

## Tanzania National Voucher Scheme: Hati Punguzo



Quarterly Report for October – December 2008

Prepared for

The Ministry of Health and Social Welfare, Tanzania  
And  
United States Agency for International Development

By

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**TABLE OF CONTENTS**

<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>1.0 PERFORMANCE INDICATORS.....</b>	<b>2</b>
<b>2.0 SPECIAL EVENTS AND NEW INITIATIVES .....</b>	<b>2</b>
2.1 UNDER FIVE CATCH-UP CAMPAIGN (U5CC) .....	2
2.2 UPGRADED LLIN VOUCHER .....	2
2.3 ANNUAL STAFF RETREAT .....	2
2.4 VISITORS.....	2
<b>3.0 STRATEGY 01: DESIGN AND IMPLEMENT SYSTEMS TO ENSURE EFFECTIVE AND EFFICIENT TRANSFER OF VOUCHERS TO PREGNANT WOMEN AND INFANTS VIA THE RCH CLINICS.....</b>	<b>3</b>
3.1 VOUCHERS PROCURED.....	3
3.2 VOUCHERS ISSUED TO THE DISTRICT MEDICAL OFFICERS .....	3
3.3 REGIONAL LOGISTICS TEAMS IDENTIFIED AND TRAINED.....	4
<b>4.0 STRATEGY 02: DESIGN AND MANAGE VOUCHER REDEMPTION SCHEME.....</b>	<b>4</b>
4.1 SYSTEM DESIGN AND UPKEEP.....	4
4.2 VOUCHER RETURN AND REDEMPTION RATES.....	5
<b>5.0 STRATEGY 03: SET UP SYSTEMS OF FREE DISTRIBUTION OF IRKS TO MOTHERS OF INFANTS AT VACCINATION MILESTONES AT THREE AND NINE MONTHS 7</b>	<b>7</b>
<b>6.0 STRATEGY 04: IDENTIFY, TRAIN, &amp; MONITOR SELECTED RETAIL OUTLETS ELIGIBLE TO RECEIVE VOUCHERS .....</b>	<b>7</b>
6.1 RETAIL OUTLETS IDENTIFIED AND TRAINED IN ALL REGIONS BY REGIONAL TEAMS.....	7
<b>7.0 STRATEGY 05: DESIGN &amp; IMPLEMENT RISK MANAGEMENT SYSTEMS TO MINIMIZE MISUSE &amp; FRAUD .....</b>	<b>9</b>
<b>8.0 ADDITIONAL COMMENTS.....</b>	<b>10</b>
8.1 GPS MAPPING / POWER TRACK .....	10

## **LIST OF ACRONYMS**

<b>DMO</b>	<b>District Medical Officer</b>
<b>GPS</b>	<b>Global Positioning System</b>
<b>IV</b>	<b>Infant Voucher</b>
<b>IRKs</b>	<b>Insecticide Re-treatment Kits</b>
<b>LLIN</b>	<b>Long Lasting Insecticidal Net</b>
<b>MEDA</b>	<b>Mennonite Economic Development Associates</b>
<b>MoHSW</b>	<b>Ministry of Health and Social Welfare</b>
<b>PWV</b>	<b>Pregnant Woman Voucher</b>
<b>PMI</b>	<b>President's Malaria Initiative</b>
<b>RM</b>	<b>Regional Manager</b>
<b>TNVS</b>	<b>Tanzania National Voucher Scheme</b>
<b>U5CC</b>	<b>Under Five Catch-up Campaign</b>
<b>USAID</b>	<b>United States Agency for International Development</b>
<b>ITN</b>	<b>Insecticide Treated Net</b>
<b>GFATM</b>	<b>Global Fund for Aids, Tuberculosis and Malaria</b>

## **Tanzania National Voucher Scheme: Hati Punguzo**

### **EXECUTIVE SUMMARY**

**The Under Five Catch-up Campaign (U5CC):** A one-district pilot took place during the quarter in Mpanda, Rukwa region. 105,538 children under five were registered and 113,680 LLINs were delivered to a total of 150 villages. LLIN issuing took place on 25th-27th October alongside the re-treatment of conventional bed nets. A total of 111,912 LLINs were issued.

**Upgraded LLIN voucher to be rolled-out rapidly:** Discussion and planning for the introduction of the fixed top up voucher continued during the quarter. A tentative plan to rollout LLINs in all 21 regions of Tanzania is still in place but yet to be approved as MEDA waits for a contract from MoHSW. The initial order for the LLIN Voucher that was placed in December did not arrive this quarter, and is expected early next quarter. A leaflet to inform wholesalers and retailers about the new LLINs will be distributed early next quarter.

**Annual Staff Retreat:** This quarter MEDA held its annual staff retreat at the Paradise Holiday Resort in Bagamoyo from 14th -18th December. The event included all MEDA staff from the 21 regions and the head office in Dar es Salaam. The main theme of this year's retreat was "Surviving and Dealing with Change," and many of the activities and sessions focused on upcoming changes to the TNVS and Tanzania's overall malaria strategy.

**The distribution network:** The number of participating ITN outlets on the mainland grew to 6,662 retailers, and the number of wholesalers dropped slightly to 256 from last quarter's 261. These serve a total of 4,375 RCH clinics, representing a retailer-to-clinic ratio of 1.58.

**PWV procurement and distribution:** There was no procurement during the quarter. Over five million PWV have been procured since the program start. In total 203,175 PWV were distributed this quarter, marking a cumulative distribution total of 5,292,554 over the life of the program. The distribution continues under PMI support.

**IV procurement and distribution:** No procurement was done during the quarter. Over two million IV have been procured so far since program start. A total of 149,950 IV were distributed during the quarter; cumulative distribution stands at 2,216,575.

**PWV return and redemption rate:** 172,808 PWV were returned during the quarter, surpassing three million PWV cumulatively. Cumulative stub books collected by the end of the quarter equaled 149,204 books, which is equivalent to 3,730,092 vouchers. The voucher subset returned was 2,783,655, resulting in a cumulative redemption rate of 75%.

**IV return and redemption rate:** The cumulative IV total has grown to 862,190, of which 77,897 were redeemed during the quarter. In total, 32,234 IV stub books (855,850 vouchers) have been returned, of which 530,108 vouchers have been redeemed, resulting in a 62% cumulative redemption rate.

