



Citizens' Voice Project

# QUARTERLY REPORT

JULY – SEPTEMBER 2013

**TDEA Office**

Citizens' Voice Project

Contract No: AID-391-C-11-00001

Website: [www.cvpa-tdea.org](http://www.cvpa-tdea.org)

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## List of Abbreviations

AASR-GT	Anjum Asim Shahid Rahman – Grant Thornton
AJ&K	Azad Jammu and Kashmir
CB	Capacity Building
CEO	Chief Executive Officer
CER	Communications and External Relations
COP	Chief of Party
EIMS	Election Information Monitoring System
FATA	Federally Administered Tribal Areas
FCR	Frontier Crimes Regulation
GF&C	Grants, Finance and Compliance
GMC	Grants Management Committee
GMIS	Grants Management Information System
GOP	Government of Pakistan
HR	Human Resource
KP	Khyber Pakhtunkhwa
LIT	Long-term Institutional Development Training
MIS	Management Information Systems
M&E	Monitoring and Evaluation
OIG	Office of Inspector General
PD&R	Program Development and Research
PKR	Pakistani Rupee
PMP	Performance Management Plan
PSC	Project Steering Committee
QIT	Quick Impact Training
RFA	Request for Application
RTI	Right to Information
TAF	The Asia Foundation
TDEA	Trust for Democratic Education and Accountability
TRC	Technical Review Committee
USAID	United States Agency for International Development

### Highlights for the Quarter of July – September, 2013

#### Statistical Abstracts

This is the progress report of Citizens' Voice Project for the quarter of July – September, 2013. The table below highlights the key achievements as of September 30, 2013.

	S. #	Indicators	During the quarter of Jul – Sep, 2013	Cumulative as of September 30, 2013
<b>APPLICATIONS &amp; GRANTS</b>	<b>1.0</b>	<b>Applications Received</b>	-	<b>1476</b>
	1.1	Technical Reviews	-	1371
	1.2	Grant Management Committee Reviews	-	668
	1.3	Project Steering Committee Reviews	-	324
	<b>2.0</b>	<b>Applications Recommended to USAID for Award</b>	-	<b>275</b>
	2.1	Approved for Award by USAID	3	146
	2.2	Approval in process at USAID	-	51
	<b>3.0</b>	<b>Grant Agreements Signed with Applicant Organizations</b>	<b>3</b>	<b>128</b>
	3.1	Grant agreements under process	3	4
	3.2	Grants not awarded after USAID approval	-	14
	3.3	Closed out grants	85	86
	3.4	Grants in progress	-	42
	<b>4.0</b>	<b>Funds Committed to Grantees by USAID in USD</b>	278,545	8,540,469
	<b>5.0</b>	<b>Funds Disbursed to Grantees in USD</b>	1,706,989	5,743,729
<b>M&amp;E</b>	<b>6.0</b>	<b>Pre-Award Assessments</b>	-	<b>473</b>
	6.1	Operational Pre-Award Assessments	-	247
	6.2	Programmatic Pre-Award Assessments	-	226
	<b>7.0</b>	<b>Post-Award M&amp;E Visits</b>	<b>9</b>	<b>275</b>
	7.1	Operational M&E Visits	4	44
	7.2	Programmatic M&E Visits	5	231
<b>CAPACITY BUILDING</b>	<b>8.0</b>	<b>Total Number of Trainees from Grantee Organizations</b>	56	892
	<b>9.0</b>	<b>PMP Workshops/Training of Facilitators</b>	<b>2</b>	<b>8</b>
	9.1	Number of Male Participants	24	93
	9.2	Number of Female Participants	12	35
	<b>10.0</b>	<b>Quick Impact Trainings (Programmatic)</b>	<b>1</b>	<b>14</b>
	10.1	Number of Male Participants	15	208
	10.2	Number of Female Participants	3	58
	<b>11.0</b>	<b>Quick Impact Trainings (Operational)</b>	-	<b>6</b>
	11.1	Number of Male Participants	-	205
	11.2	Number of Female Participants	-	37
	<b>12.0</b>	<b>Long-Term Institutional Trainings</b>	-	<b>11</b>
	12.1	Number of Male Participants	-	177
	12.2	Number of Female Participants	-	34
	<b>13.0</b>	<b>Training of Trainers/Consultative Workshops</b>	-	<b>3</b>
	13.1	Number of Male Participants	-	31
	13.2	Number of Female Participants	-	14
<b>14.0</b>	<b>Capacity Action Plans Developed</b>	<b>1</b>	<b>59</b>	
14.1	Pre-Award Conditions Agreed Upon	0	1	
14.2	Pre-Award Conditions Met	0	1	
14.3	Post-Award Conditions Agreed Upon	6	318	
14.4	Post-Award Conditions Met	11	94	

### **Applications received, pre-award grants processing and disbursement of funds**

- Citizens' Voice Project signed **3** grant agreements, bringing the total number of partner organizations under the Project to **128**.
- Citizens' Voice Project committed US **\$278,545** during the reporting period, raising the total committed amount to US **\$8,540,469**.
- Citizens' Voice Project disbursed **US \$1,706,989** during the reporting period, raising the total disbursed amount to **US \$5,743,729**.

### **Monitoring and Evaluation**

- The Project conducted **4** operational and **5** programmatic post-award visits, bringing the total number of operational post-award visits to **44** and programmatic post-award visits remained **231**.

### **Capacity Building**

- **2** PMP trainings were held by the Project which was attended by 24 males and 12 females from 20 grantee organizations. Two M&E officer of Citizens' Voice Project (male) also participated in the training.
- **18** persons from **9** organizations participated in Quick Impact Trainings on voice and accountability.

### **Awards**

- **3** grants were awarded during the quarter. This is the first batch of grants which was awarded to the partner organizations by TDEA directly since the inception of the project.

## 1. MONITORING, EVALUATION AND RESEARCH

### 1.1 Program Development and Research

#### 1.1.1 Application revisions

Meetings were held with CRSS, CPDI, SAMAR, CCHD, PILDAT and DTCE in which they were briefed about the revisions in their applications and the process of revisions was facilitated. Revised summaries, work plans and budgets were finalized and shared with USAID. CRSS, SAMAR and CPDI were awarded grants in September, 2013.

#### 1.1.2 Reports/Research Papers

The unit prepared an analysis report of interventions by project partners for improved voters' turnout. The main thrust of this analysis was to observe quantitative impacts of grants and their share in the increased voters' turnout. This was gauged through the quantitative comparison of Voters Turnout data of 2008 and 2013.

PD&R Unit also carried out research on various subjects for the purpose of assessing the impact of existing/ past grants, future program development and program descriptions for next cycles. The subjects covered included the following:

- Strengthening Citizen's Voice and Public Accountability;
- Citizens' Voice Against Sexual Harassment in Public Spaces;
- Advocacy for formulation of adequate policies and laws to secure the rights of people with disabilities;
- Advocacy for the farmers rights;
- Advocacy for right to information laws in Pakistan;
- Police Reforms;
- Judicial System;
- Working of Rawalpindi Cantonment Board;
- Cyber Crimes; and
- Advocacy For Implementation Of Article 25-A (Free and Compulsory Education)

#### 1.1.3 Miscellaneous

- Capacity Building sessions were conducted by Manager PD&R for the unit on 18<sup>th</sup> Amendment, Research Methodology and RTI.
- The unit developed success story of DAMAAN (Implementing partner) which was shared with communication unit for publishing.
- A report on available data of Polling Stations wise Results of General Elections 2013 and its comparison with General Elections 2008 was compiled. The data was collected from FAFEN and Election Commission of Pakistan.

## 1.2. Monitoring and Evaluation

### 1.2.1. Pre-Award Monitoring

During the quarter M&E Unit provided pre-award support for the award of grants which included revision of work plans, development of milestones and suggesting conditions to the Grants Unit to be negotiated and agreed with the applicants. The details are provided below:

Thematic Area	Cycle	Number of Applications		
		Work plans Revised	Milestones Developed	Remarks
Transparency and Accountability	3	1	1	
18 <sup>th</sup> Amendment	3	1	1	
FCR Reforms	3	1	1	

### 1.2.2. Post-Award Monitoring

M&E unit provided continuous support and facilitation, and later approved the following advocacy material of the Cycle 2, 3, 4 & 5 sub-awardees:

S#	Type of Advocacy/Other Materials	Number of grantees whose advocacy materials were approved
1	Banners	15

S#	Type of Advocacy/Other Materials	Number of grantees whose advocacy materials were approved
2	Posters	10
3	Pamphlets	1
4	Advertisements (for hiring staff & consultants)	3
5	Brochures	6
6	FM Messages	14
7	Training Manuals	5
8	Approvals of project coordinators/managers	2
9	Billboard	4
10	Quarterly News	1
11	Newsletter	3
12	Booklet	2
13	Report	2
14	Cable TV Scrolls	4
15	Standees	3
16	T-shirt	1

M&E unit continued desk based and field monitoring of all grantees of cycle 2 & 3. During desk monitoring, M&E team carried out follow up with grantees through email and phone calls, reviewed target vs. achievements of grantees, grantees progress reports, supporting documents, invoices, TAF 209 report and random calls to beneficiaries to verify the implemented activities etc.

