

## Project Completion Report Format

|                                                                              |                                                                           |                                      |                                         |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------|-----------------------------------------|
| <b>Name of the organization</b>                                              | <b>Abdul Momen Khan Memorial Foundation (KF)</b>                          |                                      |                                         |
| <b>Name of the project</b>                                                   | <b>Monitoring Social Protection (MSPP)</b>                                |                                      |                                         |
| <b>Project duration</b>                                                      | <b>Phase no</b>                                                           | <b>Start<br/>(month &amp; year )</b> | <b>End date<br/>(month &amp; year )</b> |
|                                                                              | Pilot                                                                     | 01.March 2014                        | 30 June 2017                            |
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| <b>Date of Report:</b>                                                       | <b>29.06.2017</b>                                                         |                                      |                                         |

### 1. Introduction

- Background / context (related to the theme of the project)

The project proposal is base of this segment. The findings from baseline study/ situation analysis also can be part of this portion. Problem statement before project operation.

Poverty is the single most important socio-economic policy challenge for Bangladesh. Bangladesh has been struggling for a long time to reduce the incidence of poverty and to improve the living standards of its millions of impoverished citizens. In recent decades, Bangladesh has made significant progress in reducing poverty. Despite the progress, poverty rates remain still high in Bangladesh. There are pockets of extreme poverty with inequality as a rising concern. Also, imbalance in growth and poverty reductions at the regional level is highly visible with some parts of the country are seriously lagging behind. There is still a long way to go for gender parity and women developments. Social protection programs are critical means through which the government of Bangladesh can address extreme poverty and vulnerability. Against these backdrops, DFID Bangladesh and Ministry of finance (MoF) had undertaken a program titled Strengthening Government Social Protection for the Poor (SGSP) for reforming the country's social protection system through an inherent civil society component. With the help of UN agencies and relevant Ministries, an NGO supporting Human Rights and Governance initiatives have been facilitated the civil society component of the SGSP program by Manusher Jonno Foundation (MJF). Khan Foundation (KF) a private voluntary development organization (PVDO) devoted to Democratic and Socio-economic Development in Bangladesh with international vocation. As a corollary to KF's holistic ideas of an accountable and democratic society, KF is consistently working to ensure good governance & a consequent poverty free society. Promoting principles of integrity, accountability, transparency and responsiveness to ensure citizens right is one of the key objectives. By implementing the project, KF expanded the civic engagement in ensuring good governance in social protection services in Bangladesh.

### 2. Project Description

- Project goal and objectives: expected impact and outcomes
- Project strategies and activities
- Project geographic coverage, target groups, beneficiaries no and stakeholders involved

This chapter will follow the last version of project proposal and logical framework

**Goal:** Promoting governance, transparency and accountability in social protection process to ensure services to the poor.

**Purpose:** Strengthen civil society oversight capacity to monitor social protection services and create awareness among beneficiaries to improve and sustain the programs thus enhanced livelihoods among ultra-poor households.

**Project Objectives:**

1. Accustomed community driven social audit in ensuring transparent and accountable safety net services delivery to the actual beneficiaries;
2. Identified the policy advocacy issues of social safety net programs by increasing awareness among the right holders and duty bearers
3. Created opportunity to document and share the accumulated knowledge on universal provision of SSN Services;

**Outcomes:**

1. Participatory beneficiary selection process practiced for social protection programs.  
Indicator: 90% beneficiaries are rightly selected fulfilling the set criteria during the project period.
2. Effective functioning of grievance mechanism.  
Indicator: At least 800 grievances are lodged and settled
3. Community feedback accumulated and documented.  
Indicator: 400 feedbacks documented and referred.
4. Issues related to social protection policies and practices are identified.  
Indicator: At least 40 policy Issues related to social protection policies and practices are identified and documented during the project period.

**Major Outputs:**

1. Capacity of duty bearers improved on effective safety net service delivery system;
2. Capacity of Citizen groups improved on overseeing of social protection services;
3. Social accountability mechanism introduced at LGU level to deliver selected SSN services;
4. Beneficiary's complaints and grievances are resolved;
5. Best practices and learning are replicated;
6. Knowledge level of the beneficiary in social protection rights & entitlements and distribution and delivery process enhanced;

**Output level indicators<sup>1</sup>:**

- 1.1. Capacity of 173 nos. of duty bearers (143 LEB+ 30 NBD);
- 1.2. 281 citizens in UPs, UZ and district level platforms;
- 3.1. Five round of community led monitoring by the SPF members taken place utilizing CSC in each LGU;
- 3.2. Total 495 community led social audit taken place as monitoring tool;
- 3.3. Minimizing SSN performance gap among the duty bearers through 393 dialogues and 10 public hearing;
- 4.1. 80% of registered grievances resolved;
- 5.1. The stake holders are accommodating 50% of best practices through sharing meeting, exchange visit and observation;
- 6.1. 80% safety-net recipients aware on social protection process;

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<sup>1</sup>Output level Indicators are numbered related to the corresponding output numbers

**a) Working Area:**

| District | Upazila       | Union         | Pouroshova |
|----------|---------------|---------------|------------|
| Faridpur | FaridpurSadar | Aliabad       | Faridpur   |
|          |               | Ambikapur     |            |
|          |               | Dikrirchar    |            |
|          |               | Gerda         |            |
|          |               | Ishangopalpur |            |
|          |               | Kojuri        |            |
|          |               | Kanaipur      |            |
|          |               | Krishnanagar  |            |
|          |               | Machhar       |            |
|          |               | Northchannel  |            |

