redress Mechanisms**

At the four ongoing subprojects monitored in this quarter, the Grievance Redress Committee was established at the subproject level, and the grievance record logbook was present at the worksite including the complaint box.

### **3.1.3 Land Acquisition**

All subprojects monitored in this quarter were built on public land, and land acquisition documents were available except Kabul Badam Bagh Labs (MSI-AAIP-020). The used land did not cause people to be displaced from their homes.

### **3.1.4 Tree Removal/Replanting**

Trees were not cut down at any of the subproject monitored in this quarter.

### **3.1.5 Personal Protective Equipment (PPE)**

Personal protective equipment (PPE) was provided to the workers at the four on-going subprojects monitored in this quarter.

## **3.2 Afghanistan Rural Access Project (ARAP)**

### **3.2.1 Environmental and Social Management Plan (ESMP)**

ESMP documents were available and implemented by the contractor at four out of five on-going subprojects monitored in this quarter.

### **3.2.2 Grievance Redress Mechanisms**

This quarter, MSI monitored five on-going subprojects, and a Grievance Redress Committee (GRC) was established at four projects. The grievance record logbook was available at four of the five sites.

### **3.2.3 Land Acquisition**

Private lands were allocated for three out of five ongoing monitored subprojects. Land acquisition documentation was also available for the three subprojects. No one was displaced from their homes by construction related to the subprojects.

At two subprojects (MSI-AMR-0165 and MSI-AR-0530), private land was acquired and a house was demolished, but this was not recorded or mitigated in the ESMP.

### **3.2.4 Tree Removal/Replanting**

At three subprojects (MSI-AMR-0165, MSI-AR-0528, and MSI-AF-0089) 96 trees were collectively cut / to be cut down for road widening per the design; 50 trees were cut down at subproject (MSI-AMR-0165) but were not recorded as the ESMP was not developed. 46 trees were cut down at subprojects (MSI-AF-0089 and MSI-AR-0528) which were recorded and 250 trees were replanted at each subproject.

### **3.2.5 Personal Protective Equipment (PPE)**

Personal protective equipment (PPE) was not provided by the contractor to the workers at three on-going subprojects (MSI-AF-0516, MSI-AR-0530, and MSI-AR-0528).

### **3.3 Citizen Charter Afghanistan Program (CCAP)**

#### **3.3.1 Environmental and Social Management Plan (ESMP)**

ESMPs for CCAP subprojects were developed for and available at the 279 of 301 visited subprojects.

#### **3.3.2 Community Participatory Monitoring/Grievance Redress Mechanisms**

Grievance redress committees were established in 272 of the 301 visited subprojects, and grievances were recorded in logbooks.

#### **3.3.3 Land Acquisition**

The land was acquired for 116 subprojects where at 106 subprojects land acquisition documents were available, and at 10 subprojects the land acquisition documents were not available.

#### **3.3.4 Personal Protective Equipment (PPE)**

At seven subprojects monitored in this quarter, the construction work was in progress, and the laborers were equipped with PPE during QA site visit.

### **3.4 Education Quality Reform in Afghanistan (EQRA)**

#### **3.4.1 Environmental and Social Management Plan (ESMP)**

ESMP documentation was available at 80 of the 109 subprojects monitored during this quarter.

#### **3.4.2 Grievance Redress Mechanisms**

At 25 of the 109 subprojects, a Grievance Redress Committee (GRC) was established at the project level. A grievance record logbook was not available at any of the sites.

#### **3.4.3 Land Acquisition**

The land was required for all the subprojects monitored during the quarter and acquired from Government, community, or private owners. Land acquisition documents were available at 93 of the subprojects where land was acquired.

#### **3.4.4 Personal Protective Equipment (PPE)**

Personal protective equipment (PPE) was provided to the workers at the 53 on-going subprojects.

### **3.5 Irrigation Restoration and Development Project (IRDP)**

#### **3.5.1 Environmental and Social Management Plan (ESMP)**

An ESMP for all the three on-going IRDP subprojects were created and were available at the subproject sites during the monitoring visit.

#### **3.5.2 Grievance Redress Mechanisms**

A grievance redress committee was reported to be in place at all three on-going subprojects. Grievance records were also available at the three on-going subprojects sites.

#### **3.5.3 Land Acquisition**

The land was acquired beyond the existing canal alignment at the seven of the 19 subprojects monitored during the quarter. The land acquisition documents were available where land was acquired beyond the existing alignment of the canal subproject.