Based on the unit's post-award field-monitoring plan for the Second and Third Grants Cycle sub-awardees, the post-award field visits of the following sub-awardees were carried out in the quarter. The details are as follows:

Cycle	No. of field visits	Name of grantees visited
2	1	SHERD
3	1	Umang Development Foundation
3	1	RINP
3	1	SPO
3	1	AJKRSP

During these post award visits, M&E field teams held meetings with project staff, reviewed their progress (i.e. targets vs. achievements), verified the activities of sub-awardees as per their monthly progress reports and provided guidance for the preparation of monthly progress reports, quarterly progress reports, field monitoring reports, events reports, and necessary documentation. Some of the major activities implemented by sub-awardees during quarter (July-September 2013) are summarized as below:

- 640 Meetings/Awareness Sessions/Trainings/Workshops/Seminars/Dialogues were held.
- 11 Complaint cells/visitor information center established.
- 14 Council/Networks/Committees/Forum/Group/CBOs were formed.
- 4 Street Theatre dramas held.
- 1 Oversight committee.
- 2 Baseline study was completed.
- 1 Training Manual developed.
- 122 Radio messages broadcasted.
- 5 Press Conferences held.
- 6 Reports were prepared.
- 1 data base of CSOs in Punjab established.
- 5 information counters established.
- 8 articles were published.
- 10300 IEC Materials Disseminated.
- 1 MOU Signed.

## **2. FINANCE, GRANTS AND COMPLIANCE**

### **2.1. Grants**

#### **2.1.1. Post-Award Reviews**

During the quarter, the grants unit conducted field visits for post award financial monitoring and follow up on Capacity Action Plans of 2 awardees relating to ‘Education Sector Reforms’ and ‘Citizen Oversight of Effective Legislative Governance’ under Cycle 2. In addition, the grants unit issued a task order to AASR-GT for post award financial monitoring and follows up on Capacity Action Plan of 2 awardees relating to ‘Citizen Oversight of Municipal Services’ under Cycle 1. Both the reports were received during the quarter.

A Meeting was held with one grantee i.e., AGHE for revisions in the project in view the issues being faced by them with respect to implementation of the project.

#### **2.1.2. Award of Grants**

Three grants were awarded during the quarter relating to ‘Advocacy for Effective Implementation of the Frontier Crime Regulations (FCR) Reforms’, ‘Citizens’ Voice for Independent, Free and Responsible Media’ and ‘Citizens’ Advocacy for Implementation of 18th Amendment’.

## Overall Snapshot of Grants under Contract

Thematic Area	Cycle	No. of Grants Allocated for Award in RFA	No. of Grants Recommended by PSC to USAID	No. of Grants Approved by USAID	Signed Awards
1. Citizens' Voice for Free, Fair and Peaceful Elections	Fifth	100	117	49	42
		100	117	49	42
1. Citizens' Voice for Independent, Free and Responsible Media	Fourth	10	8	1	1
2. Citizens' Voice and Accountability for Youth Development	Fourth	20	21	0	0
3. Citizens' Voice for Effective Grievance Redress through the Offices of Ombudsmen	Fourth	10	10	0	0
4. Citizens' Awareness for Higher Female Voter Turnout	Fourth	20	34	28	25
<b>Total</b>		<b>60</b>	<b>73</b>	<b>29</b>	<b>26</b>
1. Citizens' Engagement and Accountability for an Effective Local Government System	Third	5	11	6	4
2. Citizens' Advocacy for Implementation of 18 <sup>th</sup> Amendment	Third	8	8	7	6
3. Energy Sector Reforms	Third	10	9	9	8
4. Advocacy for Effective Implementation of the Frontier Crime Regulations (FCR) Reforms	Third	2	5	3	3
4. Citizens' Voice for Strengthening Transparency and Accountability Mechanisms	Third	6	10	8	7
<b>Total</b>		<b>31</b>	<b>43</b>	<b>33</b>	<b>28</b>
1. Citizens' Voice for Effective Legislative Governance	Second	15	11	6	5
2. Education Sector Reforms	Second	10	12	12	10
3. Citizens' Voice and Public Accountability in Tax Collection Sector	Second	10	2	2	2
4. Advocacy for Strengthening Legal Framework for NPOs	Second	2	0	0	0
<b>Total</b>		<b>37</b>	<b>24</b>	<b>20</b>	<b>17</b>
1. Energy Sector Reforms	First	10	4	4	4
2. Improving Water Rights	First	4	4	4	4
3. Citizens' Oversight of Municipal Services	First	10	10	7	7
<b>Total</b>		<b>24</b>	<b>18</b>	<b>15</b>	<b>15</b>
<b>Grand Total</b>		<b>252</b>	<b>276</b>	<b>146*</b>	<b>128</b>

\* Difference of 18 between approved and signed grants is due to the fact that 3 are going through negotiation process, 1 has been put on hold by USAID pending increase in obligated amount for the project and revision of design for these grants due to changed circumstances; 8 have been put on hold by the project for several reasons including performance issues related to an existing grant, reassessment of capacity and awaited reference checks and 6 applicants withdrew their applications.

### 2.1.3. Modification to Award of Grants

123 modifications to the awards under Cycle 1, 2, 3, 4 and 5 were made during the quarter. Out of these modifications 119 relate to no cost extensions, 2 relate to increase in obligated amount and 2 to budget realignment. 2 of these modifications is under thematic area "Advocacy for Effective Implementation of the Frontier Crime Regulations (FCR) Reforms", 2 under "Citizen Oversight of Municipal Services", 5 under "Education Sector Reforms", 1 under "Energy Sector Reforms" 1 under "Citizens' Engagement and Accountability for an Effective Local Government System", 1 under "Citizens' Voice and Public Accountability in Tax Collection Sector", 32 under "Citizens' Awareness for Higher Female Voter Turnout", 76 under "Citizens' Voice for Free, Fair and Peaceful

Elections”, 2 under “Citizens' Voice for Effective Legislative Governance” and 1 under “Citizens’ Advocacy for Implementation of 18th Amendment”. 67 election related grants under Cycle 4 & 5 were with short time span and tight schedules and ending in the month of July 2013. That’s why time was required to clear all the invoices and data entry in the GMIS and the extension was of administrative nature with no additional cost. Furthermore, no cost extensions were also requested due to shortage of funds, since advance installment for the month of July 2013 was awaited and due to limitation in The Asia Foundation Grants financial system that payments cannot be made to grantees after closing date of the grant.

#### **2.1.4. Closeout of Grants**

85 grants were closed during the quarter relating to Cycle 1, 2, 4 & 5 awards. 2 grants were under thematic area “Citizens’ Oversight of Municipal Services”, 4 under “Improving Water Rights”, 4 under “Energy Sector Reforms”, 1 under “Citizens' Voice for Effective Legislative Governance”, 7 under “Education Sector Reforms”, 25 under “Citizens’ Awareness for Higher Female Voter Turnout” and 42 under “Citizens’ Voice for Free, Fair and Peaceful Elections”. Out of the total 85 grants, 11 were Simplified Sub-awards while 74 were Fixed Obligation Sub-awards.

#### **2.1.5. Process improvements**

Further improvements were made to the sub-grants manual after initial feedback by the Director finance and grants and the revised manual was submitted to USAID during the quarter.

#### **2.1.6. Technical Assistance to Sub-awardees**

Existing sub-awardees were provided technical assistance in the areas of financial management, record keeping and reporting on a daily basis. The TAF team and project team for grants coordinated with sub-awardees for any issues that they faced and guided them about the required standards of record keeping and reporting for USAID grants.

#### **2.1.6. Pre and Post –Award Conditions**

Pre and post-award conditions were identified after review and analysis of the pre-award assessment reports submitted by AASR-GT and the Citizens’ Voice Project’s M&E team. Input from both the reports was consolidated, reviewed and classified as pre-award conditions, prior approval requirements, recommendations and Capacity Action Plan. Meetings for conclusion of pre-award assessments were carried out with 1 USAID approved applicant organizations under Cycles 4 to resolve the issues and negotiate the sub-award conditions.

#### **2.1.7. Other Capacity Building and Supportive Initiatives**

Certain administrative tasks were carried out to support project workflow with respect to contractual matters:

- Joint review of subcontractor invoices was conducted with the TDEA Secretariat, Compliance and Project teams.
- Review of draft invoices for the period to USAID and coordination of routine tasks with respect to project financial management.
- Review of TAF 209 (Grantee financial reports) and provision of guidance on resolving the outstanding issues.
- Coordination with USAID OAA/OFM and OD&G for different information required by them.
- Review and clearance of request for advance payment and financial reports for the period.
- Review and submission of monthly grants report to USAID.
- Coordination and provision of information to AASR-GT for routine compliance matters.