**Collecting GPS coordinates of clinics and retailers continues:** At the end of the quarter, the database had GPS coordinates for 91% of all clinics and 60% of the ITN outlets. Locations and names of the mapped facilities were loaded into the Power Track database, which will enable MEDA to use Power Track as a tool for monitoring operations in the field.

## **1.0 PERFORMANCE INDICATORS**

To be reviewed according to the RCC Round 1 agreement.

## **2.0 SPECIAL EVENTS AND NEW INITIATIVES**

### **2.1 Under Five Catch-up Campaign (U5CC)**

A one-district pilot took place during the quarter in Mpanda, Rukwa region. 105,538 children under five were registered and 113,680 LLINs were delivered to a total of 150 villages. LLIN issuing took place on 25<sup>th</sup>-27<sup>th</sup> October alongside the re-treatment of conventional bednets. A total of 111,912 LLINs were issued.

The following events took place in November: MEDA finalized a set of standard operating procedures and completed the recruitment of seven backstopping field teams (a team consists of a Regional Manager and Driver). A tender for the inspection of the 1,000,000 PMI-funded LLINs was floated and bids were evaluated. The chosen inspector is a Kenyan-based firm called Intertek. The artwork design for packaging LLINs was finalized and packaging was ordered by A to Z Textile Mills. In December, during the annual staff retreat, all staff received a full day training course on the U5CC.

### **2.2 Upgraded LLIN Voucher**

Discussion and planning for the introduction of the fixed top up voucher continued during the quarter. A tentative plan to rollout the LLIN Voucher in all 21 regions at the same time is still in place. The plan has yet to be approved as MEDA continues to wait for a contract from the Ministry of Health and Social Welfare (MoHSW) for the Global Fund to Fight AIDS, Tuberculosis and Malaria (GFATM) Rolling Continuation Channel (RCC) grant.

The initial order for the LLIN Voucher that was placed in September did not arrive this quarter; however, MEDA expects to receive it in full early next quarter.

Also during the quarter, MEDA finalized a leaflet for TNVS retailers and wholesalers to inform them about the new LLIN Voucher. The leaflet will start to be distributed early next quarter.

### **2.3 Annual Staff Retreat**

This quarter MEDA held its annual staff retreat at the Paradise Holiday Resort in Bagamoyo from 14<sup>th</sup> -18<sup>th</sup> December. The event included all MEDA staff from the 21 regions and the head office in Dar es Salaam. The main theme of this year's retreat was "Surviving and Dealing with Change," and many of the activities and sessions focused on upcoming changes to the TNVS and Tanzania's overall malaria strategy. All staff were given an overview of the U5CC and the new LLIN Voucher, both of which are set to start in 2009. Other activities focused on teambuilding and motivating employees for the busy year ahead.

### **2.4 Visitors**

On 5<sup>th</sup> December, a delegation of U.S. Congressmen visited the Mikocheni Dispensary in Dar es Salaam where they were received by MEDA Programme Manager Faith Patrick. The delegation consisted of Congressman Kendrick B. Meek, (Democrat, Florida), Congressman Andre Carson, (Democrat, Indiana) and Congressman Charles W. Boustany Jr., M.D. (Democrat, Louisiana), at the Mikocheni Dispensary, Dar es Salaam.

On 22<sup>nd</sup> December, U.S. Senator Russ Feingold visited the Mikindani Dispensary in Mtwara region. Senator Feingold was escorted by MEDA Regional Manager John Mnamba. The purpose of the visit was for Senator Feingold to get a clear picture on how the TNVS program works.

### 3.0 STRATEGY 01: DESIGN AND IMPLEMENT SYSTEMS TO ENSURE EFFECTIVE AND EFFICIENT TRANSFER OF VOUCHERS TO PREGNANT WOMEN AND INFANTS VIA THE RCH CLINICS

#### 3.1 Vouchers Procured

##### **Pregnant Woman Voucher (PWV) procured:**

No procurement was done during the quarter. The next order placed was for the fixed top up LLIN vouchers, which are expected to arrive early next quarter.

##### **Infant Voucher (IV) procured:**

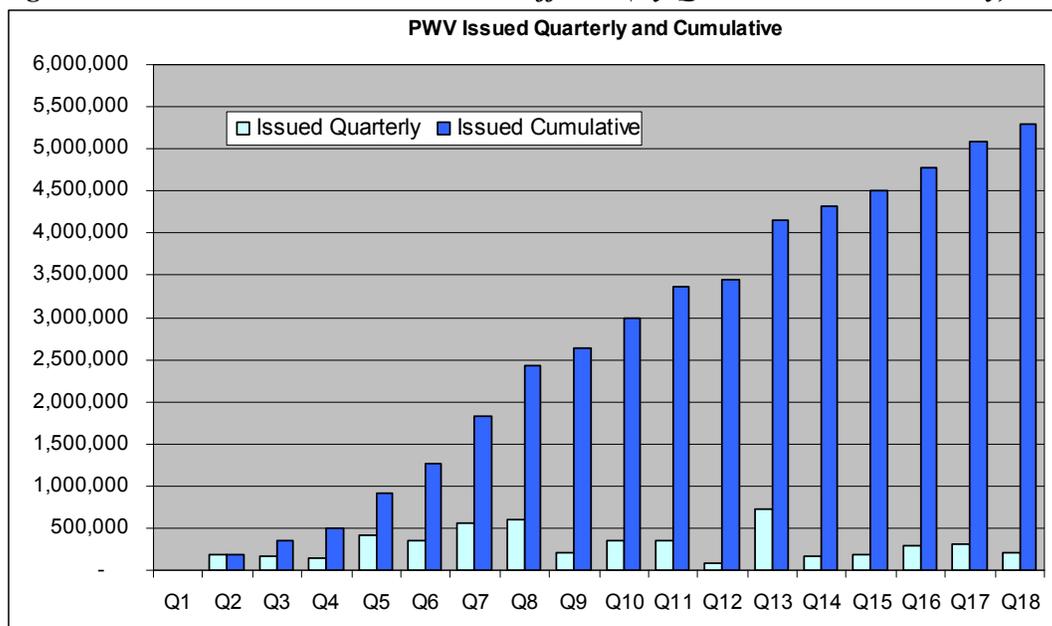
There was no procurement during the quarter. Total IV procured since program start to the end of this quarter still stood at 2,375,000 IV. As with the PWV, the next order is for the fixed top up LLIN voucher; this was also done during the quarter and is expected to arrive early next quarter.