#### **3.5.4 Tree Removal/Replanting**

The MSI QA engineer observed approximately 344 trees had been cut down at the six of the 19 monitored subprojects. 171 trees were replanted at the three of the mentioned subprojects. According to project officials, trees replanting would be scheduled for the rest of subprojects at the first appropriate season following construction completion.

#### **3.5.5 Other Environmental/Social Issues**

At the 13 of the 19 subprojects monitored, the MSI engineer noted that the contractors obtained sand and gravel from local riverbed sites. According to the community members, the observed impacts of these extractions on the communities are minor, as they have no affect on the community's use of the river.

#### **3.5.6 Personal Protective Equipment (PPE)**

PPE was provided to the workers at all the three on-going subprojects monitored in this quarter.



### 3.5.7 First Aid Kit

First aid kits were provided to the workers at the all three on-going subprojects monitored in this quarter.

## 3.6 On-Farm Water Management Project (OFWMP)

### 3.6.1 Environmental and Social Management Plan (ESMP)

ESMPs were developed and were available at all six on-going subprojects visited.

### 3.6.2 Grievance Redress Mechanisms

Grievance redress committees were established at all six ongoing subprojects, and record books were available at five out of six on-going subprojects.

### 3.6.3 Land Acquisition

The land was not acquired beyond the existing canal alignment at any subprojects visited in this quarter.

### 3.6.4 Tree Removal/Replanting

The QA engineer observed approximately 7,082 trees in total were cut down at 36 of the 37 subprojects visited in this quarter. 12,341 trees were replanted at 23 of the 36 subprojects where trees were cut down. Per OFWMP team, subprojects were under construction at the last plantation period, so trees were not yet replanted. OFWMP regional offices reported replanting would be scheduled for the next planting period following construction.

### 3.6.5 Other Environmental/Social Issues

Contractors obtained stone from production mine located far away from the project site at all sites. Sand and gravel were obtained from the river bed at three of the 13 on-going and stopped (ongoing but currently stopped) subprojects; Fatah Abad Canal (MSI-OFWM-129), Ruj Canal (MSI-OFWM-270), and Nangabad Canal (MSI-OFWM-269) which could harm nearby land, cause erosion of the riverbed upstream, and degrade natural river morphology.

### 3.6.6 Personal Protective Equipment (PPE)

PPE was not provided to the workers at one ongoing subproject out of the six on-going sub-projects monitored in this quarter.

First Aid Kits were observed at all the six on-going subprojects.

# Appendix A: Acronyms

<b>AAIP</b>	Afghanistan Agricultural Inputs Project	<b>MAIL</b>	Ministry of Agriculture, Irrigation, and Livestock
<b>WEE-RDP</b>	Women Economic Empowerment Rural Development Program	<b>MHP</b>	Micro Hydro Power
<b>ARTF</b>	Afghanistan Reconstruction Trust Fund	<b>MOED</b>	Ministry of Education
<b>ASDP II</b>	Afghanistan Second Skill Development Program II	<b>MOHE</b>	Ministry of Higher Education
<b>CCAP</b>	Citizens' Charter Afghanistan Project	<b>MRRD</b>	Ministry of Rural Rehabilitation and Development
<b>CDC</b>	Community Development Council	<b>MSI</b>	Management Systems International
<b>CDP</b>	Community Development Plan	<b>NHLP</b>	National Horticulture and Livestock Program
<b>CM</b>	Citizen Monitor	<b>NSP</b>	National Solidarity Program
<b>CPM</b>	Community Participatory Monitoring	<b>O&amp;M</b>	Operation and Maintenance
<b>CSP</b>	Cassa-1000 Support Project	<b>PHDP</b>	Perennial Horticulture development Project
<b>DAIL</b>	Directorate of Agricultural, Irrigation, and Livestock	<b>PIN</b>	People in Need
<b>EMIS</b>	Education Management Information System	<b>PPE</b>	Personal Protective Equipment
<b>ESMP</b>	Environmental and Social Management Plans	<b>SA</b>	Supervisory Agent
<b>ESS</b>	Environmental and Social Safeguard	<b>TTL</b>	Task Team Lead
<b>FAO</b>	Food and Agriculture Organization		
<b>GIZ</b>	Gesellschaft für Internationale Zusammenarbeit		
<b>GOA</b>	Government of Afghanistan		
<b>GRC</b>	Grievance Redress Committee		
<b>GRM</b>	Grievance Redress Mechanism		
<b>HTI</b>	Herat Technical Institute		
<b>IRDPA</b>	Irrigation Restoration and Development Project		
<b>KAMI</b>	Kabul Auto Mechanic Institute		







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May 2019 – July 2019

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