## **2.2. Finance**

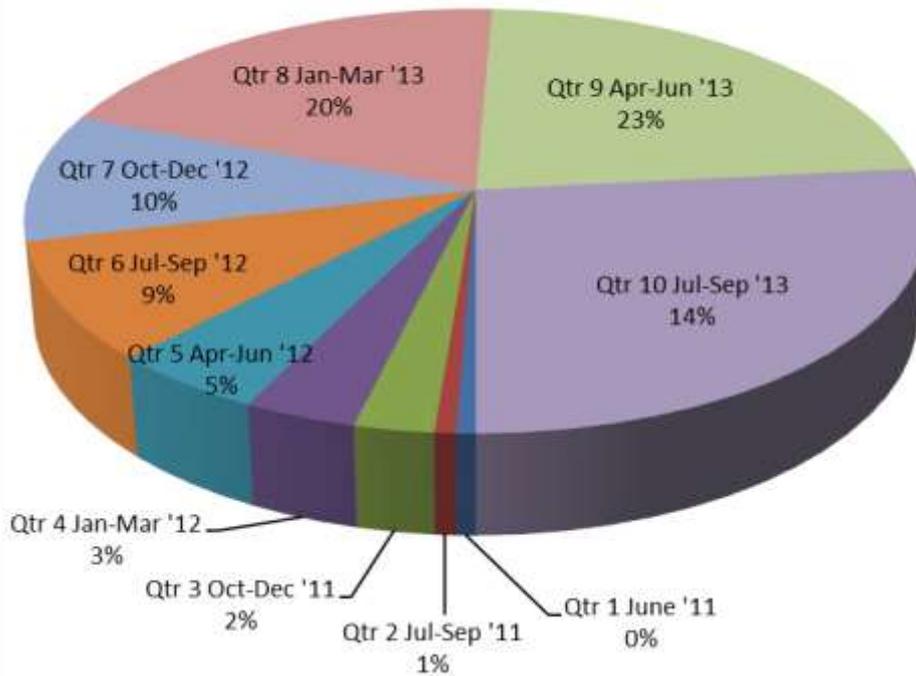
Finance Unit continued to perform a range of routine functions including financial management, submission of reports to the USAID, payments to sub-contractors, and other functions relating to compliance with USAID regulations and TDEA policies.

Process for audit of FY 2012-13 was started with the approval of USAID. KPMG was appointed for the audit and Engagement Letter signed. Entrance Conference was held on September 17, 2012.

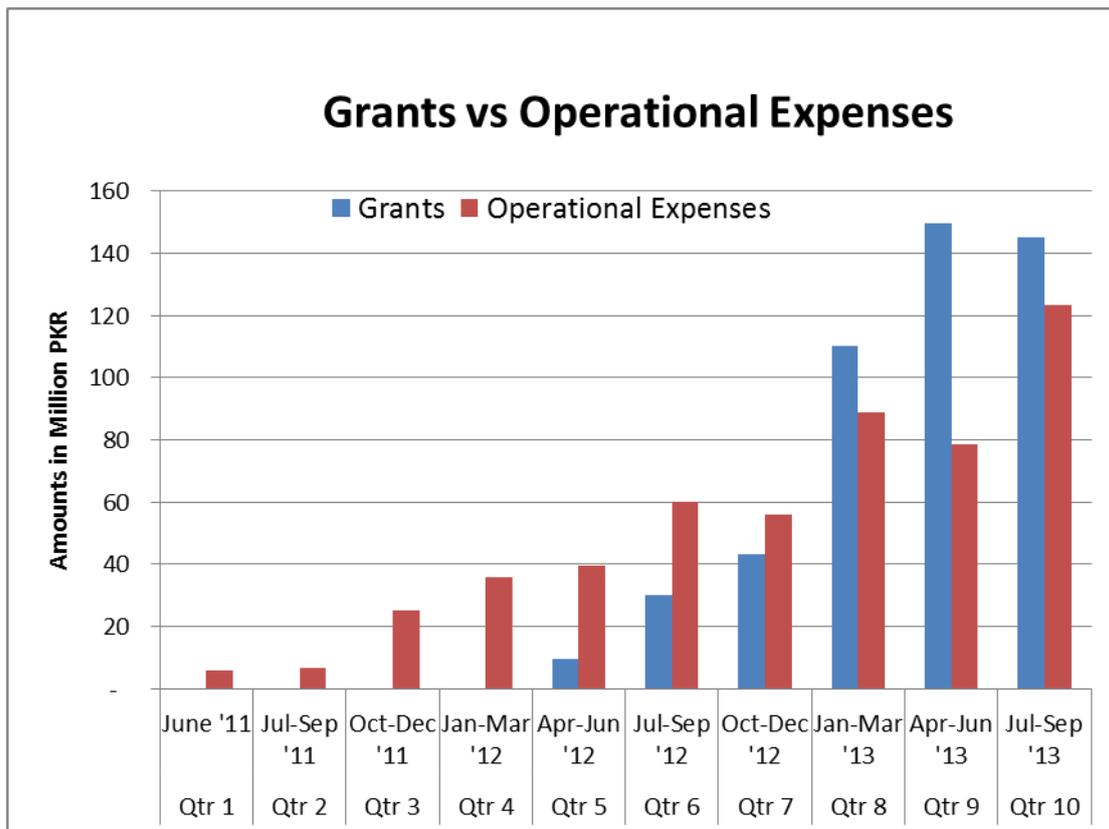
## Quarter-Wise Expenditure of Citizens' Voice Project

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 6	Qtr 7	Qtr 8	Qtr 9	Qtr 10	Total
Line Items	June '11	Jul-Sep '11	Oct-Dec '11	Jan-Mar '12	Apr-Jun '12	Jul-Sep '12	Oct-Dec '12	Jan-Mar '13	Apr-Jun '13	Jul-Sep '13	Jun '11-Sep '13
<b>Salaries &amp; Wages</b>	745,248	3,316,744	7,074,031	10,467,447	10,743,290	11,039,217	15,974,023	17,017,854	18,339,577	17,829,015	112,546,446
<b>Fringe Benefits</b>	61,968	459,308	843,789	1,224,262	1,205,076	2,250,329	1,759,190	2,352,132	2,173,200	2,750,755	15,080,009
<b>Consultants</b>	-	91,761	82,754	-	(174,515)	-	255,000	-	-	-	255,000
<b>Travel, Trans &amp; Per Diem</b>	-	-	-	45	31,009	883,538	810,385	640,290	1,388,390	1,528,809	5,282,466
<b>Procurement</b>	769,669	1,190,782	495,400	1,998,800	176,280	2,621,383	5,425,662	6,185,931	1,974,814	1,473,952	22,312,673
<b>Equipment &amp; Supplies</b>	37,803	338,413	605,288	884,491	1,148,212	882,027	985,983	942,149	1,238,396	1,075,679	8,138,441
<b>Communication</b>	20,000	140,825	629,973	415,948	187,435	650,982	604,218	684,939	239,724	255,461	3,829,505
<b>Grants</b>	-	-	-	-	9,604,204	30,145,099	43,171,136	110,136,299	149,851,892	145,094,032	488,002,662
<b>Subcontracts</b>	-	-	10,691,082	18,355,436	20,899,281	37,603,601	26,632,673	58,148,427	43,790,952	95,048,020	311,169,472
<b>Other Direct Cost</b>	4,245,600	724,101	3,961,881	1,507,056	4,374,561	3,017,739	2,003,568	1,445,923	7,935,671	1,994,653	31,210,753
<b>Fee</b>	90,514	488,758	653,617	787,506	844,465	1,018,877	1,327,845	1,397,115	1,589,030	1,284,422	9,482,149
<b>TOTAL</b>	<b>5,970,802</b>	<b>6,750,692</b>	<b>25,037,815</b>	<b>35,640,991</b>	<b>49,039,298</b>	<b>90,112,792</b>	<b>98,949,683</b>	<b>198,951,059</b>	<b>228,521,646</b>	<b>268,334,798</b>	<b>1,007,309,576</b>

## Citizens' Voice Project Expenditure



## Grants vs Operational Expenses



### 2.3. Compliance

AASR-GT performed the following tasks during the reporting quarter:

- Carried out compliance on purchase orders submitted by Citizens' Voice Project management during the quarter.
- Carried out compliance checks of monthly vouchers submitted by Citizens' Voice Project.
- Compilation of a special compliance report based on OIG performance audits.
- The unit also followed up on Joint review observations.