**Targeted School to implement SA tools on Stipend Program:**

| Union            | Primary School |                                     | High School |                                  |
|------------------|----------------|-------------------------------------|-------------|----------------------------------|
|                  | SL             | Name                                | SL          | Name                             |
| Aliabad UP       | 1              | Arambag GPS                         | 1           | Uttar Bilmamudpur High School    |
| Aliabad UP       | 2              | Dokshin Char-komlapur GPS           |             |                                  |
| Aliabad UP       | 3              | Purbo Bilmamudpur GPS               |             |                                  |
| Gerda UP         | 4              | Khalek Bazar GPS                    | 2           | Bakhunda High School             |
| Gerda UP         | 5              | Doyarampur GPS                      |             |                                  |
| Gerda UP         | 6              | Gerda GPS                           |             |                                  |
| Kajuri UP        | 7              | Akoin GPS                           | 3           | Banogram High School             |
| Kajuri UP        | 8              | Muralidah GPS                       |             |                                  |
| Kajuri UP        | 9              | Horokandi GPS                       |             |                                  |
| Ambikapur UP     | 10             | Purbo Vashanchar GPS                | 4           | Kamorpur Abdul Aziz Institute    |
| Ambikapur UP     | 11             | Sovarampur GPS                      | 5           | Mohim Institution                |
| Ambikapur UP     | 12             | Komorpur GPS                        | 6           | Krishnanagar High School         |
| Krishnanagar UP  | 13             | Parchar GPS                         |             |                                  |
| Krishnanagar UP  | 14             | Laksmi Kol GPS                      |             |                                  |
| Krishnanagar UP  | 15             | Chilerkandi GPS                     | 7           | Rangkail High School             |
| Kanaipur UP      | 16             | Khash Kandi GPS                     |             |                                  |
| Kanaipur UP      | 17             | Saibaria GPS                        |             |                                  |
| Kanaipur UP      | 18             | Fursha GPS                          | 8           | Mohonmia High School             |
| Eshangopalpur UP | 19             | Chok Vabanipur GPS                  |             |                                  |
| Eshangopalpur UP | 20             | Durgapur GPS                        |             |                                  |
| Eshangopalpur UP | 21             | Omedia GPS                          | 9           | Abdul Kuddush Munshi High School |
| Machchar UP      | 22             | Dhuldir Hat GPS                     |             |                                  |
| Machchar UP      | 23             | Dhuldi Rajapur GPS                  |             |                                  |
| Machchar UP      | 24             | Poranpur GPS                        | 10          | Nurul Islam High School          |
| Dicrirchar UP    | 25             | Vangidangi GPS                      |             |                                  |
| Dicrirchar UP    | 26             | Ayezuddin Matabbardangi GPS         |             |                                  |
| Dicrirchar UP    | 27             | Maddha Char Thepakholo GPS          | 11          | Padmachar High School            |
| North Channel UP | 28             | Dhakkhin Decreeerchar Madhobdia GPS |             |                                  |
| North Channel UP | 29             | Char Tepura GPS                     |             |                                  |
| North Channel UP | 30             | North Channel GPS                   |             |                                  |

**Population and household:**

| LGU                          | Population |        |        | Households   |       |          |       |
|------------------------------|------------|--------|--------|--------------|-------|----------|-------|
|                              | Male       | Female | Total  | Extreme poor | Poor  | Non Poor | Total |
| Aliabad Union Parishad       | 19230      | 20300  | 39530  | 2525         | 3246  | 1442     | 7213  |
| Ambikapur Union Parishad     | 13882      | 13595  | 27477  | 2193         | 2321  | 1215     | 5729  |
| Dikrirchar Union Parishad    | 14200      | 14548  | 28748  | 2302         | 2960  | 1316     | 6578  |
| Gerda Union Parishad         | 19500      | 20620  | 40120  | 2199         | 2827  | 1256     | 6282  |
| Ishangopalpur Union Parishad | 14152      | 14709  | 28861  | 2712         | 2834  | 1261     | 6807  |
| Kojjuri Union Parishad       | 31765      | 23520  | 55285  | 2625         | 3778  | 1096     | 7499  |
| Kanaipur Union Parishad      | 25420      | 25730  | 51150  | 1882         | 3150  | 3462     | 8494  |
| Krishnanagar Union Parishad  | 18973      | 18694  | 37667  | 2312         | 4153  | 1797     | 8262  |
| Machhar Union Parishad       | 14861      | 14257  | 29118  | 2784         | 2832  | 1259     | 6875  |
| Northchannel Union Parishad  | 13950      | 13650  | 27600  | 2209         | 2840  | 1263     | 6312  |
| Total                        | 185933     | 179623 | 365556 | 23743        | 30941 | 15367    | 70051 |

**b) Beneficiary (Household):**

| Type of Social protection Program                             | # of Household |          | # of Beneficiary (Only Direct Beneficiary) |        |      |      | Total |
|---------------------------------------------------------------|----------------|----------|--------------------------------------------|--------|------|------|-------|
|                                                               | Direct         | Indirect | Male                                       | Female | Boy  | Girl |       |
| Allowance for Financially Insolvent Disabled (AFID)           | 853            | 3840     | 203                                        | 146    | 312  | 192  | 853   |
| Allowance for the Widow, Deserted and Destitute Women (AWDDW) | 2365           | 9400     |                                            | 2365   |      |      | 2365  |
| Female Secondary School Stipend Program (FSSSP)               | 825            | 3300     |                                            |        |      | 825  | 825   |
| Employment Generation for Extreme Poor Program (EGEP)         | 2387           | 10740    | 716                                        | 1671   |      |      | 2387  |
| Maternal, Child Reproductive and Adolescent health (MCRAH)    | 375            | 1850     |                                            | 375    |      |      | 375   |
| Old Age Allowance (OAA)                                       | 6875           | 20635    | 4225                                       | 2650   |      |      | 6875  |
| Primary Education Stipend Program (PESP)                      | 3060           | 13765    |                                            |        | 1154 | 1906 | 3060  |
| Test Relief (TR)                                              | 2021           | 8973     | 1212                                       | 809    |      |      | 2021  |
| Vulnerable Group Development (VGD)                            | 1135           | 5164     |                                            | 1135   |      |      | 1135  |
| Vulnerable Group Feeding (VGF)                                | 5398           | 23751    | 1935                                       | 3463   |      |      | 5398  |
| Total                                                         | 25294          | 101418   | 8291                                       | 12614  | 1466 | 2923 | 25294 |

