

Enabel 



RESULTS REPORT 2018

**SUPPORT TO RESPONSIVE AND
ACCOUNTABLE LOCAL GOVERNANCE
IN KON TUM PROVINCE
VIE 1505111**

1.2 Budget execution in 2018

All amounts in Euro

Budget code	Budget	Balance at end 2017	Disbursement (Belgian funds)				Total of 2018	Cumulative disbursement fraction of 2018
			Q1	Q2				
Total	555,000	27,405.46	-	18,920.85	43%	43%	43%	43%
A01	80,000	4,073.82	0	1,042.53	57%	57%	57%	57%
A02	95,000	4,738.45	0	17,878.32	77%	77%	77%	77%
A03	120,000	4,509.45	0		37%	37%	37%	37%
A04	200,000	11,975.03	0		28%	28%	28%	28%
A05	60,000	2,108.71	0		27%	27%	27%	27%
X	8,000	-	0	-	0%	0%	0%	0%
Z	437,000	81,525.61	16461.51	55430.40	49%	49%	49%	49%

1.3 Self-assessment of performance

1.3.1 Relevance

	Performance
Relevance	A

As at commencement, the project remains consistent with the priorities of Vietnamese government. The project design is based on a thorough analysis of the national and specific provincial context with regard to state-citizen interactions at policy and operational level. In that perspective, to deliver effective public administration reform as a means of improving social, economic and administrative service delivery and increasing citizens' satisfaction with government performance is a priority for political leadership at all levels. More transparent, accountable and responsive local governance is seen as a necessary condition for the successful implementation of the National SEDS (2011-2020). This requires on-going, two-way, government-citizen dialogue so that areas of performance shortfall can be identified and addressed and the adequacy of policies can be critically assessed and refined as necessary.

The basic function of the PMU is to provide technical support to implementation at the provincial level and transfer these messages and outputs for promotion and replication at the national level. The intervention logic therefore remains valid because the issues being addressed in the provinces are highly relevant to national level policies and the kinds of issues which Vietnam continuously makes efforts to improve in local government performance and service delivery

1.3.2 Effectiveness

	Performance
Effectiveness	B

The project Outcome relates to strengthened capacity in increasing citizens' feedback and engagement on policies and local government performance at all levels; and increasing local government capacities, at all levels, to access, analyse and utilize citizen feedback. In 2018 the PMU of the project has maintained a very proactive role in providing technical leadership and direction for the stakeholders and involved task forces.

The theory of change for this project is that to contribute to the improvement of local government. So the PMU has supported the partners of the project to evaluate the activities and to improve through the various activities being implemented in the province and to link together well in a coherent way so that the lessons learned are well-captured and can be communicated broadly. With support of the PMU, the partners can understand the indicators of the project, make plans to link results with participating partners. The changes don't come from outside but start from the community.

Depending on the response of partners and their aspirations, the RALG project developed a more integrated knowledge management programme to be implemented in 2018, 2019

During first six months of 2018 the PMU supported activities to accelerate the programme and make up for earlier delays. This includes support for acceleration in the program of investments, quarterly coordination meetings with the working group and task forces and the PSC and the preparation of Terms of Reference and implementation plans on activities as well as financial management and monitoring and evaluation (M&E).

1.3.3 Efficiency

	Performance
Efficiency	B

During 2018 continued improvements in the management and coordination of inputs (particularly the human resource inputs) have greatly enhanced the implementation capacity at the PMU. The PMU has own staff and staff delegated from DoHA and works in an integrated manner with the various divisions of DoHA. The more pro-active approach adopted by the PMU has resulted in improved communication and coordination with the provincial working group and district task forces and the more efficient provision of technical advice. This is evident not only in the number of specific examples of advice or support provided but also in the quality of this advice. This has led to an acceleration in the 'No Objection' process as well as the confidence to enhance project planning for 2018 and beyond.

1.3.4 Potential sustainability

	Performance
Potential sustainability	B

Success on sustainability will be achieved if the capacity building opportunities and demonstration value of the province-led activities are realized. The potential for sustainability therefore remains quite high. Before, when talking about PAR, every person said the activity belonged to the local government not VFF, mass organizations and PCcs. After they participated in the project activities, all people have understood that all levels and entities need to change in order to achieve increased citizens' satisfaction.