### 3. CAPACITY BUILDING

AASR-GT performed the following tasks during the month of August 13:

- Preparation of Financial Management Manuals, Procurement Management Manuals, and Human Resource Management Manuals for the organization SAMAR (partner organization).
- Developed scenario and case driven training material.
- Financial Management, Human Resource and Procurement training specialists worked on the presentations and studied material under the supervision and guidance of capacity manager in order to achieve the objectives of refresher courses for grantees and TDEA.
- FM training specialist developed module and delivered lecture on USAID regulations regarding Standard Provisions for Non-U.S. NGOs.
- Procurement Training specialist delivered a lecture on award & monitoring, termination & complaint mechanism and project closeouts.

#### 3.1. Partners' Training

##### 3.1.1. Quick Impact Trainings (QIT)

Under this training component, the review and revision process of the material for Quick Impact Trainings on Voice and Accountability was initiated keeping in line with participants' feedback and Capacity Building team's observations. Along with this, a session on Right to Information Act 2013 – Khyber Pakhtunkhwa was organized for grantees on September 24, 2013 working in the province. The purpose of this training was to provide conceptual clarity on Right to Information with a specific focus on the Khyber Pakhtunkhwa Right to Information Ordinance 2013. In the training, strengths and weaknesses of the Ordinance were evaluated with a view to suggest recommendations for its improvement. In addition, it aimed to enhance understanding of the participants on practical use of the Law for advocacy and accountability purposes.



In order to conduct the training on RTI, the CB team collaborated with two trainers from CPDI. Relevant training material was tailored according to the context and needs of the trainees. Along with the two external facilitators, Mr. Mukhtar Ahmad Ali, Chief of Party Citizens' Voice Project also conducted one of the sessions. At the end of the workshop a formal closing ceremony was held in which Information Secretary of Khyber Pakhtunkhwa, Mr. Azmat Haneef Orakzai was invited to give closing remarks and distribute certificates to the participants. From USAID, Mr. Nazeer Mahar, Governance Advisor was also present. Details of the training are as under:

Date	Organizations	Participants	Grantee		TDEA/CVP	
			Male	Female	Male	Female
24 <sup>th</sup> September, 2013	09	18	15	3	0	0
<b>Total</b>	<b>09</b>	<b>18</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>0</b>

##### 3.1.2. Performance Management Plans (PMP) of Grantees

During the third quarter, two workshops on Design and Implementation of Performance Management Plan (PMP) were organized for total of 18 grantee organizations with 38 participants along with staff members from Citizens' Voice Project. Both of the 3-day workshops were held at Grand Regency Hotel, Islamabad. The first PMP workshop was held on August 27-29, 2013 under the thematic areas of Transparency and Accountability and FCR Reforms. Total number of participants was 19, including 1 member from Monitoring and Evaluation Unit of Citizens' Voice Project. Four co-facilitators were also selected from the pool of skilled facilitators (from last Training of Facilitators) to assist the participants during the training. Three of the co-facilitators were from grantee organizations (Pak Women, AHKRC and YES) and one was from Citizens' Voice Project.

The second PMP workshop was organized from September 3-5, 2013 for grantees implementing projects on Citizens' Engagement and Accountability for an Effective Local Government System and Citizens' Advocacy for Implementation of 18<sup>th</sup> Amendment. Altogether 19 participants attended the training, including 1(one) member from Monitoring and Evaluation Unit of Citizens' Voice Project. Three co-facilitators were also selected to assist the participants from the first batch of trained facilitators. One of the co-facilitators was from grantee organization (DEVCON) and two were from Citizens' Voice Project's M&E team.

Positive feedback was received from the participants regarding the need of these workshops and assistance from co-facilitators was included as a new aspect, which was previously committed during the first TOF.

Thematic Area	Dates	Organizations	Participants	Grantee		TDEA/CVP	
				Male	Female	Male	Female
Transparency and Accountability and FCR Reforms	August 27-29, 2013	10	19	14	4	1	0
Local Government System and 18 <sup>th</sup> Amendment	September 3-5, 2013	10	19	10	8	1	0
<b>Total</b>		<b>20</b>	<b>38</b>	<b>24</b>	<b>12</b>	<b>2</b>	<b>0</b>

In addition to the trainings, arrangements were made for the Training of Facilitators scheduled for early October. This included finalizing material with the Consultant and arranging travel and accommodation for participants and co-facilitators.

### 3.1.3. Long-term Institutional Development Training

Under the Long Term Institutional Development component of Citizens' Voice Project, 110 sub-grantee organizations out of a total of 118 sub-grantee organizations were trained through the NPO Management Course till the end of second quarter 2013. As reported earlier 8 sub-grantee organizations were unable to attend the course due to personal reasons. Towards the end of reporting quarter three new grants were awarded by the Citizens' Voice Project. In order to provide training to new and remaining sub-grantee organizations it was planned to conduct an NPO Management Course towards the end of September 2013, however only 4 sub-grantee organizations (including three new grants) were available as the remaining seven grants had ended. With the minimum requirement of 10 organizations for conducting an NPO Management Course, it was not possible to carry out one.

The major activity under this component undertaken during the reporting quarter was the updating of course modules and their presentations by trainers at both institutes. This time was considered ideal since a break of two months (time between award of new grants) in courses delivery was anticipated during the months of July and August. The objective of this task was to ensure the implementation of the two consultative workshop recommendations held earlier in the year.

Before the start of this quarter both institutes had carried out at least 5 courses each, and all the eleven modules have been delivered at least once at each institute. The activity to update the modules was initiated during July and was completed by mid of September. Both institutes submitted the updated revised modules, which were reviewed by the CBU to ensure their relevancy and applicability towards the development sector. With the completion of in-house review by the CBU, both institutes were asked to arrange a session comprising presentation of each module by the respective trainer highlighting the incorporated changes as suggested by the sector experts during the two consultative workshops. CIIT organized the session during September while the session at IoBM has been planned for October 2013.

### 3.3. Capacity Building and Hand Holding of Sub Grantees

In June 2013, the Capacity Building Unit of Citizens' Voice Project initiated an activity that focused on providing capacity building support to sub-grantee organizations at their workplace. This initiative is a further step of the capacity building support as the learning initiatives were moved from the classroom to the official workplace. It was

envisaged that through this activity the weaknesses of sub-grantee organizations can be identified and they can be provided capacity enhancing support through one-on-one mentoring to overcome their weaknesses and achieve long run sustainability.

Main criterion for the selection of these organizations was the risk rating awarded to them prior to the award of grant. Organizations categorized as “high risk” were given preference while organizations rated as “moderate risk” were also selected, it was decided that at least 2 organizations (with active grants) from each of the project’s 6 geographical regions would be selected.

The activity was designed to be implemented in two phases. The first phase consisted of an in-depth capacity assessment of the organization. A revised capacity action plan was prepared in light of the recommendations of the assessment report.

During the assessment phase it was observed that the organizations required support in all three operation functions (HR, Procurement, and Finance & Accounting). Keeping in view these requirements specific capacity building/ hand holding modules were prepared that included important document formats and procedural guidelines. A module on Strategic Planning was added in line with the overall objective of long term institutional development. During the second phase the CBU team visited the organization and capacity building support was provided as per the areas identified by the revised capacity action.

During the reporting quarter a total of 9 organizations belonging to 4 regions of the project were visited and 4 organizations were provided support while assessment of 5 organizations was completed. Details of the organizations and the extent to which support was provided in the table below:

S. No	Organization	Geographical Region	Risk Rating	Phase - 1	Phase - 2
1.	PEHE	Sindh	Low*	✓	✓
2.	DEVCON		Moderate	✓	✗
3.	KDA		High	✓	✓
4.	RINP	Punjab	Moderate	✓	✓
5.	UDF		High	✓	✓
6.	AGHE	Gilgit Baltistan	High	✓	✗
7.	CARD	Baluchistan	High	✓	✗
8.	DRS		High	✓	✗
9.	AHSAS-PK		Moderate	✓	✗

\* Although PEHE was ranked as “low risk”, however PEHE has suffered a major setback in terms of management drain and data loss, therefore CB support was provided.

✗ Activities for Phase- 2 implementation of these organizations has been planned for October 2013.

### 3.4 TDEA Trainings

Following trainings were conducted for the TDEA Staff:

- Financial Management Training Sessions were held on July 19, 24, 25, 26, and August 3, 2013. The staff was taught about the cost principles, accounting, audit and records as per standard provisions for Non-US NGOs under ADS 303, US Government structure, Code of Federal Regulations, Federal Acquisition Regulations, OMB Circulars, Automated Directive System, AID Acquisition Regulations, CIB Acquisition and Assistance Policy Directives, project closeouts as per USAID Regulations, Taxation and Financial Sustainability in the context of NGO sector and a case study training session on USAID Regulations.
- 10 participants attended a training session on Procurement Management.
- Human Resource Training session was held on July 12, 2013.

### 4. ADMINISTRATION AND PROCUREMENT

During the Quarter Semi Annual Procurement Plan was submitted to USAID for approval. Procurements like Official equipment insurance, Air conditioners, Telephone Exchange, Security equipment were completed in this quarter

except for the official car which is still under process as project office is waiting for exemption certificate from Large Tax payer unit. Logistics arrangement for M&E field visits was arranged covering various geographical areas of all the provinces.