### c) Stakeholder analysis

| Name of Institution/ Department                                                                                                    | Involvement                                                                                                                                                                                                                                                                                                                                                                 | Influence | Remark                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Poor and Ultra Poor (Final Beneficiaries)                                                                                          | The vulnerable groups have been benefited from strengthening social protection services through transparent and accountable service delivery. They took part in the community monitoring that ensured their benefit and also involved with every proposed activity under the project.                                                                                       | High      | The final beneficiaries include hard-to-reach, underserved, poor and vulnerable group, youth and adults, especially girls and women.                                                                                                                                                                                                      |
| Public at large, including Family Members and relatives of beneficiaries experiencing poverty or facing social inclusion problems. | The group includes the family members, neighbours and friends of the direct beneficiaries that provided information, and help measuring community satisfaction level.                                                                                                                                                                                                       | Low       | The groups were also important as they have benefited from increased knowledge, awareness and financially on behalf of direct beneficiaries through positive spillover effects.                                                                                                                                                           |
| Social protection forum (District, Upazila & Union Level)                                                                          | Social Protection Forums were likely to be the most important element of project implementation. Forum members got trainings on the use and applications of the community scorecard and also organized the awareness raising meetings and the meetings with government officials and ELGRs to discuss the findings of the citizen monitoring of social protection services. | High      | Formation of Social Protection Forum to develop a sustainable local mechanism to monitor as "Watch Dog" function and lobby was one of the building blocks of the institutional frame work that given the project a community ownership. Members were chosen from designated profession such as teachers, lawyers, NGO workers and others. |
| Government departments and agencies                                                                                                | Citizen monitoring task performed on the concern department by the forum for better targeting and improving efficiency, effectiveness and coordination of targeted poverty reduction programs. In implementing such monitoring emphasis was laid on minimizing leakages, avoiding duplication and ensuring more coordinated endeavours.                                     | High      | Responsible for policy-making and overall implementation.                                                                                                                                                                                                                                                                                 |
| Local administration                                                                                                               | They worked together to complete and supplement interventions to build capacity and opportunity for Social Protection Forum including advocating and facilitating change in social protection services. The local administration has conveyed the monitoring findings to their superior authorities as these are shared by the forum.                                       | High      | Persons within the administration were responsible for preparing the laws, programs and actions in the relevant fields. As such they were important actors in the policy-making process, collecting information and data to monitor, report on and evaluate policies                                                                      |
| Parliaments and Local Government elected representatives                                                                           | Parliamentarian and LGERS carried out two major roles. Firstly, they participated in the Social protection forum initiatives and given input and secondly, they paid attention to the                                                                                                                                                                                       | High      | As democratically elected assemblies and local government units they are part of the decision-making process. In most cases, they also                                                                                                                                                                                                    |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |                                                                                                                                                                                                                                                                  |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (LGERs)                            | constituents' demand regarding social protection and raised highlighted issues in Parliament as well as local government institutions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |      | controlled the budget and therefore played an important role in policy orientation.                                                                                                                                                                              |
| Social Network partners            | In order to enforce the relationship between CSOs and government officials, and improve the structure and process of civic participation the project that involved the concern committees regarding social protection programs. The committee members were presented in these meetings and formally introduced the issue of strengthening of the decision-making structures in the respective sector at the local level, sharing information on legal structures/committees and reviewing them to see which structures address the problems identified and the opportunities for civic participation, and formulating an action plan for activating the committees. | Low  | Committees related to social protection programs and concern ministries/departments, Women Lawyers Network, NFPP. In certain local government units they were part of the decision-making process or have at least an advisory role, such as VGD, VGF committee. |
| Civil society Organizations (CSOs) | CSOs representatives received trainings and as a part of Social Protection forum that taken initiative to critically engage grassroots prominent citizens, coalitions and similar initiatives to work in a cohesive and coordinated manner to assist public representatives became an effective and credible institution that took account of citizen views and interests and welcomes public inputs in policy formulation and supervision.                                                                                                                                                                                                                         | High | Representatives of non-governmental organizations working in the field of social exclusion.                                                                                                                                                                      |
| Experts                            | Professional/consultant engaged for baseline, mid-term and final evaluation study.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Low  | Relevant networks and experts in the field of social inclusion                                                                                                                                                                                                   |
| Media                              | The project seeks media support to raise stakeholder awareness, ensured issues of concern became part of the public and policy-makers discourse.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Low  | <ul style="list-style-type: none"> <li>· Journals</li> <li>· Newspapers</li> <li>· Radio</li> <li>· Television</li> <li>· Blogs</li> </ul>                                                                                                                       |
| Implementing NGO                   | Undertake local mapping of social protection interventions -Identified and oriented target institutions about the project, facilitated, co-ordinated the capacity building efforts, forum formation and mobilization, linking facilitators with Social protection forum, organized training/discussion. The implementing NGO submitted periodical report to the Donor about the activities implemented by them under the project.                                                                                                                                                                                                                                   | High | Khan Foundation implemented the project in 11 Ups of Sadar Upazila and a Pouroshova of Faridpur district.                                                                                                                                                        |
| Donor                              | Supported the project initiative through funding, technical assistance and advocacy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | High | DFID Bangladesh, Manusher Jonno Foundation (MJF)                                                                                                                                                                                                                 |

### 3. Project Implementation and Management

- Major events in project lifetime (Maximum 5 Events)

| Quarter | Major Events                    |
|---------|---------------------------------|
| 06      | Social audit                    |
| 08      | Social Protection Forum Meeting |
| 09      | Dialogue                        |
| 10      | Court yard                      |
| 12      | Grievance redress system (GRS)  |

**Mention 5 major events** which significantly contributed to achieve the objectives of the project.

1<sup>st</sup> column will be filled up by the name of quarter when event happens. 2<sup>nd</sup> column is for mention the name of events following the quarter.

### 4. Major Accomplishments/Achievements of the project

This portion will include quantitative and qualitative achievements of the project. Overall changes, major & minor impact will be described here. The compilation of all activities & results from partners' quarterly reports will be placed in this chapter.