VWU have participated to support and develop communication materials, while VFF with support from the PMU were developing the handbooks for PIB and CISB and conflict resolution and for dialogues. The Provincial portal and Department of Information and Communications were leading the application of information & communication technologies (ICT) to collect, analyse and utilize citizens' feedback...DoHA, DPI and other partners were supported to improve their efforts to harmonize the SEDP with PAR...

1.4 Conclusions

Overview

Since the PSC Meeting on October 3, 2017 and the inception workshop of the project on October 25, 2017, all five components of the project's activities have been implemented. Nineteen workshops

related to 5 of the project's results, forty nine trainings and two study tours have been carried out, 16 new measures for communication and public administration reform are being developed in cooperation with VFF and mass organizations. Key achievements included continued high-quality and timely technical support from the PMU to the partners and stakeholders.

Workshops and trainings on improving the capacity were carried out based on the engagement methodology. The participants-centered approach was used to motivate the participants such as group discussion, "fish bowl", minor dramas, games, television casts, which are used for analysis and group discussion as well as problem solving and sharing experience between the participants. Enhancing the practice, group work and brainstormings were applied in the workshops and trainings. Thanks to the active and inclusive methodology, participants were motivated and actively shared and exchanged experience as well as new solutions to be performed in order to further raise the effectiveness of the project. The Project engaged local experienced staff to participate in the sharing and guiding for the grassroots officers with the direct consultancy from project experts. These staff shall maintain the project's activities when the project closes, which makes the project sustainable. The changes will bring many benefits for citizens.



Project Framework

The project's logical framework as set out in the Technical and Financial File (TFF) remains valid and relevant, and it has been amended and indicators were refined as a result of the baseline report. As an on-going process, activities are reviewed on a quarterly basis and amended accordingly.

At the institutional level, coordination between the ENABEL and the PMU have developed well into a smooth process of strategic and day-to-day coordination. Completion of the Project Operation Manual (POM), baseline documents and the M&E framework greatly contributed to a clearer understanding of organizational relationships and ensured better structure for implementation.

Disbursement

From the Project start until the end of Q4 2018, the Project executed 448,557.42.09 EUR or 45% of its €1,000,000 total budget. Per modality the subtotals for 'COGESTION' and for 'REGIE' for the same period count with a total execution rate of 44% and 46% respectively.

National execution official	Enabel execution official
 <p data-bbox="274 1563 431 1635">Le Viet Nam Director PMU</p>	

2 Results Monitoring

2.1 Evolution of the context

2.1.1 General context

During 2018, the response to Public Administration Reform remained one of the top priorities in Kon Tum province and Vietnam. As a policy instrument to support the achievement of the larger Sustainable Development Strategy (SDS) objectives, the government of Viet Nam developed a Public Administration Reform Master program (PAR) 2011-2020. At the end of 2018, the People's committee has approved the plan for 2019 of PAR based on evaluation and analysis of problems that will characterize 2019

2.1.2 Institutional context

The institutional context has remained largely unchanged since the formulation of the project. At a basic structural level the Project is housed within the Department of Home Affairs (DoHA) and the Department of Planning and Investment (DPI) with direct linkages to the other key relevant departments, monitored by the Ministry of Finance (MoF) and the Ministry of Planning and Investment (MPI). These ministries remain highly relevant to decision making and development of policy with regard to PAR

2.1.3 Management context: execution modalities

The execution modality for RALG Kon Tum comprises a combination of own Management of the partner Contribution and Co-Management of the contribution from Belgium. The modality arrangements have not changed during implementation.

During the reporting period, the modality has not been a limiting factor on implementation. Levels of cooperation and coordination between the partners are high and there are few reasons for concern. Commitment to the objectives of the program remains high with all government partners.

2.1.4 Harmonization context

The RALG Kon Tum project is for the main part of financial means in co-management, and the implementation process remains in harmony with the Vietnamese legal system. It has been identified that since the co-management budget lines are regulated both by Vietnamese procurement law and (in part) by Enabel's procurement thresholds, a dual process of approval exists. Close cooperation and good communication between all parties is required to avoid disagreements or misunderstandings.