#### 3.2 Vouchers Issued to the District Medical Officers

The shift from maintaining a six-month stock at the DMO's storeroom to a three-month supply has now been in place for over four quarters. In the effort to make sure that stock outs do not occur at the DMO store, MEDA is currently developing an alert system that will inform its field team whenever a district does not submit an expected voucher order. The system will utilize the PWV and IV requests that have been sent in from the districts to generate alerts whenever a district has exceeded three months without placing a voucher request.

##### **Pregnant Woman Voucher (PWV) issued:**

**Figure 1: PWV issued to District Medical Officers (By Quarter and Cumulatively)**



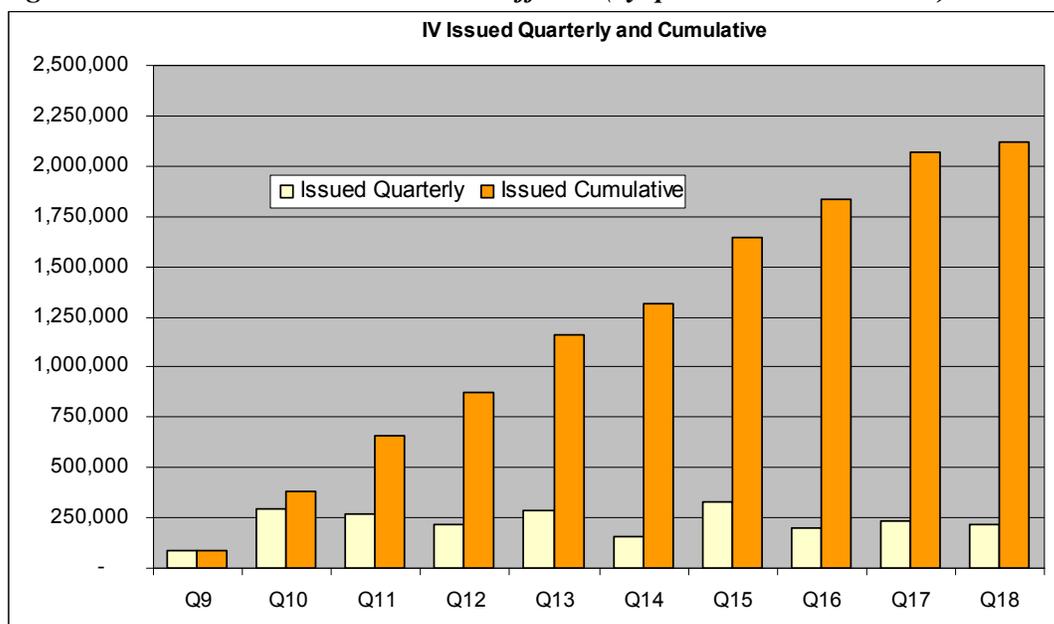
The distribution this quarter continued under PMI support. In total, 203,175 PWV were issued: 75,025 in October, 83,025 in November, and 45,125 in December. Also, a total of 937 vouchers of the old value (TSh 2,750) were returned in November. Total PWV distribution to the field now

stands at 5,292,554, of which 3,437,679 were distributed under GFATM support and 1,854,875 under PMI support. [Figure 1](#) shows the actual number of vouchers distributed cumulatively and per quarter.

**Infant Voucher (IV) issued:**

A total of 149,950 IV were distributed this quarter: 55,950 in October, 50,850 in November and 43,150 in December. By the end of the quarter, the total number of IV distributed cumulatively stood at 2,216,575. [Figure 2](#) illustrates the number of IVs delivered to DMOs over the last ten quarters.

**Figure 2: IVs issued to District Medical Officers (by quarter and cumulative)**



**3.3 Regional Logistics Teams Identified and Trained**

Twelve new staff (five RMs, five drivers, a finance manager and a team leader) joined the MEDA team during the quarter. Five RMs and five drivers were recruited in October. A new Finance Manager was hired in November and a Team Leader for M&E/VTS was hired in December. Some of the RMs and drivers will be assigned to specific regions while others will focus solely on U5CC activities. All the new staff received proper training and they are ready to take on their new responsibilities.

While the team continues to grow, one other staff left MEDA for other excellent opportunities. Ombeni Mwerinde, the Team Leader for Monitoring & Evaluation, IT and Voucher Tracking left in December to take an IT position with the Global Fund in Geneva, Switzerland.

**4.0 STRATEGY 02: DESIGN AND MANAGE VOUCHER REDEMPTION SCHEME**

**4.1 System Design and Upkeep**

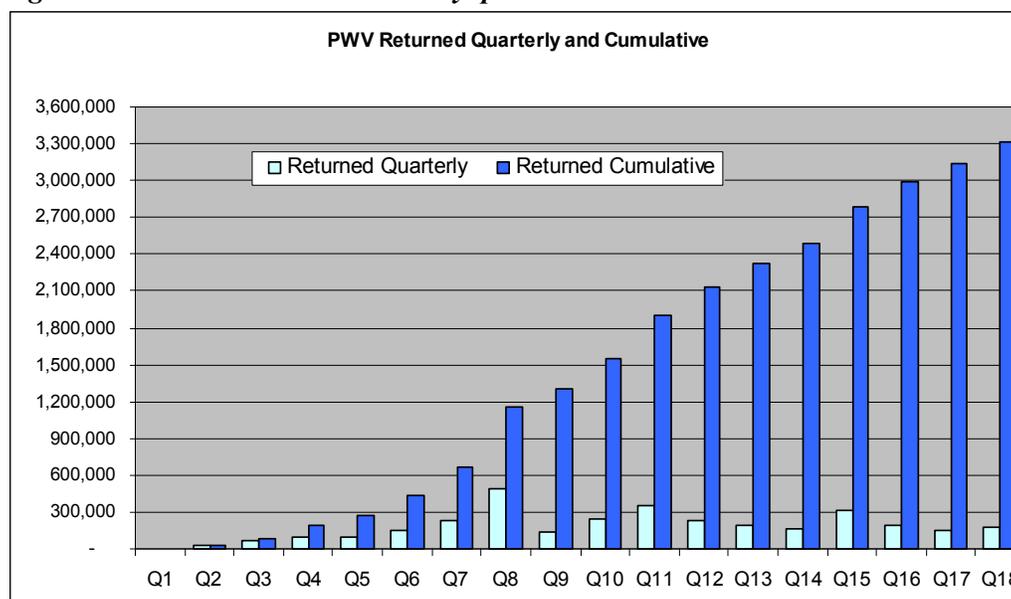
Preparation for upgrading the database to make it ready for the LLIN vouchers has begun. Two more database tables will be designed to hold the new LLIN Vouchers for PW and LLIN Vouchers for infants (identified by serial number only), which are to be rolled out early next quarter.