#### 4.1 Project activities:

| SL  | Project Activity                                                                              | Target | Accomplished | Participant result |     |   |   |       | Remarks |
|-----|-----------------------------------------------------------------------------------------------|--------|--------------|--------------------|-----|---|---|-------|---------|
|     |                                                                                               |        |              | M                  | F   | B | G | Total |         |
| 1   | <b>Capacity Development Training for Project Staff</b>                                        |        |              |                    |     |   |   |       |         |
| 1.a | Basic Training for the project staff                                                          | 01     | 01           | 08                 | 02  |   |   | 10    |         |
| 1.b | Refreshers Training for Project Staff                                                         | 01     | 01           | 09                 | 03  |   |   | 12    |         |
| 1.c | Monthly Staff Coordination meeting                                                            | 39     | 39           | 332                | 100 |   |   | 432   |         |
| 1.d | Progress analysis and Planning meeting (One day, non residential)                             | 03     | 03           | 22                 | 6   |   |   | 28    |         |
| 2   | Mobilizing Supply side                                                                        |        |              |                    |     |   |   |       |         |
| 2.a | Project Inception meeting at Upazila level                                                    | 01     | 01           | 29                 | 10  |   |   | 39    |         |
| 2.b | Project Inception meeting at District level                                                   | 01     | 01           | 26                 | 14  |   |   | 40    |         |
| 2.c | Orientation of Union & Pourashava LEBS on Social Protection project activities and strategies | 06     | 06           | 112                | 31  |   |   | 143   |         |

| SL  | Project Activity                                                                                                                                                | Target | Accomplished | Participant result |      |   |   |       | Remarks |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|--------------------|------|---|---|-------|---------|
|     |                                                                                                                                                                 |        |              | M                  | F    | B | G | Total |         |
|     | (2 LGU together)                                                                                                                                                |        |              |                    |      |   |   |       |         |
| 2.e | Institutional performance monitoring (Documents & procedures)                                                                                                   | 44     | 44           | 220                | 148  |   |   | 368   |         |
| 2.f | Exposure visit (in country, for observing good practices on social protection, 20 persons comprising elected and government officers, Citizen Forum and Staffs) | 01     | 01           | 17                 | 4    |   |   | 21    |         |
| 3   | <b>Mobilizing Demand side</b>                                                                                                                                   |        |              |                    |      |   |   |       |         |
| 3.a | Formation of Union/ Municipality, Upazila and District Social Protection Forum (SPF)                                                                            | 13     | 13           | 270                | 179  |   |   | 449   |         |
| 3.b | Orientation of Union Social Protection Forum (USPF) members on Social Protection Services                                                                       | 11     | 11           | 107                | 113  |   |   | 220   |         |
| 3.c | Training of Upazila Social Protection Forum (UzSPF) members on Social Accountability Tools                                                                      | 01     | 01           | 13                 | 10   |   |   | 23    |         |
| 3.d | Training on Social Accountability Tools for Social Protection Forum leaders - 2 days, residential                                                               | 01     | 01           | 14                 | 16   |   |   | 30    |         |
| 3.e | Union/Municipality Social Protection Forum Meeting (Bi-monthly                                                                                                  | 209    | 209          | 1571               | 1656 |   |   | 3227  |         |

| SL  | Project Activity                                                                                          | Target         | Accomplished   | Participant result |      |    |    |       | Remarks |
|-----|-----------------------------------------------------------------------------------------------------------|----------------|----------------|--------------------|------|----|----|-------|---------|
|     |                                                                                                           |                |                | M                  | F    | B  | G  | Total |         |
| 4   | <b>Social Protection Monitoring</b>                                                                       |                |                |                    |      |    |    |       |         |
| 4.a | Community Score Card (CSC) (4 in each LGU)                                                                | 44             | 33             | 1390               | 1456 | 22 | 20 | 2880  |         |
| 4.b | Community monitoring of social protection services (social audit)                                         | 360            | 360            | 1607               | 4871 | 23 | 22 | 6523  |         |
| 4.c | LGU level Dialogue                                                                                        | 297            | 297            | 2742               | 3373 | 4  | 2  | 6121  |         |
| 4.d | Public Hearing-10                                                                                         | 10             | 10             | 706                | 724  | 65 | 43 | 1538  |         |
| 4.e | Community Report Card (CRC)-1                                                                             | 01             | 01             |                    |      |    |    |       |         |
| 5   | <b>Social protection Grievance Management</b>                                                             |                |                |                    |      |    |    |       |         |
| 5.b | Establishment of ICT based grievance management & information desk at Upazila Parishad Complex            | 01 (Help Desk) | 01 (Help Desk) |                    |      |    |    |       |         |
| 5.c | Roundtable meeting at district level                                                                      | 03             | 3              | 87                 | 85   |    |    | 172   |         |
| 6   | <b>Learning sharing</b>                                                                                   |                |                |                    |      |    |    |       |         |
| 6.a | Annual sharing meeting of Social Protection Forums                                                        | 02             | 02             | 150                | 144  | 2  | 3  | 299   |         |
| 6.b | Internal exchange visit to another LGU to observe best practice by the SPF, LGU & PSI (selective members) | 08             | 08             | 45                 | 25   |    |    | 70    |         |
| 6.c | Best practice observation for Upazilla & District level service provide                                   | 02             | 02             | 15                 | 5    |    |    | 20    |         |
| 7   | <b>Mass mobilization</b>                                                                                  |                |                |                    |      |    |    |       |         |
| 7.a | Awareness                                                                                                 | 99             | 100            | 811                | 3540 | 38 | 64 | 4453  |         |

| SL  | Project Activity                                                                          | Target                 | Accomplished | Participant result |       |      |      |       | Remarks |
|-----|-------------------------------------------------------------------------------------------|------------------------|--------------|--------------------|-------|------|------|-------|---------|
|     |                                                                                           |                        |              | M                  | F     | B    | G    | Total |         |
|     | meeting at ward level                                                                     |                        |              |                    |       |      |      |       |         |
| 7.b | Information booklet development                                                           | 3300 copy              |              |                    |       |      |      |       |         |
| 7.c | Court yard meeting in poverty pocket area (viz- basti, separate para)                     | 250                    | 250          | 1214               | 7136  | 297  | 327  | 8974  |         |
| 7.d | Display of Safety-net service-rules                                                       | 55                     | 55           |                    |       |      |      |       |         |
| 7.e | Leaflet Print/Poster Paper                                                                | 6175 +5000 =11175 copy | 11175        |                    |       |      |      |       |         |
| 7.f | Cultural performance/events                                                               | 33                     | 33           | 2122               | 2711  | 1223 | 1090 | 7146  |         |
| 7.g | Social Protection Citizen Charter/Information display board including set up              | 12 & review 10         | 21           | 1328               | 1609  | 18   | 13   | 2968  |         |
| 7.i | RTI day observance (01 event each year at Upazila level)                                  | 03                     | 03           | 248                | 188   | 79   | 77   | 592   |         |
| 7.j | Social Protection Fair at Upazila level (01 event 2 days mela each year at upazila level) | 3                      | 3            | 163                | 75    | 27   | 43   | 750   |         |
|     |                                                                                           |                        |              |                    |       |      |      |       |         |
|     |                                                                                           |                        |              |                    |       |      |      |       |         |
| 7.k | School base gathering                                                                     | 132                    | 132          | 2415               | 17240 |      |      | 19655 |         |
| 7.l | Upazilla level Dialogue                                                                   | 26                     | 26           | 247                | 278   |      |      | 525   |         |
| 7m  | District level Dialogue                                                                   | 7                      | 7            | 78                 | 58    |      |      | 136   |         |
| 7.n | Monthly Coordination of Union Grievance Redress Committee                                 | 60                     | 60           | 327                | 112   |      |      | 439   |         |
| 7.o | Monthly Coordination of Upazilla Grievance Redress Committee                              | 12                     | 12           | 81                 | 2     |      |      | 83    |         |
| 7.p | Social                                                                                    | 52                     | 52           |                    |       |      |      |       |         |