2.2 Performance outcome

2.2.1 Progress of indicators

Out come : Improved citizen-government interaction leading to improved service delivery and increased citizen satisfaction					
Indicators	Baseline value	Value year 2017	Value year 2018	Target year 2019	End Target
<i>Indicator O-1 - Increased level of citizen engagement with government at all levels.</i>	0				10%

communicate with ethnic minority communities.				
<i>Activity A01.02.01: Collecting citizens' feedback on the way of effective communication and interecation with the public</i>		✓		
<i>Activity A01.02.02: Organizing scheduled meetings with citizen</i>		✓		
Activity A01.03: Piloting of innovative models of inter-departmental collaboration for the preparation of communication material and vetting of material with PPC and mass organizations to obtain citizen's perspective.				
<i>Activity A01.03.01: Training workshops on communication</i>		✓		
<i>Activity A01.03.02: Design and test communication documents and printing</i>		✓		
<i>Activity A01.03.03: Translate some documents into ethnic minority languages</i>		✓		
Activity A01.04: Piloting of new forms of collaboration between the different tiers of local administration with the VFF and other mass organizations for the dissemination of official communication and facilitating two-way dialogue.				
<i>Activity A01.04.01: Development of the different tools for the call for innovation proposals</i>		✓		
<i>Activity A01.04.02: Innovative measures designed, tested and applied</i>		✓		

Note 1. Progress is rated according to the following scale:

- A: The activities are ahead of schedule
- B: The activities are on schedule
- C: The activities are delayed, corrective measures are required.
- D: The activities are seriously delayed (more than 6 months). Substantial corrective measures are required

2.3.3 Analysis of progress made

Activity A01.01.01: Designing form of interview and tool for discussion with citizens

The tool for survey is prepared by DoHA and some partners. DoHA will connect to survey one public administration service. The activity was conducted in quarter 1 2018.

Activity A01.01.02: Implement survey

DoHa, DoEM and VFF will lead the survey. The activity is prepared by DoHa. TOR is prepared and sent to ITA for approval. DoHa want to change collect citizen feedback on the implementation of the Ordinance on democracy at grassroots level, particularly the dissemination of information in a citizen-friendly manner by dialogues between leaders of the province and district with Youth Union.

Activity A01.02.01: Collecting citizens' feedback on the way of effective communication and interecation with the public

The activity connected with survey and implemented through new measures to improve transfer of messages to citizens.. In 2018, some trainings on communication for staff of commune and village will be held.

Activity A01.02.02: Organizing scheduled meetings with citizens

78 out of planned 82 meetings with citizens conducted by local government. The citizens advised to local leaders on communication. This activity supports them to apply the knowledge from training for communication in the community. They develop the communication planning for 2019.

Activity A01.03.01: Training workshops on communication

Up to now 8 training classes for communication on PAR, seeking job, news writing skills and radio program development for 317 commune officials (48% female and 29% ethnic minorities) were conducted. Commune officials have many changing from the training.They can make communication planning and organization, selection benefits participate on communication.

They improve skill to prepare and organizate meetings with citizens and Youth Union.

Improved radio station at communes. The recent survey shows that 100% of paticipants have mastered the basic knowledge presented by the trainer, 100% feel confident enough to build a radio broadcast on commune radio broadcasts after the training. More than 97% of participants say that they will change the method of

communication and dissemination on law, administrative procedures in the direction of a short, understandable content and meeting the people's expectations. 100% of participants are able to use Adobe Audition software for broadcasting on grassroots radio.

Activity A01.03.02: Design and test communication documents and printing

3 communication materials have been published with 7,000 leaflets, and 1,250 posters (2 materials on policies: the Decrees No. 39/2015 dated 27/4/2015 on policies to support poor women of ethnic minorities who give birth to children complying with population policy and Decision No. 2085 / QĐ-TTg dated 31/10/2016 to approve specific policies to support the socio-economic development of ethnic minority and mountainous areas in the period 2017 - 2020.

In 2018, with support from specialists of partners, 9 communication materials were developed, for example on commune administrative procedures, the leaflet of cost; the leaflet of child marriage, marriage inbreeding... DoIC participated to develop the leaflet of satisfaction survey with public services; leaflets of post office services; leaflets of online public services.

Printing 12.000 leaflets (4 kinds) the policy on labour law, job finding, labour export, start-up and news jobs in 2018. Collaboration with television developed a report on labour and data record 100 DVD. Developed handbook on guidance for group meetings of Youth Union about job brokering.