## 4.2 Voucher Return and Redemption Rates

### Pregnant Women Voucher (PWV) returned

Total vouchers returned during the quarter were 172,808: 81,816 in October, 60,464 in November and 33,465 in December. The average monthly return this quarter rose slightly to 57,603 compared to last quarter's average of 50,677. The cumulative return since program inception is 3,308,815 vouchers (673,603 funded through PMI) by the end of the quarter. [Figure 3](#) shows quarterly and cumulative PWV redemption.

**Figure 3: PWV returned to MEDA by quarter and cumulative**

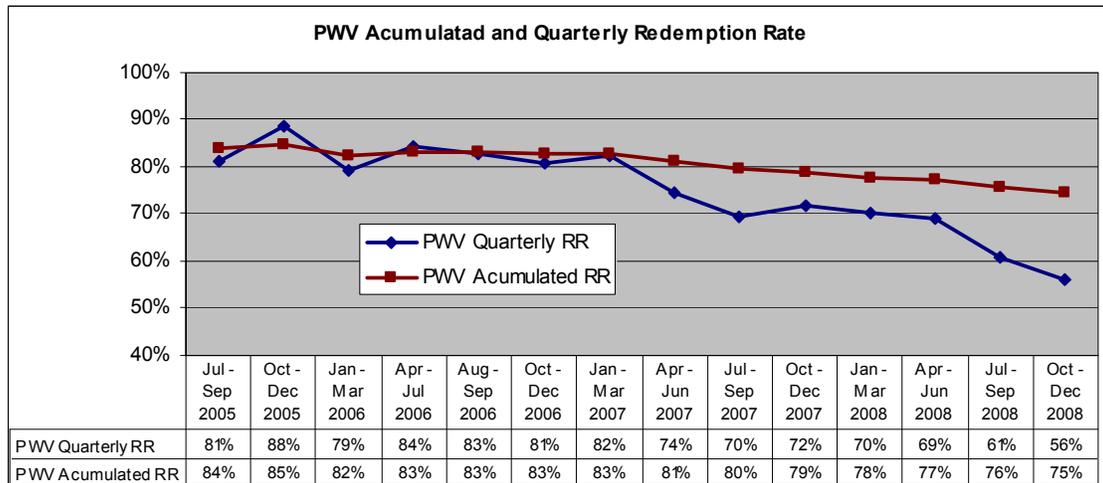


### Pregnant Women Voucher (PWV) redemption rate

By the end of the quarter, 149,204 PWV stub books had been returned to MEDA from the DMOs, representing a total number of 3,730,092 vouchers. Of this, a sub-set of 2,783,655 vouchers were redeemed, making the effective accumulated redemption rate this quarter equal to 75%. This represents a drop of 1% from the redemption rate in the previous quarter. A total 525,160 of vouchers received have not been included in the calculation of the redemption rate because their respective stub books are still in the field.

The numbers of PWV stubs returned during the quarter were 9,336, equivalent to 233,392 vouchers. The voucher subset returned was 130,471, resulting in a redemption rate for this quarter of 56%. [Figure 4](#) shows the comparison of both accumulated redemption rate at the end of the quarters and redemption rates for each quarter.

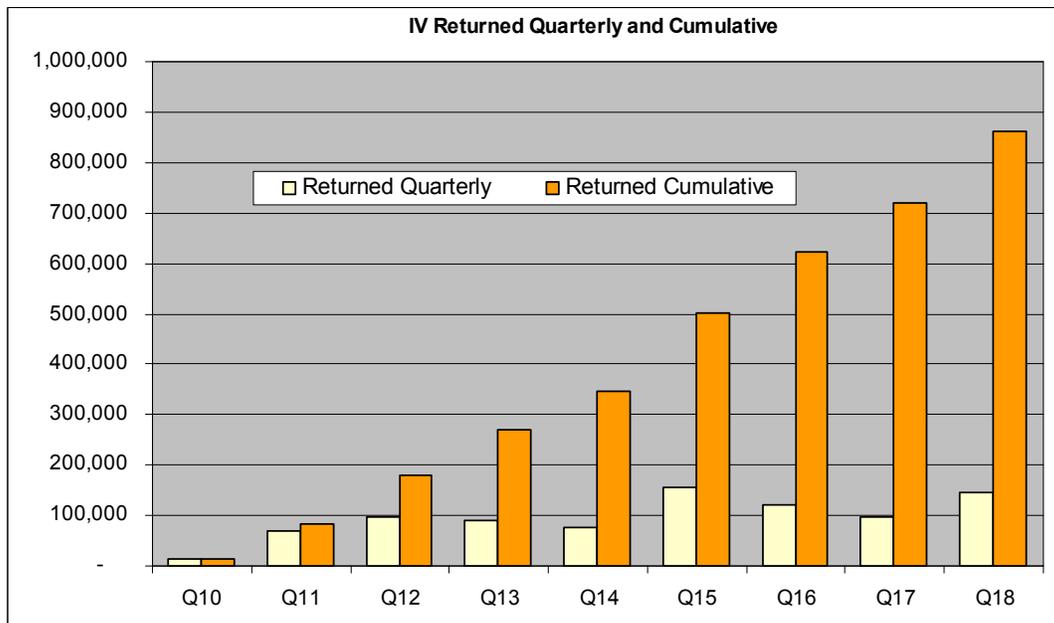
**Figure 4: PWV Discrete Quarter Redemption Rates and Accumulated Redemption Rate at the end of the Quarter**



**Infant Voucher (IV) returned**

Total infant vouchers returned during the quarter were 144,133: 53,102 in October, 36,969 in November and 54,062 in December. The average monthly return this quarter was 48,044, representing a rise of about 16,092 vouchers per month when compared to an average of 31,952 returned last quarter. The cumulative total returned since program inception stands at 862,190 IV. Figure 5 shows the number of Infant vouchers returned per quarter and cumulative.