| SL  | Project Activity                                                                                             | Target    | Accomplished | Participant result |      |     |     |       | Remarks |
|-----|--------------------------------------------------------------------------------------------------------------|-----------|--------------|--------------------|------|-----|-----|-------|---------|
|     |                                                                                                              |           |              | M                  | F    | B   | G   | Total |         |
|     | Protection Information dissemination materials(Pena flex)                                                    |           |              |                    |      |     |     |       |         |
| 7.q | Bill Board installation in 10 unions                                                                         | 34        | 34           |                    |      |     |     |       |         |
| 7.r | Video documentary presentation on Social protection issue                                                    | 30        | 30           | 880                | 1073 | 141 | 108 | 2202  |         |
| 7.s | Video clips as documentation of best achievement                                                             | 1         |              |                    |      |     |     |       |         |
| 7.t | Social Protection Fair at LGU level (01 event 2 days mela each year at upazila level)                        | 30        | 20           | 1537               | 1216 | 323 | 317 | 3393  |         |
| 7.u | Quarterly Staff Coordination meeting at Dhaka Head Office                                                    | 12        | 12           | 105                | 41   |     |     | 146   |         |
| 7.v | Upazila Social Protection Forum Meeting(Monthly)                                                             | 35        | 35           | 401                | 247  |     |     | 648   |         |
| 7w  | District Social Protection Forum Meeting(Quarterly)                                                          | 10        | 10           | 126                | 64   |     |     | 190   |         |
| 7x  | Travelling cost for grievance investigation for committee member travel and snacks                           | Need base | 6            | 15                 | 7    |     |     | 22    |         |
| 7y  | Training on Social Protection services & grievance management for Forum members ( 10 Ups) 2 days residential | 1         | 1            | 89                 |      |     |     | 180   |         |

## 4.2 Grievance Redress System Compilation

Name of piloting program (give√):

VGD/VGF/OAA/AWDDW/PESP/SSSP/AFID/MA/TR/EGPP

### 4.2.1. Channel of Collating Complaints (over the life time of the project)

| Sl# | Complaints collection                                                       | # of complaints | Remarks |
|-----|-----------------------------------------------------------------------------|-----------------|---------|
| 1   | Complaints card placed by beneficiaries                                     | 0               |         |
| 2   | Complaints collection through selection &/distribution booth (service both) | 8               |         |
| 3   | SA tools findings/complaints placed by the help of FSP members              | 234             |         |
| 4   | Telephonic complaints                                                       | 31              |         |
| 5   | Complain box                                                                | 204             |         |
| 6   | Card tick mark                                                              | 0               |         |
| 7   | Verbal                                                                      | 136             |         |
| 8   | Complaint collected by the Staff                                            | 107             |         |
| 9   | Grievance collected by Register                                             | 0               |         |
|     | <b>Total</b>                                                                | <b>720</b>      |         |

### 4.2.2. Categorizing Complaints

| a            | b                                          | c                                         | d                                          | e             | f                            | g                      | h            |
|--------------|--------------------------------------------|-------------------------------------------|--------------------------------------------|---------------|------------------------------|------------------------|--------------|
| SSN services | # of complaints received up till June 2017 | # of complaints resolved<br>$c=(d+e+f+g)$ | # of Complaint Resolved at different level |               |                              |                        | # unresolved |
|              |                                            |                                           | Union Parishad level                       | Upazila level | Referred for policy advocacy | Cancelled/not relevant |              |
| VGF          | 0                                          | 0                                         | 0                                          | 0             | 0                            | 0                      | 0            |
| VGD          | 44                                         | 37                                        | 18                                         | 0             | 0                            | 19                     | 07           |
| OAA          | 43                                         | 33                                        | 21                                         | 03            | 0                            | 9                      | 10           |
| AWDDW        | 37                                         | 26                                        | 15                                         | 04            | 0                            | 7                      | 11           |
| PESP         | 68                                         | 14                                        | 02                                         | 12            | 0                            | 0                      | 54           |
| SSSP         | 139                                        | 116                                       | 60                                         | 17            | 0                            | 39                     | 23           |
| AFID         | 65                                         | 31                                        | 23                                         | 02            | 0                            | 6                      | 34           |
| MA           | 85                                         | 55                                        | 34                                         | 06            | 0                            | 15                     | 30           |
| TR           | 0                                          | 0                                         | 0                                          | 0             | 0                            | 0                      | 0            |
| EGPP         | 239                                        | 113                                       | 78                                         | 19            | 0                            | 16                     | 126          |
| <b>Total</b> | <b>720</b>                                 | <b>425</b>                                | <b>251</b>                                 | <b>63</b>     | <b>0</b>                     | <b>111</b>             | <b>295</b>   |