Activity A01.03.03: Translate some documents into ethnic minority languages

Through the training, 4 radio programs were developed. After the training, a number of hi-tech applying radio programs have been implemented in some areas such as Quyet Thang ward, Truong Chinh ward Kon Tum Radio Television have been developing a radio program to support the communes.

PMU coordinated with the provincial Radio and Television Station to carry out communications (communication on administrative reform and results from the project). Reports and news were produced in both radio and television and translated into Xedang and Bana languages. The broadcasts on new policies are being developed.

The communication materials were given to officials in the villages. In the meeting at village level they are using ethnic minority languages to talk with citizens'.

Activity A01.04.01: Development of the different tools for the call for innovation proposals

PMU has developed the document to guide the partners to identify and build innovative measures. At the time when the workshop was conducted the PMU gave information and encouraged the partners to discuss the innovative measures. The authors presented their proposed innovations and got feedback from the other participants.

Activity A01.04.02: innovative measures designed, tested and applied

The initiatives and solutions such as organizing a contest for civil servants's understanding of the administrative procedures of Kon Tum city; innovation on delivery of administrative results to the home of applicants, Radio broadcasting in ethnic minority language in Mang Canh commune of Kon Plong district; The communication in order to improve capacity of job seeking for young people. Organizing 19 out of 20 planned mobile job fairs in clusters of communes with 397 youth group activities on job communication. Meetings of groups of Youth Union helped to improve the contents and method. Many topics developed example information for choosing career, life skill, discover themselves... Youth Union members were sharing their experience on seeking a job or working... After participating in the meeting, 500 Youth Union members called the Employment Services Center by telephone or Facebook...).

Organized 6 mobile job fairs and start-up consultancy in the piloting districts with 317 Youth Union members participating. As a result 105 Youth Union members have new jobs with a salary of about 6 million VND. In the other districts have 120 labour contract with centre to register seeking job

The contest on PAR was conducted on 17 October 2018 with more 119 staff of communes and city participating. After the event, the city of Kon Tum made 6 clips on PAR illustrating play performances and 6 products for radio. The clip was uploaded on youtube.com. Staff can show this now in meetings with citizens.

2.4 Performance Output 2

2.4.1 Progress of indicators

OUTPUT 2 : Improved capacity of PCs and mass organizations, and specifically PIBs and CISBs to facilitate and promote improved two-way communication between citizens and government at all levels.

Indicators	Baseline value	Value year N-1	Value year N	Target year N	End Target
<i>Indicator 2.1: Number of innovations for improved citizen-government engagement tested.</i>	0	2	2	2	2/year
<i>Indicator 2.2: Number of cases in which PIB and CISB oversee and present their findings in dialogues with the government</i>		0	4	2	2/year
<i>Indicator 2.3: Percentage of members of PIBs and CISBs, receiving training on the updated guidelines on community oversight;</i>			70%		70%
<i>Indicator 2.4: Percentage of citizens sharing their satisfaction with PIB performance (PAPI)</i>					Increase above the regional average
<i>Indicator 2.5: Percentage of citizens sharing their satisfaction with CPCc performance (PAPI)</i>					Increase above the regional average
<i>Indicator 2.6: Percentage of citizens sharing their satisfaction with the performance of mass organizations (PAPI)</i>					Increase above the regional average

The PMU has worked with the Provincial VFF to collect information on training needs and prepare the proposal for conducting a survey on training needs.

In collaboration with VFF, a workshop for giving comment on developing the handbook for PIB and CISB with 43 participants (40% female and 16% ethnic minority) was organized. One piloting training course for 40 PIB and CISB was held (35% female and 23% ethnic minority). In 2018, 23 training classes have been developed for VFF, PIB and CISB, Youth Union and People's Councils with 871 participants. 900 handbooks have been published.