**Figure 5: IV returned to MEDA by quarter and cumulative**

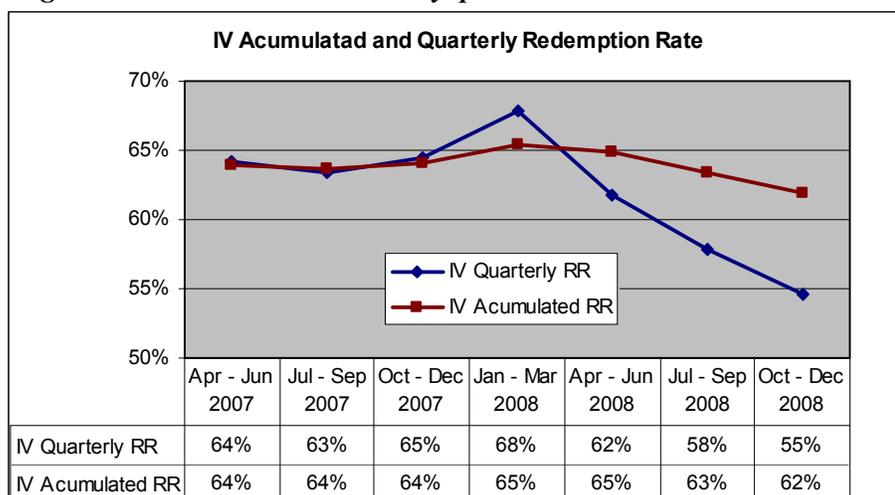


**Infant Voucher (IV) redemption rate**

By the end of the reporting period, 34,234 IV stub books representing a total of 855,850 vouchers were received. The voucher redeemed subset equaled 530,108, resulting in an effective accumulated redemption rate of 62%, a drop of 1% from last quarter. The total number of vouchers returned but excluded from the calculation due to outstanding stub books is 295,027.

The number of IV stubs books collected this quarter equaled 5,712, equal to 142,800 vouchers, of which 77,897 had been redeemed. The resulting redemption rate in this quarter was 55%. [Figure 6](#) shows the comparison between accumulated redemption rates at the end of the quarter with the redemption rates within each quarter.

**Figure 6: IV returned to MEDA by quarter and cumulative**



## 5.0 STRATEGY 03: SET UP SYSTEMS OF FREE DISTRIBUTION OF IRKS TO MOTHERS OF INFANTS AT VACCINATION MILESTONES AT THREE AND NINE MONTHS

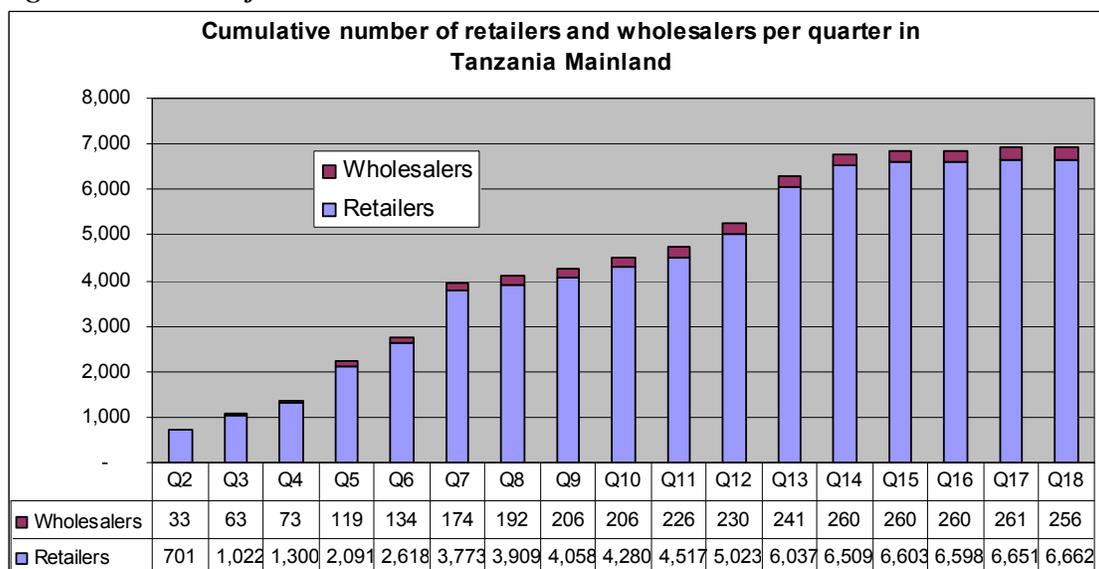
Inactive. According to a determination from the Global Fund, this strategy will not be funded. We have therefore removed it from quarterly reports.

## 6.0 STRATEGY 04: IDENTIFY, TRAIN, & MONITOR SELECTED RETAIL OUTLETS ELIGIBLE TO RECEIVE VOUCHERS

### 6.1 Retail Outlets Identified and Trained In All Regions by Regional Teams

The number of retail outlets grew from 6,659 to 6,662, a slight increase of three retailers. The number of wholesalers decreased slightly from 261 to 256. [Figure 7](#) depicts the overall growth of private sector participants in the TNVS since the inception of the project.

**Figure 7: Number of Retailers and Wholesalers**



MEDA also records the number of retailers and wholesalers per region and district. [Table 1](#) indicates the number of retailers and wholesalers registered in the program in each region of mainland Tanzania at the end of the quarter.