#### 4.2.3. Plan for unresolved complaint:

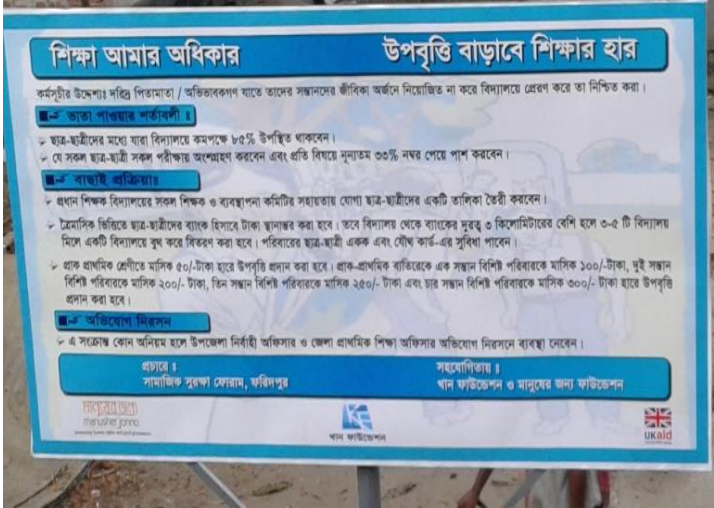
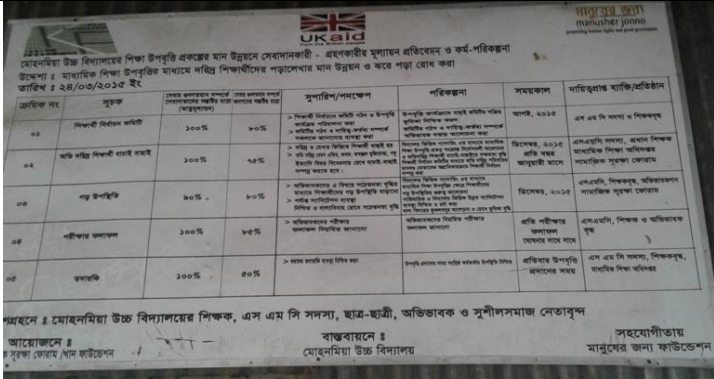
| Name of Social Safety net | # of unresolved Complaints | July-September-17 | October-December-17 | January-March-18 | April-June-18 |
|---------------------------|----------------------------|-------------------|---------------------|------------------|---------------|
| VGF                       | <b>0</b>                   | 0                 | 0                   | 0                | 0             |
| VGD                       | 07                         | 2                 | 2                   | 2                | 1             |
| OAA                       | 10                         | 3                 | 3                   | 3                | 1             |
| AWDDW                     | 11                         | 3                 | 3                   | 3                | 2             |
| PESP                      | 54                         | 14                | 14                  | 14               | 12            |
| SSSP                      | 23                         | 6                 | 6                   | 6                | 5             |
| AFID                      | 34                         | 9                 | 9                   | 9                | 7             |
| MA                        | 30                         | 8                 | 8                   | 7                | 7             |
| TR                        | <b>0</b>                   | 0                 | 0                   | 0                | 0             |
| EGPP                      | 126                        | 32                | 32                  | 31               | 31            |
| Total                     | <b>295</b>                 | 77                | 77                  | 75               | 66            |

#### 4.3.2. Project Achievements/ Results

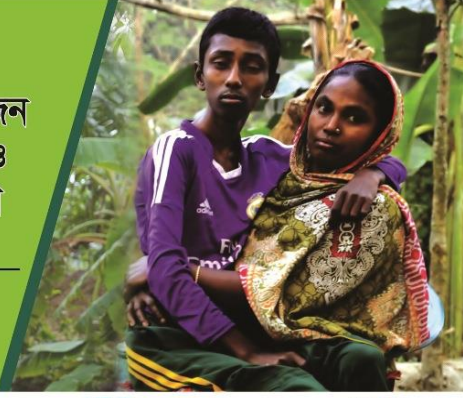
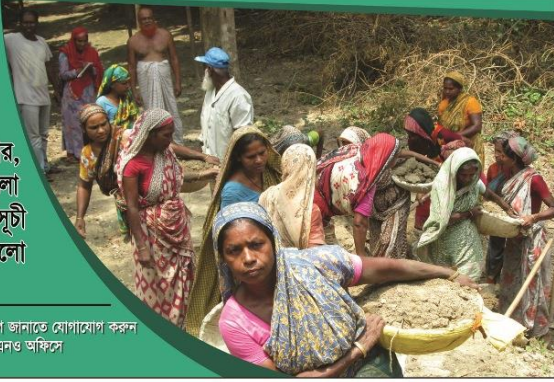
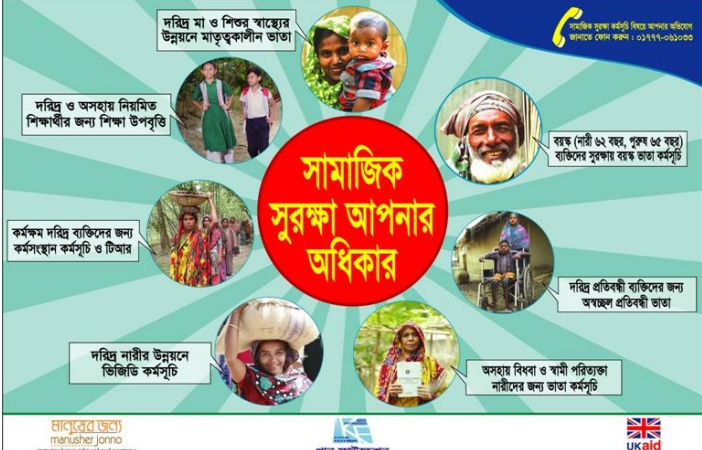
| Project Results/Outcome | Achievements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Outcome -1</b>       | <ul style="list-style-type: none"> <li>Beneficiary selection criteria have been followed and the propensity has increased. A total of 865 beneficiaries listed for different social safety net program (443 beneficiaries listed on OAA, 86 on AWDDW and 336 on AFID). Among the beneficiaries 752 (87%) have rightly been selected in the project period where as the percentage was 10% in the beginning of the project and the tendency of beneficiaries' selection through undocumented process has been reduced a bit and the number is only 113 (13%).</li> <li>The awareness about social safety net program has been increased and 662 beneficiaries known about social protection service provision entitlements.</li> <li>Satisfaction level also increases and beneficiary opinion is valued for rightly selection.</li> <li>Forum has become an effective body and their experience and recommendation being listened and responded.</li> <li>Service providers are taking and promote pro poor &amp; gender sensitive service provisions.</li> </ul> |
| <b>Outcome -2</b>       | <ul style="list-style-type: none"> <li>A total of 146 grievances were lodged of which 70 (48%) cases have been solved and 42 (29%) complains are still pending compare to the total 687 complaints logged and resolved 361 (53%) throughout the project tenure.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Outcome -3</b>       | <ul style="list-style-type: none"> <li>Total number of 13 social protection forums formed and 06 policy issues are identified.</li> <li>Total 527 forum members were attended and discussed on social safety net issues and developed an action plan to increase in launching complain and resolve.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### 4.3.3. Developed Communication and IEC materials (along with image)