Administration undertook following activities during the quarter:

- Inventory / Assets from IFES finalized and sent to IFES (Mr. Khurram Naz) for their response and acknowledgement.
- Server Rack was provided to MIS department.
- Separate cabling was installed for all the split AC's of project in order to avoid the frequent power tripping.
- Another telephone exchange was installed in order to meet the demands of increasing number of staff members.
- Collected project owned vehicle Registration Papers from Excise & Taxation office.
- Arrangements for M&E meeting with grantees.
- Arrangements for PDR Meetings.
- Meeting with the office owner for repair & maintenance work.
- Requisition was raised for tea items and stationary.
- Repair and maintenance to avoid leakages of roof was done by owner.
- Appraisal for all the support staff of 6 persons submitted to HR department.
- New revolving Chairs provided to employees, who requested.

#### **4.1. Human Resource Management**

The HRM unit performed the following tasks during the reporting period:

- Three new posts were advertised for Program Development and Research Unit on Citizen's Voice Project website in month of July -August. Candidates for the posts of SPO and PO-PDR were short listed for both long term and short term positions in August 2013. Tests and interviews for SPO-PDR were held on September 3, 2013 and for PO-PDR – long term position were held on September 9, 2013 and for short term position on September 20, 2013. PO- PDR and offer was issued on September 23, 2013 to Mr. Shahzad Iqbal.
- Five volunteers joined in this quarter in Communication, Grants, and Finance & MIS units.
- Three staff members from the communications unit were sent for training to ASP LUMS for three days in the month of September 2013.
- All employees' data was assembled for appraisal automation. First report of HR Appraisal System was furnished on September 25, 2013. In this regard online appraisal system was developed and annual appraisals were conducted on it.
- The new healthcare insurance contract was made with Asakari Healthcare Insurance Company (AGICO) for the coverage period from October 1, 2013 to June 30, 2013.
- Leave Encashment against the leave balance for the year 2012-13 has been given to all employees who were interested to avail it.
- Cost of Living Allowance (COLA) at the rate of 7.5% basic salary has been given to all employees who have completed their one year employment with TDEA/Citizens' Voice Project.
- Salary disparity issue among the staff had been addressed.
- Mr. Sardar Tahir SPO –PDR resigned on July 10, 2013.
- Mr. Ishaq Khan resigned from the post of Graphic Designer in Communications unit on August 4, 2013.
- Ms. Samar Hassan, Manager Communications resigned from the post on August 19, 2013.
- Final settlement was given to Mr. Sardar Tahir Ali & Mr. Ishaq Khan.
- Office timings reduced to six hours for one month on July 11, 2013 due to Ramadan.
- Provided all required data to auditors for Internal Audit for year 2012-13.

## **5. MANAGEMENT INFORMATION SYSTEM (MIS)**

### **5.1 Website**

During the reporting period July-Sep 13, MIS took back-up of the old Project website and updated all the plugins. The team along with CER unit worked on the new website and made a few changes. Total number of hits stood at 4222 during the reporting period. The table below represents the number of visitors from different cities of Pakistan:

No	City	Visits	% New Visits
1	Islamabad	1382	40.96%
2	Lahore	378	43.92%
3	Karachi	371	50.94%
4	Peshawar	453	31.13%
5	Sukkur	113	54.87%
6	Gujranwala	150	42.67%
7	Quetta	412	25.24%
8	Sialkot	120	53.33%
9	Multan	143	34.97%

## 5.2 Compliance Support

During the reporting period, partner organizations listed under cycle-2, cycle-3, cycle-4 & cycle-5 in OTI database have updated information regarding decision date and contact details. The reporting module has been improved with addition of updated reports. Bug fixing and QA of the database was carried out with assistance from NRSP.

The OTI Database was reworked to take into account USAID requirements of the post award phase. Numerous meetings with NRSP representatives were carried out for the purpose.

## 5.3 Network Infrastructure & Support

During the reporting period of July-Sep 13, the unit undertook the following tasks:

- Installed new server
- 42u Rack installation
- Developed power and UPS setup in 42u for new and old devices
- Moved project web services to local
- Performed routine server maintenance
- Configured layer 7 base firewall filtration
- Installed NAS on PWD office for offsite storage

## 5.4 GMIS (<http://grants.Citizens' Voice Projecta-tdea.org>)

The following new features were added in the system during the reporting period:

- This unit worked on Disbursement and Expense Reporting Modules with improved functionality of filter and MS Excel export.
- District wise disbursed and expense amount has been included.
- Developed HR system for advertising Jobs/reviewing and shortlisting the CV's.
- The unit is in process of developing monthly progress report for M&E unit to show post award activities against each milestone.
- Developed the HR system for advertising Jobs and reviewing and shortlisting the CV's. Provide technical support to the HR department.
- Developed an Operational Report which can group all the expenses till now from the start date of Grantees project started.

## 6. COMMUNICATIONS AND EXTERNAL RELATIONS

Progress for the reporting period is as follows:

- Reviewed and performed proofreading, editing and formatting of multiple impact and data analysis reports by PD&R and M&E units. The reports include impact analysis on water sector, education sector and general elections of 2013.
- C&ER personnel attended and facilitated a meeting between Citizens' Voice Project's management and members of Khyber-Pakhtunkhwa parliament regarding the Right to Information Ordinance 2013 of the KP Government. The meeting was chaired by COP and was held at the project office on September 25, 2013.
- The unit participated in a walk organized by Center for Peace and Development Initiatives (partner organization) in commemoration of the International Right to Information Day at National Press Club on September 28, 2013.
- C&ER team facilitated and attended in an internal orientation session for the project staff on the Right to Information Ordinance 2013 of the KP Government on September 20, 2013.
- Three Communications Work Group (CWG) meetings, organized by USAID DOC office were attended by C&ER personnel. These meetings were held at different USAID funded project offices.
- The unit, in coordination with the PD&R and Grants units, provided assistance to Center for Research and Strategic Studies (partner organization) for their radio program under the thematic area of Frontier Crimes Regulations (FCR) Reforms.
- C&ER team reviewed, provided feedback and ensured branding and marking compliance of 76 submissions by partner organizations.
- Three Communications & External Relations Officers, i.e. Mr. Aatif Abdullah, Mr. Humayun Khalil and Mr. Aadarsh Laghari, attended the training Communication Strategy Management by ASP-LUMS at REDC, LUMS, Lahore from September 22-24, 2013.
- The unit prepared a presentation on gender integration within the project and its partners for a meeting with USAID officials.
- The unit prepared new branding and marking templates for partner organizations.
- The unit reviewed and updated the branding and marking presentation in accordance with latest branding and marking guidelines from the CWG meeting.
- The unit continued preparations in relation to the Citizens' Voice Project showcase event for selected grantees from all thematic areas. The event will be held in due course of time.
- Mr. Humayun Khalil and Mr. Aatif Abdullah visited Peshawar, Mardan and Malakand during the reporting period to gather institutional case studies of Pak-Women (Mardan, Malakand) working under the thematic area of Legislative Governance and Peace KP (Peshawar, Mardan) which completed its project under the thematic area of Energy Sector.

## 7. ELECTION INFORMATION MONITORING SYSTEM (EIMS)

### 7.1. Human Resource Management

#### 7.1.1. Restructuring

Owing to the closure of Data Center, six employees were served one month notices and their tenures expired in September, 2013.

Sr. No.	Employee	Designation	Last Date of Employment
1.	Hafiz Abdul Rehman	Application Developer	September 30, 2013
2.	Muhammad Zubair	Data Verification Officer	September 30, 2013
3.	Alamgir Hussain	Data Verification Officer	September 30, 2013
4.	Fayyaz Kamran	Data Verification Officer	September 30, 2013
5.	Farah Ali	Webmaster	September 18, 2013
6.	Abdul Rasheed Baloch	Data Security Expert	September 18, 2013

An extensive review of the existing organizational structure was conducted by the management in May, leading to a centralized institutional approach. The following new departments are looking after the respective thematic areas of all projects with effect from July 1, 2013:

TDEA Offices have also been segregated into the Operations Office (F-11/2), headed by Director Operations, Mr. Amjad Ali Shah and the Programs Office (F-10/1), headed by Director Programs, Mr. Rashid Chaudhry.

Scope of works summarizing the job objectives, responsibilities, essential skills, expertise and key performance indicators of the positions were revised.