2.4.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating ¹			
	A	B	C	D
Activity A02.01: Assessment of strengths and weaknesses of current forms of engagement between People's Council and mass organizations with local citizens				
<i>Activity A02.01.01: Training needs assessment for People's Councils and mass organizations and capacity building</i>		✓		
<i>Activity A02.01.02: Training for PCc, VFF, mass organizations</i>		✓		
Activity A02.02: Develop communications strategies for the provincial, district and commune levels which link organizations with issues and objectives				
<i>Activity A02.02.01: Developing a communication strategy from commune to province</i>		✓		
<i>Activity A02.02.02: Innovative measures designed, tested and applied</i>		✓		
Activity A02.03: Introducing – Piloting reforming the mode of interaction with citizens, community feedback, approaches of receiving, processing citizens' expectations and complaints, denouncements and proposals				
<i>Activity A02.03.01: Training on dealing with conflicts and building consent, facilitating and mobilizing the cooperation of the community</i>		✓		
<i>Activity A02.03.02: Organizing dialogues between VFF, and mass organizations with communal and districts leaders</i>		✓		
Activity A02.04: Assess strengths and weaknesses of People's Inspection Boards and Community Investment Supervision Boards in the project areas				

Activity A02.04.01: Training needs assessment for PIBs and CISBs and capacity building		✓		
Activity A02.05: Develop guideline, manuals and other tools to enable PIB and CISBs to better perform their supervisory and oversight functions				
Activity A02.05.01: Develop guideline, manuals and other tools to enable PIBs and CISBs to better perform their supervisory and oversight functions		✓		
Activity A02.05.02: Training workshop on piloting the use of the guidelines		✓		
Activity A02.06: Facilitating and strengthening regulations to receiving and considering the findings of PIB and CISB and the implementation of administrative responses.				
Activity A02.06.01: Document best practices and key successes (Establishing a hotline for publicity, public message board connecting with result 3)	✓			
Activity A02.06.02: <i>Organizing the dialogues between PIB and CISB and the local government</i>		✓		

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- B: The activities are on schedule
- C: The activities are delayed, corrective measures are required.
- D: The activities are seriously delayed (more than 6 months). Substantial corrective measures are required

2.4.3 Analysis of progress made

Activity A02.01.01: Training needs assessment for People's Council and mass organizations and capacity building

In the workshop, the VFF and mass organizations and other agencies gathered to assess the strengths and weaknesses. The PMU connected with VFF and television to make a programme about the difficulties faced by the VFF and mass organizations in monitoring and responding. The partners have discussed and identified the activities to improve capacity and respond to training needs for VFF and mass organizations. The partners have worked to make a programme and plan for monitoring per year and how to support PIB and CISB.

Activity A02.01.02: Training for PCcs, VFF, mass organizations

1 workshop and 1 class training for monitoring and support PIB and CISB was organized.

In 2018 VFF conducted 4 trainings for the staff of VFF and through 4 out of 6 planned dialogues, VFF practised coordination between local government leaders with 316 people participating from PIB and CISB, mass organizations and other citizens. Provincial and district VFF units participated as guiding and directing agents at dialogues and documented the experience afterwards. The method of coaching the participants is used after the training.

DoHa and People's Councils have conducted 2 training classes for 80 members of People's Councils at communes. 2 trainings for the staff of Youth Union were held.

Activity A02.02.01: Developing a communication strategy from commune to province

Communication strategy will be developed through the training on communication and organizing scheduled meetings with citizens survey A1.2. The activity will be connected to A02.02.02 of 2018.

Activity A02.02.02: innovative measures designed, tested and applied

Through the workshop, some new measures were continued to be developed, for example new measures of VFF on building the piloting models of dialogues on the result of monitoring and social criticism for PIBs, CISBs and the staff of VFF and mass organizations. VFF conducted 4 out of 6 planned dialogues and developed the handbook on collecting the lessons learned from dialogues. The new method is used. The local government leaders will answer each question and propose immediate solutions.

Activity A02.03.01: Training on dealing with conflicts and building consent, facilitating and mobilizing the cooperation of the community

Based on the approved TORs, all 7 trainings for 250 staffs of conciliation at grass roots level have been organized (the piloting districts of the project: Dak Ha, Kon Plong, the City) on Law of conciliation at grass roots level, skills and lessons learned from real problem solving situations. All real situations of conciliation at grass roots level are compiled in the handbook and will be handed to members of conciliation teams at grass roots level.

Activity A02.03.02: Organizing dialogues between VFF and mass organizations with communal and

district leaders

VFF will lead to organize testing of such dialogues in each district and commune and invite other communes to participate. Then the next step is sharing of the experience. Some topics are being prepared and guidelines developed for VFF and mass organizations. The innovation proposed by provincial Women's Union "Enhancing the engagement of the Women's Union and the people in giving opinions to the Party and the government" has been approved and is prepared for implementation after the Tet holiday.