**Table 1: Total Numbers of Retailers and Wholesalers as of December 31, 2008**

Region	Total Retailers	Total Wholesalers
Arusha	198	11
Dar es Salaam	274	7
Dodoma	378	10
Iringa	299	8
Kagera	344	16
Kigoma	260	9
Kilimanjaro	322	17
Lindi	232	13
Manyara	171	7
Mara	383	14
Mbeya	417	22
Morogoro	408	16
Mtwara	219	11
Mwanza	448	18
Pwani	296	10
Rukwa	247	8
Ruvuma	369	8
Shinyanga	519	18
Singida	226	5
Tabora	349	14
Tanga	303	14
<b>Total in mainland</b>	<b>6,662</b>	<b>256</b>

## **7.0 STRATEGY 05: DESIGN & IMPLEMENT RISK MANAGEMENT SYSTEMS TO MINIMIZE MISUSE & FRAUD**

The Fraud and Investigation Unit continues to be active. On a regular basis, the Unit performs a random review of vouchers submitted by the ITN suppliers and compiles a report on any suspicious vouchers. The report is then sent to the MEDA field team for follow up at the clinics, retailers and wholesalers to ensure that such vouchers went through proper channels. The exercise is done as a part of MEDA's effort to mitigate voucher theft and misuse.

On 6th October 2008, the DMO's office in Kiteto District, Manyara Region called our RM, and our RM in turn called us, to report the theft of 92 Infant Voucher books containing 2,300 vouchers and valued at TSh 7,475,000 (seven million four hundred seventy five shillings). This was a particularly bold case of theft in that the 92 books had just been sent out from MEDA headquarters on 22<sup>nd</sup> September and were delivered by our RM to the DMO on 27 September. Within five working days (September 29 to October 3) all 92 books were stolen from the DMO's office.

On that Monday, October 6<sup>th</sup>, MEDA took three actions: The RM reported the theft to police in Kiteto and was assigned a reference number K.I.B R.B1014.2008. MEDA's VTS team immediately blocked the 2,300 voucher serial number from these 92 books in its database. In addition, we issued a communication to all stakeholders (ITN manufacturers, wholesaler, retailers, & DMOs) first by telephone and then by a memo issued that day informing them to be watchful for the vouchers. (**Annex 1** - A copy of that memo accompanies this quarterly report.)

Despite those efforts, all 2,300 vouchers were presented by three separate wholesalers for redemption by Friday, October 10. It is apparent that those stealing the vouchers traveled immediately to Dar es Salaam and "fenced" the vouchers at known wholesalers.

MEDA called a series of meetings with the wholesalers and audited their redemption processes with visits to their shops in Dar es Salaam. We have instituted a series of steps in the redemption process designed to identify stolen vouchers when they are brought in to be exchanged for more nets. Although the wholesalers deny the ability to screen vouchers at the time of redemption, MEDA has made it clear that the liability is theirs. We have worked with them to develop techniques that they can easily employ to screen the vouchers. And we have reviewed our own internal IT and communications processes to make necessary revisions.

In the end, due to the speed with which the perpetrators of the theft acted, MEDA was unable to avoid paying the three wholesalers for the vouchers. At the same time, we have now installed controls at each of the wholesalers that put the onus for detecting stolen vouchers with them and not solely on MEDA's technology. These are permanent changes to the redemption process, and allow MEDA to deny payment for such vouchers in the future.

To date, police have not apprehended the perpetrators. Given the proximity of time of the issuance of the vouchers, their theft up country and their swift redemption ("fencing") at Dar wholesalers, MEDA has a large body of evidence that could be used in pursuing this case. MEDA would like to see charges brought against those involved in this theft. MEDA is willing to work with and assist law enforcement and the MoHSW in any way necessary, and believe that we have valuable information that can be used in a police case.

Secondly, given both the speed and boldness of this voucher theft, it is clear that it was perpetrated by people familiar with the voucher system. MEDA strongly recommends that the Ministry of Health write a letter to all RMOs, DMOs, DEDs and other stakeholders reminding them that the misuse of vouchers is a criminal offense and will not be tolerated.

## 8.0 ADDITIONAL COMMENTS

### 8.1 GPS Mapping / Power Track

#### GPS Program

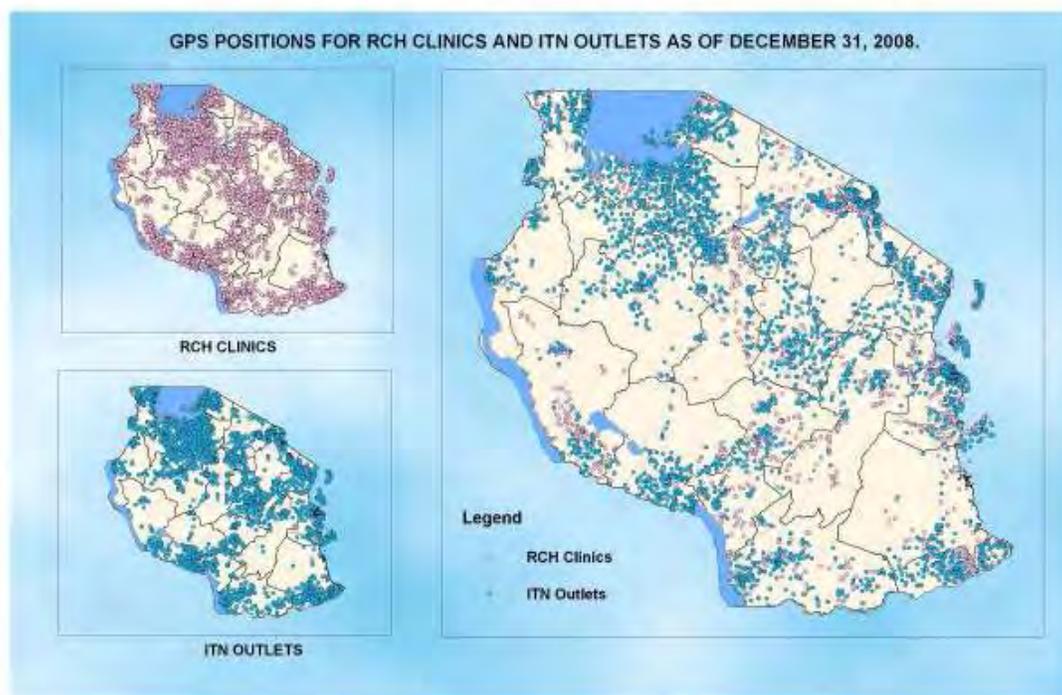
The exercise to collect GPS coordinates for program stakeholders continued in all 21 regions. An additional 1,491 coordinates (406 clinics and 1,085 retail outlets) were collected and added to MEDA's database. By the end of the quarter MEDA had collected waypoints for 3,998 of 4,375 (91%) clinics currently in the program. Mapping of TNVS retail outlets stood at 4,076 out of a total 6,662 (60%). The combined percentage for GPS mapping stood at 71%. Figure 8 below depicts a map of clinics and retailers for which we have GPS coordinates.