|      |                                                                         |       |
|------|-------------------------------------------------------------------------|-------|
| SL # | Name of IEC materials                                                   | Image |
| 01   | Citizen Charter on Old Age Allowance (OAA)                              |       |
| 02   | Pena flex on Maternal, Child Reproductive and Adolescent health (MCRAH) |       |
| 03   | Pena flex on Vulnerable Group Development (VGD)                         |       |

|    |                                                                                                 |                                                                                     |
|----|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 04 | Pena flex on Primary Education Stipend Program (PESP)                                           |   |
| 05 | Community Score Card on SSSP                                                                    |  |
| 05 | Poster paper printing and binding on Maternal, Child Reproductive and Adolescent health (MCRAH) |  |
| 06 | Poster paper printing and binding on Female Secondary School Stipend Program (FSSSP)            |  |

|    |                                                                                            |                                                                                      |
|----|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 07 | Poster paper printing and binding on Allowance for Financially Insolvent Disabled (AFID)   |     |
| 08 | Poster paper printing and binding on Vulnerable Group Development (VGD)                    |    |
| 09 | Poster paper printing and binding on Employment Generation for Extreme Poor Program (EGEP) |   |
| 10 | Union level bill board on Female Secondary School Stipend Program (FSSSP)                  |  |

|    |                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | Union level bill board on Allowance for Financially Insolvent Disabled (AFID)   | <p>প্রতিবন্ধী ব্যক্তির<br/>বিকাশের প্রয়োজন<br/>সঠিক পরিচর্যা ও<br/>সহায়ক পরিবেশ</p> <p>তথ্য জানতে বা অভিযোগ জানাতে<br/>যোগাযোগ করুন<br/>ইউনিয়ন পরিষদ বা সমাজসেবা অফিস বা<br/>ইউএনও অফিসে</p> <p>মানুষের জন্ম<br/>manusher jonno<br/>promoting human rights and good governance</p> <p>খান ফাউন্ডেশন</p> <p>UKaid<br/>from the British people</p>                                                                                                                                                                                                                                                                                                                                               |
| 12 | Union level bill board on Employment Generation for Extreme Poor Program (EGEP) | <p>আর নয় অন্ধকার,<br/>বেকারত্বের কালো<br/>কর্মসংস্থান কর্মসূচী<br/>দেয় আশার আলো</p> <p>তথ্য জানতে বা অভিযোগ জানাতে যোগাযোগ করুন<br/>ইউনিয়ন পরিষদ বা ইউএনও অফিসে</p> <p>মানুষের জন্ম<br/>manusher jonno<br/>promoting human rights and good governance</p> <p>খান ফাউন্ডেশন</p> <p>UKaid<br/>from the British people</p>                                                                                                                                                                                                                                                                                                                                                                       |
| 13 | Upazila level billboard on Social safety net Program                            | <p>সামাজিক<br/>সুরক্ষা আপনার<br/>অধিকার</p> <p>দরিদ্র মা ও শিশুর স্বাস্থ্যের<br/>উন্নয়নে মাতৃ-দুর্কালীন ভাতা</p> <p>দরিদ্র ও অসহায় নিয়মিত<br/>শিক্ষার্থীর জন্য শিক্ষা উপবৃত্তি</p> <p>বয়স্ক (নারী ৬২ বছর, পুরুষ ৬৫ বছর)<br/>ব্যক্তির সুস্বাদু বয়স্ক ভাতা কর্ণসূচী</p> <p>কর্মক্ষম দরিদ্র ব্যক্তির জন্য<br/>কর্মসংস্থান কর্মসূচী ও টিআর</p> <p>দরিদ্র প্রতিবন্ধী ব্যক্তির জন্য<br/>অবস্থান প্রতিবন্ধী ভাতা</p> <p>দরিদ্র নারীর উন্নয়নে<br/>ভিজিটি কর্মসূচী</p> <p>অসহায় বিধবা ও স্বামী পরিত্যক্তা<br/>নারীদের জন্য ভাতা কর্ণসূচী</p> <p>মানুষের জন্ম<br/>manusher jonno<br/>promoting human rights and good governance</p> <p>খান ফাউন্ডেশন</p> <p>UKaid<br/>from the British people</p>  |
| 14 | GRM Box                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|    |                |                                                                                     |
|----|----------------|-------------------------------------------------------------------------------------|
| 15 | GRM Sign board |   |
| 16 | Case story     |  |

## **5. Institutional / organizational achievement**

The following issues to be considered to write down this segment:

- Mention overall organizational capacity development of the organization.
- Description of institutional linkages resulting from the project, forming networks with other NGOs, information dissemination and sharing etc.
- Mention the organizational and staff capacity increased involving with MJF COPE program

### **Mention overall organizational capacity development of the organization:**

Khan Foundation has been provided basic trainings several times for the skill development of all employees of the MSPP project. A three day long basic course has been organized in the beginning of the project for the employees and consecutively same type of training has been organized after rapid changes of the project staff as a refreshers course on September 2015. KF provided training for the skill development on grievance redress system of all forum members of the MSPP project. KF head office also provided technical support for the successful implementation of the activities and report development of the MSPP project. KF capacity and skills development is to strengthen staff knowledge about project governance issues and develop required qualities for project implementation. KF capacity building approach is transformative; it focuses on the need for staff to put knowledge into practice and on changing their attitudes and behaviour. The project supports mentoring between core and project staff, establishes peer to peer learning schemes and a 'resource pool.

### **Description of institutional linkages resulting from the project, forming networks with other NGOs:**

At the local level KF has supported the formation and inclusion of SPF members into local government committees. For the SPFs this is an important mechanism for building solidarity and collective voice. There are lot of local government committees included SPF members such as SMC, beneficiaries selection committees etc. The SPFs supported by the project are using these forums to review and exchange their experiences and using the collective strength of the forum to resolve issues when dealing with the local administration and difficult UP chairs. In the case of KF separate NGO networks were set up at district level. There is clear evidence of the growing collective agency and voice of SPFs that is being built through these forums. The project creates a unanimous platform to work with local government representatives, local administration, NGOs, service providers and journalist etc. KF has been an important member among NGOs working at the district level and regularly participated district coordination meetings. Thus creates an opportunity to work with various government agencies that have involved the SPFs in various committees such as anti-trafficking and violence against women committees. The SPFs are able to contribute to these committees and speak out in the meetings. They feel more confident and also that they are part of a wider community that goes beyond their constituencies.