### 7.1.2. Contract expiries and resignations

Clearances and exits of the following employees were processed owing to the expiry of their contracts/resignations:

Sr. No.	Employee	Designation	Last Date of Employment	Reason
1.	Nadia Liaquat Abbasi	Human Resources Officer	June 6, 2013 (waiver of notice period)	Resignation
2.	Arif Ullah	Data Verification Officer	June 19, 2013	Resignation
3.	Aaqib Mukhtar	Senior Application Developer	May 31, 2013	Resignation
4.	Sadaf Zain	Data Verification Officer	June 28, 2013	Contract expiry
5.	Shoaib Khan Lodhi	Data Verification Officer	June 28, 2013	Contract expiry
6.	Bilal Jahangir	Data Verification Officer	June 28, 2013	Contract expiry
7.	Saeed ur Rehman	Data Verification Officer	June 28, 2013	Contract expiry
8.	Muhamamd Zubair	Data Verification Officer	June 28, 2013	Contract expiry
9.	Alamgir Hussain	Data Verification Officer	June 28, 2013	Contract expiry
10.	Fayyaz Kamran	Data Verification Officer	June 28, 2013	Contract expiry
11.	Sadaf Zain	Data Verification Officer	June 28, 2013	Contract expiry
12.	Shoaib Khan Lodhi	Data Verification Officer	June 28, 2013	Contract expiry
1.	Syed Baqir Hussain	Report Writer	September 06, 2013	Resignation
2.	Farah Ali	Webmaster	September 18, 2013	Resignation
3.	Abdul Rasheed Baloch	Data Security Expert	September 18, 2013	Resignation
4.	Raja Kashif Hanif	Data Verification Officer	August 30, 2013	Resignation
5.	Syed Baqir Hussain	Report Writer	September 15, 2013	Resignation
6.	Faisal Habib Khanzada	Manager Networks	September 20, 2013	Resignation

### 7.1.3. Recruitment

Following employees were rehired based on their excellent performance during last tenure and need for by-election data verification and analysis for a tenure of two months.

Sr. No.	Employee	Designation	Last Date of Employment
1.	Hafiz Abdul Rehman	Application Developer	September 30, 2013
2.	Muhammad Zubair	Data Verification Officer	September 30, 2013
3.	Alamgir Hussain	Data Verification Officer	September 30, 2013
4.	Fayyaz Kamran	Data Verification Officer	September 30, 2013
5.	Farah Ali	Webmaster	September 18, 2013
6.	Abdul Rasheed Baloch	Data Security Expert	September 18, 2013

## 7.2. Data Management, Analysis and Verification

The data management, analysis and verification unit performed following tasks during the quarter:

### **Parallel Vote Tabulations**

The Data Verification Officers verified 9,160 polling stations which were selected as a sample for Parallel Vote Tabulation (PVT) by FAFEN. These polling stations were verified against the final polling scheme announced by ECP. The data management unit completed Parallel Vote Tabulations (PVTs) for 146 constituencies. Following is the region-wise breakout of complete PVTs:

<b>Region</b>	<b>Complete PVTs</b>
<b>ICT</b>	2
<b>KP</b>	22
<b>Punjab</b>	93
<b>Sindh</b>	29
<b>Total</b>	<b>146</b>

### **Processing of Election Day observation forms**

The Data Verification Officers completed the sorting, scrutiny and entry of more than 6,169 Election Day observation checklists submitted by observers. Following is the region-wise breakdown of checklists entered for analytical reports:

<b>Region</b>	<b>Forms Completed</b>
<b>Balochistan</b>	661
<b>FATA</b>	227
<b>ICT</b>	29
<b>KP</b>	1,032
<b>Punjab</b>	2,981
<b>Sindh</b>	1,239
<b>Total</b>	<b>6,169</b>

The reporting and publications unit worked on data compilation, verification and scrutiny for pre-election analysis, Election Day procedure analysis and election result analysis reports. The development and finalization of analytical frameworks, table of contents and post-election reporting structure were finalized. The division of qualitative and quantitative data and post-coding of qualitative data for pre-election analysis report was also completed during July. The data entry of forms (XIV, XV, XVI) received from 30 constituencies was completed during September 2013. Following table shows constituency-wise details:

<b>Sr. No.</b>	<b>Constituency</b>	<b>List of Polling Station</b>
<b>1</b>	NA-57-Attock-I	249
<b>2</b>	NA-58-Attock-II	280
<b>3</b>	NA-59-Attock-III	259
<b>4</b>	NA-76 Faisalabad-II	301
<b>5</b>	NA-95 Gujranwala-I	206
<b>6</b>	NA-96 Gujranwala-II	208
<b>7</b>	NA-97 Gujranwala-III	205
<b>8</b>	NA-98 Gujranwala-IV	235
<b>9</b>	NA-99 Gujranwala-V	232
<b>10</b>	NA-100 Gujranwala-VI	233
<b>11</b>	NA-101 Gujranwala-VII	264
<b>12</b>	NA-104 Gujrat-I	308

13	NA-105 Gujrat-II	266
14	NA-110 Sialkot-I	227
15	NA-112 Sialkot-III	282
16	NA-113 Sialkot-IV	267
17	NA-116 Narowal-II	229
18	NA-117 Narowal-III	200
19	NA-118 Lahore-I	261
20	NA-155 Lodhran-II	310
21	NA-166 Pakpattan-III	228
22	NA-170 Vehari-IV	258
23	NA-238, Thatta-II	287
24	NA-211 Naushero Feroze-I	247
25	NA-258 Karachi-XX Malir-cum-Karachi West	285
26	NA-218 Matiari-cum-Hyderabad (Old Hyderabad-I)	261
27	NA-227 Mirpurkhas-cum-Umerkot(II)(Old Mirpurkhas-II)	252
28	NA-229, Tharparkar-I	279
29	NA-230, Tharparkar-II	213
30	NA-234, Sanghar-I	257
	<b>Total</b>	<b>7,589</b>

#### **Data Entry and Scrutiny**

A total 231 Form XIV were scrutinized and entered during August 2013. Following tables shows region -wise details:

Region	No. of Constituencies
FATA	9
ICT	2
KP	30
Punjab	134
Sindh	56
<b>Grand Total</b>	<b>231</b>

A total 469 MSTO forms were scrutinized and entered during August 2013. Following table shows region -wise details:

Region	Number of Forms
Punjab	251
Sindh	125
KP	93
<b>Total</b>	<b>469</b>

A total 7,816 MSTO checklists were scrutinized during September 2013. Following table shows region -wise details:

Region	Number of Constituencies	Number of Checklist
Balochistan	8	275
FATA	8	120
FRs	1	18
KP	27	1131

<b>Punjab</b>	116	4848
<b>Sindh</b>	49	1408
<b>Total</b>	<b>209</b>	<b>7,816</b>

Quality checks on a total 973 MSTO checklists applied during September 2013. Following table shows region-wise details:

<b>Region</b>	<b>Number of Checklists</b>
<b>FATA</b>	26
<b>ICT</b>	36
<b>KP</b>	180
<b>Punjab</b>	588
<b>Sindh</b>	143
<b>Total</b>	973

The data management, analysis and verification unit also develop data cleaning protocols for the scrutiny of SSTO data. The task was performed under three-step protocol. A brief summary of each protocol is as under:

#### **Protocol 1: Quality Assurance**

A total of 1,641 forms randomly sampled from 16,400 forms submitted by SSTO-1 and SSTO-2/3 were reviewed. The quality assurance was conducted on following basis:

- FOPT form ID is same on checklist
- Select number of polling station
- Polling station name
- Observed polling booth

#### **Protocol 2: Discrepancy in Responses**

A total of 16,187 forms were reviewed for data cleaning and discrepancies in basic information section. Following basic information is reviewed and cleaned:

- Complete polling station type
- Complete polling station name
- Number of polling booth observed
- Mark polling booth type

<b>Region</b>	<b>Number of Forms reviewed</b>
<b>Balochistan</b>	590
<b>FATA</b>	377
<b>ICT</b>	125
<b>KP</b>	1,895
<b>Punjab</b>	9,457
<b>Sindh</b>	3,743
<b>Total</b>	16,187

#### **Protocol 3: Discrepancy in key punching**

A total of 163 randomly sampled Form XIV received from 42 constituencies of individual key puncher were reviewed.

### **7.3 Information Technology**

#### **IT Audit**

After the General Elections 2013, FAFEN is now focusing on a roadmap that will enable them to an increased role of technology adoption in projects, improved and efficient usage and analysis of data, enhancing outreach to citizens and increasing the organizational efficiency as a whole. With this purpose in mind, FAFEN has carried out an appraisal of its IT capacity and resources. The appraisal was undertaken by Faaiz Khan, a leading consultant in business process management and digital capabilities who has both local market and international experience.