Activity A02.04.01: Training needs assessment for PIBs and CISBs and capacity building Through the workshop, the VFF and mass organizations and other agencies made an assessment of strengths and weaknesses for PIBs and CISBs. Some difficulties of PIBs and CISBs have been identified in the discussion. The partners discussed and identified the measures to improve capacity and the training needs for PIB and CISB. The participants have worked out a programme and plan for monitoring per year and how to support PIB and CISB. It is important for PIBs and CISBs to have guidance and more practice. A hand book is very important for PIBs and CISBs. Periodic dialogues to report to the local government about the results monitoring of PIB and CISB are necessary.

Activity A02.05.01: Develop guideline, manuals and other tools to enable PIB and CISBs to better perform their supervisory and oversight functions

TOR for the workshop on developing the handbook for PIB and CISB and planning for capacity building were developed and submitted to ENABEL for comments. VFF and PMU with 83 people from VFF and mass organizations, Department of the Inspectorate, Division of the Inspectorate per district, PIBs and CISBs joined forces to develop and give comments to the hand book for PIBs and CISBs. The PMU will print 900 handbooks and distribute the hand book to PIBs and CISBs and to VFF.

Activity A02.05.02: Training Workshop on Piloting Use of the guidelines

One class training for using the hand book was conducted for 21 members of PIBs and CISBs and the VFF. In 2018, the PMU organized 8 classes for 289 PIBs and CISBs. After the training PIB and CISB members participated to preparing dialogues. Having about 50 PIBs and CISBs members go to the village and interview citizens' and collecting the feedback of citizens.

Activity A02.06.01: Document best practices and key successes (Establishing a hotline for publicity, public message board connecting with result 3)

In drawing conclusions after the trainings and the dialogues for PIBs and CISBs, the VFF collected the lessons learned and shared them with stakeholders.

Activity A02.06.02: Organizing the dialogues between PIBs and CISBs and the local governments

VFF and PMU prepared TOR to implement the model of dialogues between PIB and CISB and local governments. 4 out of 6 planned dialogues were implemented with 75 comments from citizens. 2 dialogues will be conducted in Feb 2019. The lessons learned will be shared and documented for the PIBs and CISBs.

2.5 Performance Output 3

2.5.1 Progress of indicators

OUTPUT 3: Improved capacity of local government at all levels to collect, analyse and utilize citizens' feedback in a transparent and deliberative fashion for more responsive and accountable local governance and improved service delivery.					
Indicators	Baseline value	Value year N-1	Value year N	Target year N	End Target
<i>Indicator 3.1:</i> Number of government agencies among the agencies, participating in the RALG project, using improved mechanism for collecting citizen feedback	0				100%
<i>Indicator 3.2:</i> Number of government agencies using IT for analyzing citizen feedback	0				100%
<i>Indicator 3.3:</i> Number of government agencies among the agencies, participating in the RALG project, disclosing that the comments/complains from citizen and the feedbacks to those comments, given by government agencies					100%
<i>Indicator 3.4:</i> Percentage of satisfaction with the response					Increase above the

from government agencies (PAPI)					regional average
Indicator 3.5: Percentage of satisfaction with the response from government agencies (PAPI)					Increase above the regional average

2.5.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating ¹			
	A	B	C	D
Activity A03.01: Develop an inventory of mechanisms for the collection of citizens' feedback and mobilize citizen-government forums at all levels to assess the relative strengths and weaknesses of each				
Activity A03.01.01: Evaluating the feedback system of citizens (with baseline survey)		✓		
Activity A03.01.02: Preparing documents to setting up the feedback collecting system at all levels and organisational structures of the project		✓		
Activity A03.02: Applying information & communication technologies (ICT) to facilitate data collection and analysis				
Activity A03.02.01: Establishing a feedback system from grassroots level to leaders at all levels		✓		
Activity A03.02.02: Applying information & communication technologies (ICT) to facilitate data collection and analysis.		✓		
Activity A03.03: Assess current procedures for the collection and interpretation of citizens' feedback within and between the three administrative levels of the local government system and arrangements for transparent deliberation and responsive decision-making				
Activity A03.03.01: Developing and using tools and methodologies effectively to analyze people's feedback		✓		
Activity A03.03.02: Training on the use of manuals		✓		
Activity A03.04: Strengthening the capacity to collect, interpret and use the citizens' feedback and institutionalizing public administration reforms to bring back the benefits of participatory processes.				
Activity A03.04.01: Developing and using tools and methodologies effectively to analyze people's feedback		✓		

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A: The activities are ahead of schedule

B: The activities are on schedule

C: The activities are delayed, corrective measures are required.