### **Mention the organizational and staff capacity increased involving with MJF COPE program:**

N/A

## **6. Lesson learned from the Project**

Mention the lessons learned extracting from annual report/experience if any. Keep in mind that experiences that will guide the design and implementation of future projects of a similar nature.

### **Obstacles and challenges**

- ☐ Limited coverage of eligible beneficiaries and geographical areas
- ☐ Leakage of allocation within distribution systems and to ineligible beneficiaries
- ☐ Beneficiaries accessing multiple schemes (overlapping)
- ☐ Insufficient data on potential beneficiaries leading to poor targeting
- ☐ Beneficiaries' and distributors' ignorance of existing selection criteria and processes
- ☐ Poor food diversity in diets
- ☐ Lack of adequate resilience to food shocks
- ☐ Institutional constraints on women, for example on income generation and mobility
- ☐ Sustainability of change beyond program life
- ☐ Absence of strong governance, transparency and accountability (at all levels)
- ☐ Corruption of management in distribution channels
- ☐ Lack of coordination between programs and stakeholders

### **Ways forward**

- ☐ Improved collaboration and coordination between stakeholders
- ☐ Fair management of distribution
- ☐ Creation of a central database with details of the poor and the very wealthy

- ☐ Inclusiveness and comprehensive coverage
  - ☐ Decentralization of management to ensure local relevance
  - ☐ Increased involvement of local government
  - ☐ Engaging local elites and communities in funding and management
  - ☐ Capital input from microfinance and banks
  - ☐ Increased income-generating activities to relieve dependencies on cash transfers
  - ☐ Nutrition for women of childbearing age (including adolescents) and children under 2
  - ☐ Promotion of the availability and effectiveness of social protection schemes (locally, in the media, etc)
  - ☐ Rigorous evaluation of programs
  - ☐ Increased awareness of and planning for disaster risk management and coping
  - ☐ Building women's empowerment and agency, especially women's livelihoods and mobility
  - ☐ Resilience-building
  - ☐ Mitigating the effects of political conflict
  - ☐ Diversification of investments, savings
  - ☐ Improved physical shelter
  - ☐ Broaden focus to include urban populations
- Involvement and support of higher authorities in implementation of the project activities and social accountability tools accelerates its acceptance and compliance by lower level authorities and service providers.
  - GRM system can solve the local problems but need to sensitize the service providers through training and need to aware the community about the process.
  - Capacity building of local community group can raise their voices against any misdeeds. But need to build their capacity to identify the leakages and procedures to solve the problems.
  - GRM system can solve the local problems but need to sensitize the service deliver authority through training and need to aware the community about the process.
  - Capacity building of local community group can raise voice against any misplace. But need to build their capacity to identify the leakages and procedures to solve the problems.
  - Improved relationship with LGI representatives has made the project implementation process easier and exposure visit helped to build relationship between stakeholders.
  - As the MSPP project of the Khan Foundation is close, the forum members are interested in keeping the forum active in their own projects and planning a year's work.
  - Forum has become an effective body and they have working in a platform. Their representation and recommendations are carefully considered by the union representatives, government departments.
  - In order to cover potentially helpless and poor people as before, Union Social Protection Forum will be work with Union Parishad representatives and selection committee.
  - Too many monitoring tools have been exercised in different social safety net program of same field that created a possibility of overlapping. The concept of citizen monitoring is challenging as well as inspiring idea for different stakeholders. Resource sharing and decision making process among 12 implementing NGOs are recognized as a unique and very good practice that has contributed to uniformity in project management. SPF have evidently built strong network with different service providers, community and associations that ensured transparency, accountability and integrity of the organizations. The project has brought significant change in the LGIs of its working areas and contributed to capacitate the elected representatives together with social safety net service providers. Without empowering elected representatives, gender and poor responsive services of LGIs cannot be ensured. Improved relationship with LGI representatives has made the project implementation process easier and exposure visit helped to build relationship between stakeholders.

## 7. Conclusion

Concluding remarks and summarizes the project.

There is no denying that the prevalence of institutional failures underwritten by the current political settlement, characterized as a state with governance deficits and limited access and order for the delivery of services to its citizen. The constitutional pledge of the government is to provide a decent living to its people. The government has taken several initiatives and there has been certain level of progress. This is less than the requirements to ensure such living standards to all and the peoples' participation is far from being satisfactory. The main tool that the Government of Bangladesh uses for asocial security purpose for the poor is the provision of social safety net programmes (SSNPs). These SSNPs are mainly delivered on an ad-hoc basis to cope with sudden vulnerabilities. The benefits of these programmes are *short term in nature*, though there are some long running programmes like vulnerable group development (VGD), vulnerable group feeding (VGF), food for work (FFW) programme, cash transfer programmes etc. It is observed that reasonable growth rates have led to declines in the percentage of poor but actual

numbers of the poor have not declined at the same time expenditures on safety nets have fallen. Though safety net programmes are important components of the Government's social protection strategy, expenditure on the programmes are fairly *low and relatively declining* to meet the current fiscal deficit – and lower than what other countries at similar levels of development spend on these programmes. The current social protection scenario in Bangladesh is mainly responding to a crisis situation. In order to support the poor and vulnerable part of population, the successive governments have taken several steps under social protection schemes.

**Annexure:**

Annex 1: Findings of SA tools implementation

Annex 2: Analytical Case Story

Annex 3: Budget & Overall Financial Report

Annex 4: Audit Report **(Work in Progress)**

Annex 5: Organizational Development (List of capacity building objectives and progress towards their achievement; analysis of how MJF contributed to develop PNGOs organizational capacity)

Annex 6: Experience of cross learning visit

Annex 7: Other supporting reports (if any)

| Signature with date                                                                                                                                   |                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Md. Abu Salam</b><br/>Project Coordinator<br/>03.07.2017</p> |  <p><b>Noor Taslima Jahan</b><br/>Focal Person<br/>03.07.2017</p> |