After the IT audit, FAFEN-TDEA planned prompt measures to upgrade its IT infrastructure by engaging the IT consultant. During August 2013, progress was made against 9 of 19 recommendations and its details are as below:

Sr. No	Recommendation	Progress
1	A large IT team tasked with multiple roles requires strict organization and protocols. For this purpose, it is strongly recommended to re-organize the IT department into focused and specialized departments; with each focusing on a specific are of the business need. It is recommended that a core lean team of IT experts should be developed who are able to access the requirement and prepare appropriate business case and analysis for implementation, including the choice of technology, quality assessments, procurement of third party products, customization and future technological case for current systems and more.	IT department re-organized and protocols have been defined. Progress being made for moving towards lean IT and negotiations are underway with companies to acquire third-party products like Constant Contact, Google Analytics and Achievo
2	The current IT team was hired to deliver a specific goal of the election observation and data analysis. With the organization now realigning its strategy, the IT team should be objectives and goals should be realigned immediately as well to be in line with the overall organization.	IT team's objectives have been re-aligned
3	Capacity assessment should be done of the IT team in line with Recommendation 2 to align employee skills to the required deliverables for the projects and new strategy. This might include having to let go of some of the current employees – to be replaced with others with more appropriate skills (please refer to Annex B for a proposed structure currently under discussion with FAFEN).	Capacity assessment of IT have been completed
4	Within the lean IT team, a dedicated team or individual needs to be tasked specifically with the web management and strategy for the FAFEN websites. Most of these websites need to be upgraded to better and more recent technological norms. It is suggested that the internal team be supported by a list of accredited panel of web development companies, hired to develop the websites for FAFEN.	Recruitment for lea IT team is in process
5	Due to the growth, there is now the need of standardization of development processes, putting in best practices and recommendation techniques, as well as best software development techniques. It is recommended to adopt the Feature Driver Agile methodologies with SVN development infrastructure and naming conventions, while the complete framework of software should be envisioned as an ERP software system. All of this governed by a well-rounded and overarching IT governance policy of the	Task completed, documented and implemented

	organization itself.	
6	Code commenting and software documentation practices should be enhanced.	Task completed
7	FAFEN should readily adopt the changing methods of communication strategy and adopt commercial email marketing, online surveys, and other software that allow it to increased efficiency and conform to best practices.	Email marketing and online surveys setup
8	FAFEN should setup separate development servers for only development and production environment with an SVN installed.	Adopted
9	FAFEN should setup its own short code service immediately with a direct contract with all <i>Telcos</i> or using accredited third party service providers. A direct link with the <i>telcos</i> will ensure that SMS service does not fail at any time and that FAFEN gets the best rates and mileage for this purpose.	Talks are underway with telecom companies and service providers. A new SMS short code applied and pending with PTA

After the IT audit, FAFEN-TDEA planned prompt measures to upgrade its IT infrastructure by engaging the IT consultant.

During September 2013, Virtual Private Network (VPN) was established between both offices for data security and efficient. It will be optimized and operationalized in October, 2013.

Similarly, all users were shifted on roaming profile server as per the consultant's recommendation. IT team worked on migration of users from local profile to remote profile.

**FAFEN Election Portal** ([www.electionpakistan.org](http://www.electionpakistan.org)) was frequently visited by various users during July to September 2013. On average **21,353** hits on the portal were recorded per day during the reporting quarter.

Monthly Statistics for July to September 2013		
Total Hits	935,725	
Total Files	857,809	
Total Pages	558,791	
Total Visits	360,265	
Total Kbytes	25,990,863	
Total Unique Sites		
Total Unique URLs	98,848	
Total Unique Referrers	14,876	
Total Unique User Agents	12,472	
	Average	Max
Hits per Hour	1,314	23,675
Hits per Day	21,353	87,597
Files per Day	18,646	70,989
Pages per Day	8,337	40,372
Sites per Day	941	1,751
Visits per Day	1,450	2,119
KBytes per Day	888,561	2,742,390

The following table shows the daily statistics for August 2013:

**Daily Statistics for July-August-September 2013**

Day	Hits	Files	Pages	Visits	Sites	Kbytes
1	5577	4969	3643	601	429	369316
2	4972	4365	3547	545	413	360009
3	6978	6196	3139	648	450	403820
4	4567	3958	2972	656	447	303649
5	5003	4230	2737	596	371	325939
6	5128	4700	3354	658	433	362020
7	4580	4126	3295	809	392	337553
8	4992	4508	3118	866	458	387873
9	5906	5344	3879	737	551	396378
10	5138	4475	3322	861	431	385569
11	4846	4311	3775	853	482	355953
12	5177	4570	3314	715	472	445043
13	4659	4268	3662	691	439	382902
14	5858	5442	3683	769	460	408531
15	5347	4356	2879	724	429	321136
16	5202	4609	3091	674	375	321038
17	4900	4482	3614	642	384	351509
18	4243	3748	2378	673	379	316843
19	4289	3864	2729	666	447	356961
20	8411	7872	6431	509	340	550845
21	5805	5135	3879	678	352	456714
22	4892	4324	2892	639	380	355798
23	5299	4707	2584	527	460	371512
24	6181	5398	4377	708	378	428717
25	6551	6123	4676	687	394	437352
26	6770	6182	3821	788	492	453468
27	4923	4368	3091	803	498	395915
28	4418	4011	3137	600	414	338245
29	5402	4832	3731	643	442	389626
30	4829	4271	3154	788	430	387777
31	3212	2932	2196	518	308	241481

**8. CHALLENGES**

- Adequate resources were allocated for the preparation of Showcase Event which was primarily planned for July this year and was postponed twice and ultimately canceled. Due to this the procurement and administration units faced difficulties in getting the bookings the third time when event was planned for later September, 2013.
- Delay in approval of grants has been one of the major challenges faced in the implementation of the project. As a result of this, in certain cases, applicants have expressed their resentment and regret that they had chosen to apply involving hard work on their ends. There is also the possibility that the interest of applicants is marred because of this and the number of applications in upcoming cycles may fall. The project has engaged repeatedly with USAID on conclusion of these matters, particularly low approval rate in Punjab and overall processing time of

approvals from USAID's end. Some grants could not be awarded due to non-availability of incremental funding for the number of recommended grants, the approvals against our recommendations which could not be provided by USAID due to funding constraints.

- Request for modification in the contract as well as budget realignment is still pending and COR is already aware of these issues.
- New cycles could not be announced since February 3, 2013 due to absence of incremental funding to the contract and hence, the project could not make additional grants despite a sizable number of recommendations made to USAID for approval under cycle 4. The Project had to be slowed down for these reasons and a new strategy is being worked out under guidance from USAID about future grant making and associated downstream activities. However, as a result of this, there is less field activity directed towards strengthening public voice and accountability. Several requests have been made to USAID regarding new grant cycle announcement.
- Many projects have closed out (86 in total) or are being close out. As a result, the Project's field activity is reduced substantially and the overall project performance in terms of strengthening voice and public accountability is being affected.
- In certain thematic areas, such as tax sector reforms, very few grants have been awarded and there is no critical mass in these areas. It is therefore difficult to create policy-related impact in such themes. The Project has shared its input on this several times and has proposed that such thematic areas should be repeated to ensure that a greater number of organizations are working on these issues.
- For several of the Project's partner organizations, it was challenging to bring about policy level reforms as well as form successful public-private partnerships due to the government transition in Pakistan. Engagement with legislators was particularly challenging. Relatively shorter duration of projects also becomes an obstacle for advocacy projects, especially because of uncertain political environment.
- The Project has proposed that long-term partnerships with grantees should be formed and at least 24-month long projects awarded in the upcoming year. The Project management believes that one year's time is too short for governance and public accountability projects, especially since the first two to three of months are utilized for office set up, recruitment and other administrative work, while the last one month is designated for closeouts. As a result, the actual Project time is only 8 to 9 months. Policy reforms require time and therefore short term grants are not fruitful. Partner organizations are only able to utilize 8 months in a yearly grant which is not enough. For projects pertaining to policy reforms a grant should have a life span of at least 2 years to ensure that the project field activity continues at regular intervals resulting in a long term impact.