#### Power Track

The initiative to utilize Power Track as a tool for operations slowed during the quarter. The delay was partially a result of preparations for the staff retreat. Additionally, several vehicles stopped showing position updates in the software application. MEDA has already contacted Warrior Security in hopes of resolving the updating issue as soon as possible. Efforts to better utilize Power Track will start up again next quarter and be part of a larger effort to improve operations as a whole.

MEDA acquired three new vehicles during the quarter, all of which have been fitted with Power Track and sent to the field. This brings the total number of MEDA vehicles with Power Track to 14. By increasing the number of vehicles with Power Track, MEDA will boost its efforts to collect GPS coordinates, improve overall safety and increase its ability to verify work plans and reports.

*Figure 8: GPS coordinates at end of quarter*



**Table 2: Performance Indicators**

Milestones and Results		4th Quarter 2007-Q14	1st Quarter 2008-Q15	2nd Quarter 2008-Q16	3rd Quarter 2008-Q17	4 <sup>th</sup> Quarter 2008-Q18
<b>Strategy 1: Design and implement systems to ensure effective and efficient transfer of vouchers</b>						
1.1	<b>Vouchers Procured</b>	<b>PWV available for distribution</b>				
	<i>Results</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>
1.2a	<b>Regional logistics teams identified and trained to manage distribution of vouchers/IRKs</b>	<b>21 PWV regions operational</b>				
	<i>Results</i>	<i>21 PWV regions operational</i>				
1.2b	<b>IV training and prep</b>	<b>IV retailers and wholesalers trained and registered in 15 regions</b>	<b>IV retailers and wholesalers trained and registered in 15 regions</b>	<b>IV retailers and wholesalers trained and registered in 15 regions</b>	<b>IV retailers and wholesalers trained and registered in 21 regions</b>	<b>IV retailers and wholesalers trained and registered in 21 regions</b>
	<i>Results</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>
1.3a	<b>Vouchers Distributed (Targets) PWV</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>
	<i>Results PWV</i>	<i>4,315,600</i>	<i>4,497,025</i>	<i>4,783,575</i>	<i>5,090,316</i>	<i>5,292,554</i>
1.3b	<b>Vouchers Distributed (Targets) IV</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>
	<i>Results IV</i>	<i>1,311,350</i>	<i>1,640,375</i>	<i>1,836,775</i>	<i>2,066,625</i>	<i>2,122,575</i>

Milestones and Results		4th Quarter 2007-Q14	1st Quarter 2008-Q15	2nd Quarter 2008-Q16	3rd Quarter 2008-Q17	4 <sup>th</sup> Quarter 2008-Q18
<b>Strategy 2: Set up systems for the free distribution of IRK to mothers/caretakers of infants</b>						
2.1	<b>Insecticide Re-treatment Kits procured</b>	N/A	N/A	N/A	N/A	N/A
	<i>Results</i>	<i>No activity</i>	<i>No activity</i>	<i>No activity</i>	<i>No activity</i>	<i>No activity</i>
2.2	<b>Number of RCH facilities distributing IRKs to mothers/caretakers of infants</b>	N/A	N/A	N/A	N/A	N/A
	<i>Results</i>	<i>21 regions</i>	<i>21 regions</i>	<i>21 regions</i>	<i>21 regions</i>	<i>21 regions</i>
2.3	<b>Number of IRKs distributed (Target)</b>	N/A	N/A	N/A	N/A	N/A
	<i>Results</i>	-	-	-	-	-
<b>Strategy 3: Identify, train and monitor selected retail outlets eligible to receive vouchers</b>						
3.1a	<b>Retailers Accepting Vouchers (Target) PWV</b>	-	-	-	-	-
	<i>Results PWV</i>	21 regions operating involving 6,509 retailers and 260 wholesalers	21 regions operating involving 6,543 retailers and 260 wholesalers	21 regions operating involving 6,596 retailers and 260 wholesalers	21 regions operating 6,659 Retailers and 261 wholesalers	21 regions operating 6,662 Retailers and 256 Wholesalers
3.1b	<b>Retailers Accepting Vouchers (Target) IV</b>	-	-	-	-	-
	<i>Results IV</i>	15 regions: Retailers 4,880 and 195 wholesalers	21 regions: Retailers 6,543 and 260 wholesalers	21 regions operating involving 6,596 retailers and 260 wholesalers	6,659 Retailers and 261 wholesalers	6,662 Retailers and 256 Wholesalers

Milestones and Results		4th Quarter 2007-Q14	1st Quarter 2008-Q15	2nd Quarter 2008-Q16	3 <sup>rd</sup> Quarter 2008-Q17	4 <sup>th</sup> Quarter 2008-Q18
<b>Strategy 4: Design and manage voucher redemption system</b>						
4.1	<b>System Design</b>	<b>Design PWV and IV Redemption System</b>				
	<i>Results</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>
4.2a	<b>Redemption Rate (Target) PWV</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>Tbd</b>	<b>Tbd</b>
	<i>Results PWV</i>	<i>79%</i>	<i>78%</i>	<i>77%</i>	<i>76%</i>	<i>75%</i>
4.2b	<b>Redemption Rate (Target) IV</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<i>Results IV</i>	<i>64%</i>	<i>65%</i>	<i>65%</i>	<i>63%</i>	<i>62%</i>
4.3a	<b>Vouchers Redeemed PWV (Targets)</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>
	<i>Results PWV</i>	<i>2,481,185</i>	<i>2,787,747</i>	<i>2,983,977</i>	<i>3,136,007</i>	<i>3,308,815</i>
4.3b	<b>Vouchers Redeemed IV (Targets)</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>	<b>Tbd</b>
	<i>Results IV</i>	<i>345,951</i>	<i>501,677</i>	<i>622,200</i>	<i>718,057</i>	<i>862,190</i>
<b>Strategy 5: Design and implement risk management systems to minimize misuse and fraud</b>						
5.1	<b>Risk Management System Development</b>	<b>Record keeping system to document movement of PWVs and IVs developed/integrated</b>	<b>Record keeping system to document movement of PWVs and IVs developed/integrated</b>	<b>Record keeping system to document movement of PWVs and IVs developed/integrated</b>	<b>Record keeping system to document movement of PWVs and IVs developed/integrated</b>	<b>Record keeping system to document movement of PWVs and IVs developed/integrated</b>
	<i>Results</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>	<i>Completed</i>