D: The activities are seriously delayed (more than 6 months). Substantial corrective measures are required

2.5.3 Analysis of progress made

Activity A03.01.01: Evaluating the feedback system of citizens (with baseline survey)

The PMU has worked with the provincial E-Portal and the Department of Information and Communications in order to conduct surveys and develop proposals for activities to strengthen the system of collecting opinions, analyzing and responding to people by telephone, in face-to-face meetings, through mail and via the internet (portal). The local authorities in Kon Tum have been implementing different forms to receive citizens' feedback in order to timely adjust management and operation such as: i) direct dialog with citizens through periodical citizen reception meetings, voters' reception meetings, workshops, trainings and field trips; ii) telephone and websites of the Provincial Departments, People's Committees of Districts and Province. The Agencies to receive citizens' feedbacks are People's Councils at all levels, VFF and mass organizations, People's Committees at all levels and their Departments. To further facilitate the interaction between the leaders and citizens and disclose citizens' feedbacks, to shorten time of processing, and to avoid repetition, the RALG project supports to combining the provincial portal with upgrading the website to receive citizens' feedbacks at <http://nguoidan.kontum.gov.vn>. Citizens can log into the website to post their comments, officers can receive comments and respond. Information from other forms of receiving via telephone, letters, direct meetings can be uploaded to the website, and citizens'

satisfaction with the government's response can be surveyed online. This helps the authorities to improve their response to people's comments and to identify issues to be reformed.

Currently, there are too many addresses to receive citizens' feedbacks. As a result, it is necessary to have a focal address to receive all.

At the same time, two seminars on "information technology application in collecting, analyzing and processing citizens' suggestions and feedbacks" were held with 63 participants from the province (44% female and 8% ethnic minorities). At the workshop, participants assessed the status of information receiving channels. It is planned to implement IT applications in receiving and analyzing citizens' suggestions and give feedback, and the communication with citizens on all channels of collecting their opinions and suggestions as well as creating improved capacity of staff in the upcoming time.

In addition, participants of the workshop on citizens' reception also gave comments on the requirements of software to receive citizens' suggestions and feedbacks on the provincial E-portal such as forms for collecting information, forms for automatic response, and the list of roles and responsibilities of the parties to facilitate the identification of agencies under their jurisdiction

Activity A03.01.02: Preparing document to setting up the feedback collecting system at all levels and organisational structures of the project

The provincial E-portal has started to setting up the feedback collecting system from commune to provincial levels. The system of collecting feedback will be managed on the web. The user can upload the forms for collecting information. It is planned to introduce to citizens the ways to supply their ideas and complaints via the E-portal.

Through the website, administrative agencies at all levels in the locality of the province will receive and respond to citizens' feedbacks, comments and proposals according to specific subject categories, and agencies. And they survey citizens' feedback and the respective government's response so that they can suggest innovations for PAR for a better administrative system and performance.

Infrastructure for developing the web is hired from the provincial internet line and is paid for from RALG means during the time of project implementation. After the project's closing, the provincial web portal will advise the PC to allocate budget to maintain it.

Activity A03.02.01: Establishing a feedback system from grassroots level to leaders at all levels

In a workshop on the roles of administrative officials in receiving, analyzing and responding to citizens' feedback was held, the subject explained and discussed. Participants also discussed and gave comments on the Draft "Regulation on collaboration in receiving, processing and responding to people's suggestions and feedback on the Kon Tum website". The PMU and the provincial portal will continue to develop and review this regulation.