**Appendix I: Province or Region Wise Distribution of Sub-Awardees (As of September 30, 2013)**

	<b>Nation-wide</b>	<b>Punjab</b>	<b>Sindh</b>	<b>Balochistan</b>	<b>KP</b>	<b>FATA</b>	<b>GB</b>	<b>AJ&amp;K</b>	<b>Total</b>
Energy Sector Reforms	3	3	1	0	1	0	1	3	12
Water Rights	0	3	1	0	0	0	0	0	4
Municipal Services	0	1	3	0	3	0	0	0	7
Education Sector Reforms	1	3	1	0	4	0	0	1	10
FCR Reforms	0	0	0	0	0	3	0	0	3
Legislative Governance	0	0	0	1	2	0	1	1	5
Tax Collection	1	1	0	0	0	0	0	0	2
18 <sup>th</sup> Amendment	0	2	1	2	1	0	0	0	6
Local Government	0	1	2	1	0	0	0	0	4
Accountability & Transparency	0	0	4	1	2	0	0	0	7
Higher Female Voter Turnout	0	2	4	8	11	0	0	0	25
Free, Fair and Peaceful Elections	0	13	10	6	13	0	0	0	42
Independent, Free and Responsible Media	1	0	0	0	0	0	0	0	1
<b>Total</b>	<b>6</b>	<b>29</b>	<b>27</b>	<b>19</b>	<b>37</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>128</b>

**Appendix II: Status of region and theme-wise awarded grants and funds (PKR) approved and disbursed – September 30, 2013**

Thematic Areas & Funding			Geographic Devolution of Grants							Total USD	
			Nationwide	Punjab	Sindh	Baluchistan	KP	FATA	GB		AJ&K
<b>Citizen Voice &amp; Public Accountability in Tax Collection Sector</b>	No. of Approved Grants		1	1							2
	Funding Status	Approved	139,491	145,093	-	-	-	-	-	-	284,584
		Disbursed	68,791	86,912	-	-	-	-	-	-	155,703
<b>Advocacy for Effective Implementation of the Frontier Crime Regulations (FCR) Reforms</b>	No. of Approved Grants							3			3
	Funding Status	Approved	-	-	-	-	-	477,146	-	-	477,146
		Disbursed	-	-	-	-	-	235,495	-	-	235,495
<b>Citizens' Voice for Effective Legislative Governance</b>	No. of Approved Grants					1	2		1	1	5
	Funding Status	Approved	-	-	-	162,541	349,699	-	180,515	167,015	859,769
		Disbursed	-	-	-	149,385	238,805	-	91,680	116,369	596,239
<b>Citizens oversight on Municipal Services</b>	No. of Approved Grants			1	3		3				7
	Funding Status	Approved	-	99,962	283,694	-	287,723	-	-	-	671,379
		Disbursed	-	75,317	177,917	-	153,063	-	-	-	406,296
<b>Energy Sector Reforms</b>	No. of Approved Grants		3	3	1		1		1	3	12
	Funding Status	Approved	292,542	266,180	93,094	-	95,760	-	99,853	252,416	1,099,846
		Disbursed	252,990	145,489	61,109	-	77,845	-	55,578	101,583	694,594
<b>Improving Water Rights</b>	No. of Approved Grants			3	1						4
	Funding Status	Approved	-	400,898	137,447	-	-	-	-	-	538,345
		Disbursed	-	369,195	125,499	-	-	-	-	-	494,693
<b>Citizens' Advocacy for Implementation of 18th Amendment</b>	No. of Approved Grants			2	2	1	1				6
	Funding Status	Approved	-	296,040	262,358	90,492	98,573	-	-	-	747,463
		Disbursed	-	122,113	119,181	26,442	-	-	-	-	267,736
<b>Education Sector Reforms</b>	No. of Approved Grants		1	3	1		4			1	10
	Funding Status	Approved	99,574	291,565	85,558	-	327,882	-	-	83,423	888,002
		Disbursed	99,574	268,109	69,869	-	322,583	-	-	83,350	843,485
<b>Citizens' Voice for Transparent and Accountable Mechanism</b>	No. of Approved Grants				3	2	2				7
	Funding Status	Approved	-	-	326,018	200,223	253,204	-	-	-	779,445
		Disbursed	-	-	158,231	105,707	79,571	-	-	-	343,509

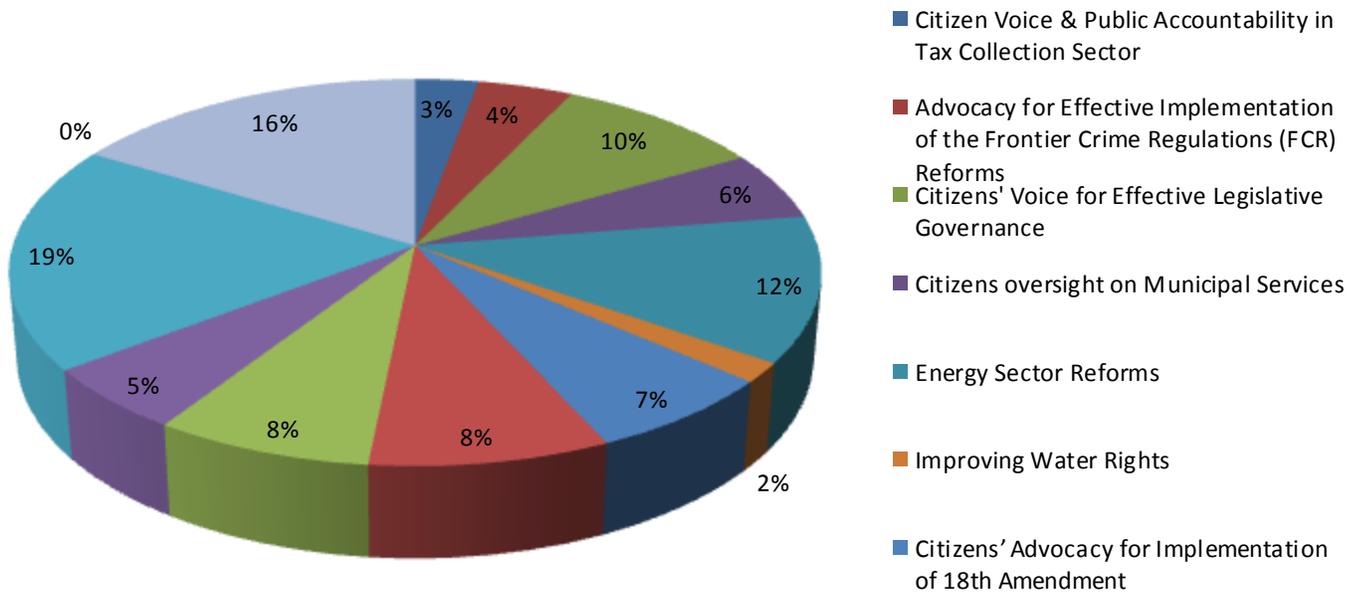
<b>Citizens' Engagement and Accountability for an Effective Local Government System</b>	No. of Approved Grants			1	2	1					4
	Funding Status	Approved	-	139,799	200,564	176,176	-	-	-	-	516,540
		Disbursed	-	21,677	125,166	68,411	-	-	-	-	215,254
<b>Free and fair Elections</b>	No. of Approved Grants			13	10	6	13				42
	Funding Status	Approved	-	265,615	211,888	127,988	265,171	-	-	-	870,662
		Disbursed	-	256,458	200,004	108,554	235,277	-	-	-	800,293
<b>Women Voter Turnout</b>	No. of Approved Grants			2	4	8	11				25
	Funding Status	Approved	-	62,491	112,878	231,772	320,146	-	-	-	727,287
		Disbursed	-	50,702	109,902	220,955	308,872	-	-	-	690,430
<b>Citizen Voice for Independent Free &amp; Responsible Media</b>	No. of Approved Grants		1								1
	Funding Status	Approved	80,000								80,000
		Disbursed	-								-
<b>Total</b>	No. of Approved Grants		6	29	27	19	37	3	2	5	128
	Funding Status	Approved	611,607	1,967,643	1,713,499	989,193	1,998,159	477,146	280,368	502,854	8,540,469
		Disbursed	421,355	1,395,972	1,146,879	679,453	1,416,016	235,495	147,257	301,302	5,743,729

<b>Total Funds Approved (USD)</b>	8,540,469
<b>Total Funds Disbursed (USD)</b>	5,743,729

Appendix III: Thematic Area-Wise Disbursements for the Quarter July - September, 2013

Thematic Area	Grant Amount	Disbursement
Citizen Voice & Public Accountability in Tax Collection Sector	24,189,644	4,159,479
Advocacy for Effective Implementation of the Frontier Crime Regulations (FCR) Reforms	40,557,444	6,302,257
Citizens' Voice for Effective Legislative Governance	73,080,352	13,849,815
Citizens oversight on Municipal Services	57,067,230	8,348,214
Energy Sector Reforms	93,486,887	17,669,325
Improving Water Rights	45,759,344	2,389,060
Citizens' Advocacy for Implementation of 18th Amendment	63,534,349	9,928,081
Education Sector Reforms	75,480,192	12,228,655
Citizens' Voice for Transparent and Accountable Mechanism	66,252,859	11,126,287
Citizens' Engagement and Accountability for an Effective Local Government System	43,905,893	7,857,810
Free and fair Elections	74,006,300	27,461,065
Citizen Voice for Independent Free & Responsible Media	6,800,000	-
Women Voter Turnout	61,819,400	23,773,985

**Thematic Area-wise Disbursements for the Quarter July - September, 2013**



**Appendix IV: Region-Wise Disbursement for the Quarter July - September, 2013**

Description	Nationwide	Punjab	Sindh	Baluchistan	KP	FATA	GB	AJ&K
Approved Funding	51,986,604	167,249,661	145,647,390	84,081,409	169,843,516	40,557,444	23,831,250	42,742,620
Disbursement	6,885,006	26,939,893	30,665,024	27,563,390	34,308,643	6,302,257	2,540,944	9,888,876