Economic Development Associates

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6<sup>th</sup> October 2008

To: TNVS Stakeholders (RMOs, DMOs, DEDs, RCH staffs, approved Wholesalers & Retailers)

Dear TNVS Stakeholders

### Voucher Theft

On 5<sup>th</sup> October 2008, today, ninety two (92) HP books were stolen from the DMO's office in **Kiteto** district, Manyara region. This is a total of two thousand three hundred vouchers (2,300) with cumulative value of **seven million, four hundred seventy five thousand shillings (7,475,000/-)**.

MEDA, as the logistics contractor for TNVS, is informing all stakeholders to be on the lookout for any of these stolen vouchers (a list of stolen voucher is included at the end of this letter). **All interested stakeholders – retailers, wholesalers, clinic staff and District Medical staff, should be advised that MEDA will not make any payment of these stolen vouchers.** Prior to redeeming any vouchers it is requested that all stakeholders do the following:

#### Retailers

- Voucher recipients must present their ID cards
- Check and verify all vouchers numbers. **Please Do Not Accept These Vouchers. THEY WILL NOT BE REDEEMED**
- Do not redeem any vouchers received from ineligible recipients

#### Wholesaler

- Retailer must present their ID cards
- Do not accept any vouchers with these numbers. **Please Do Not Accept These Vouchers; THEY WOULD NOT BE REDEEMED**
- Do not accept vouchers from retailers not registered in the HP program.

In the event voucher misuse or theft is identified, please report any and all cases to the local authorities and inform the MEDA Regional Manager. You may call MEDA's voucher hotline by dialing **0786 41 81 03** or **0753 63 14 92**.

Thanks you for your continued cooperation and collaboration in all TNVS activities. If you have any questions please contact MEDA Regional Manager in your area, or call MEDA voucher hotline numbers.

Stolen vouchers books	Serial no. of the vouchers
33082016 - 33082107	32050376 - 32052675
Books Total <b>92</b>	Vouchers Total <b>2,300</b>

**Faith Patrick**  
 Program Manager

CC: MEDA, Country Manager  
 Accounts Department, All MEDA staff



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6<sup>th</sup> October 2008

**Kwa: Wadau wote wa Programu ya Hati Punguzo (RMOs, DMOs, DEDs, RCH staffs, wauzaji wa Rejareja na wauzaji wa Jumla wa vyandarua walioteuliwa)**

**Ndugu Wadau**

## **WIZI WA HATI PUNGUZO**

Tarhe sita mwezi wa Oktoba, 2008 vitabu tisini na mbili (92) vya Hati Punguzo vili biwa kutoka ofisi ya mtunza stoo ya Mganga Mkuu wa Wilaya ya Kiteto, mkoa wa Manyara. Jumla ya Hati Punguzo elfu mbili na mia tatu (2,300), zenye thamani ya shilingi milioni saba, laki nne sabini na tano elfu tu (Tshs 7,475,000), zimebiwa.

MEDA kama msimamizi wa usambazaji, upatikanaji na ufuatilaji wa Hati Punguzo aliyeteuliwa na serikali kusimamia mpango huu, ina wajibu wa kuwajulisha wadau wote juu ya upotevu huu. Vile vile tunashauri muwe makini sana juu ya hati hizi (namba za hati zilizoibiwa wakati zitakapowasilishwa kwa ajili ya malipo, hivyo kama mdau unashauriwa kufanya yafuatayo kabla ya kupokea hati hizo (na zozote zingine):

### **Wauzaji wa rejareja:**

- Kuhakikisha Hati Punguzo inaambanana na kadi ya Kliniki.
- Kukagua namba za Hati Punguzo kila mara zinapowakilishwa dukani kwako (uweze kuzigundua zile zilizoibiwa). **Tafadhali usipokee hati hizi, HAZITALIPWA.**
- Kutokupokea / kubadilisha Hati Punguzo kutoka kwa mtu yeyote asiyekuwa mdau wa mradi huu.

### **Wauzaji wa Jumla:**

- Kuhakikisha wauzaji wote wa rejareja wanaambanisha vitambulisho vya kila mara kabla ya kubadilisha Hati Punguzo na vyandarua
- Kukagua namba ya Hati Punguzo kila mara zinapowakilishwa dukani kwako (uweze kuzigundua zile zilizoibiwa) **Tafadhali usipokee hati hizi, HAZITALIPWA.**
- Kutokubali kupokea Hati Punguzo kwa mtu yeyote asiyekuwa mdau wa mradi huu. Vochazitakazopokelewa kutoka fungu hili hazitalipwa.

Unashauriwa kutoa taarifa haraka iwezekanavyo katika kituo cha Polisi au utawala wa serikali ulio karibu na wewe mara ujapo mtu au mahali zilipo Hati Punguzo hizi za wizi, pia unaweza kutoa taarifa juu ya upotevu huu kwa meneja wa MEDA wa mkoa au kupiga simu **0786 41 81 03/ 0753 63 14 92 MEDA Dar es salaam kwa msaada zaidi**

**Ni matarajio yetu kuwa tutaendelea kushirikiana katika mpango huu wa Hati Punguzo**

<b>stolen vouchers books/ vitabu vya vocha zilizoibiwa</b>	<b>Serial no. of the vouchers/ Namba za vocha</b>
33082016 - 33082107	32050376 - 32052675
Books Total/idadi ya vitabu <b>92</b>	Vouchers Total/idadi ya vocha <b>2,300</b>

**Faith Patrick**

Meneja Mradi

Nakala: Meneja wa Mkoa na Wafanyakazi wote, - MEDA Tanzania