Participants also discussed and identified risks in the implementation of the system for collecting people's suggestions and feedback and responding on the Provincial E-Portal in order to take the necessary measures for reducing the risks. At the workshop, the PMU and the Office of the Provincial People's Committee completed TOR for the bidding documents to initiate the procurement/lease for the system in the upcoming time. In order to improve and enhance timely receiving people's suggestions and feedback via telephone, the PMU also coordinated with the Office of the Provincial People's Committee, the provincial E-portal in order to share information via telephone between the departments in the province and other agencies in the line-branches in the province, the People's Committees of districts and communes in the project area to disseminate the telephone hotline to the households through the leaflet of phone number contacts in the near future.

Activity A03.02.02: Applying information & communication technologies (ICT) to facilitate data collection and analysis.

The website to receive citizens' feedback at the Provincial People's Committee's portal is the channel for the interaction between People's Committee and the Chairman of PC with the citizens and Departments and the local authorities at all levels. Citizens find it easy to log in from their personal computers or mobile devices connected to the internet to send their comments and feedbacks, monitor the procedures and receive the response to their comments and proposals to the delays, administrative violations and faulty performance of the officers in administrative procedures, mechanisms, policies and impractical administrative procedures....

Apply ICT to help local government to facilitate data collection and analysis. The software to survey people's and organizations' satisfaction with the delivery of administrative services on the provincial web portal has been submitted for approval. The company developed the final version of the software and installed it on web dichvucong.kontum.gov.vn. The citizens can evaluate directly online in the web site. There are three components for evaluation: evaluation for staff at OSS; evaluation for online public service; survey on citizens' satisfaction with PAR following the form of the Ministry of Home Affairs.

The selection of contractor of the software to receive and reply to citizens' feedbacks on the provincial web portal has been submitted to Enabel.

Activity A03.03.01: Developing and using tools and methodologies effectively to analyze people's

feedback

Exchange of discussions with the Department of Information and Communication on the status and solutions of information and communication technology applications to facilitate data collection, processing and analysis. The project has worked with the Department of Information and Communications and the provincial portal to conduct the survey and proposed activities to strengthen the system of collecting, analyzing and processing people's feedback by phone calls, face-to-face meetings, mail and via the internet. The proposal will be completed and submitted to Enabel for approval in order to implement it. TOR are being developed for recruitment of experts to develop software; material for communication and transfer to citizens.

Activity A03.03.02: Training on the use of manuals

The PMU collaborates with the provincial citizens reception. The office of the provincial PC conducted 2 trainings on the procedures to receive, process and respond to citizens' denouncements, complaints and proposals with 87 staffs from districts, communes participating (among 36% female and 17% ethnic minorities). During the trainings, the staff of communes and districts provided answers in a questionnaire on how to solve the problems submitted in the provincial citizens reception and to the Department of the Inspectorate. The participants received guidance and coaching on the raised problems. The coaching activities of the trainer developed after the training. Some participants said they received support on time from the trainers. They are very satisfied when they have partners to support them in the solution and guiding them.

In 2018 10 out of 10 trainings on people's reception, processing complaints and denouncements in 10 districts with 482 participants were held. After the training the staff and lead local government can recognize that the citizen reception is very important. Some situations from villages and communes were redirected to the provincial citizens reception.

Activity A03.04.01: Developing and using tools and methodologies effectively to analyze people's feedback

The provincial citizens reception developed two communication materials for response to citizens' denouncements, complaints and proposals. The project will print these after the review by a consultant. This activity will be conducted after the software tools will be developed in 2018

Participants also discussed and gave comments on the Draft "Regulation on collaboration in receiving, processing and responding to people's suggestions and feedback on the Kon Tum website". The PMU and the provincial portal will continue to develop and review this regulation.

2.6 Performance Output 4

2.6.1 Progress of indicators

OUTPUT 4: Improved capacity for local government at all levels to identify, plan, coordinate and oversee public administrative reforms in response to engagement with citizens and socio-political organizations.					
Indicators	Baseline value	Value year N-1	Value year N	Target year N	End Target
<i>Indicator 4.1:</i> Number of satisfaction surveys to get the citizens' feedback on the performance of their services delivery	0	0	5	5	6
<i>Indicator 4.2:</i> Number of innovations, applied by government agencies in identifying, planning, coordinating and overseeing public administrative reforms	0	2	5	5	4

The PMU and the partners have developed seven new measures. The first is home delivery of the result of administrative applications and the second is innovating the form of listing public administrative procedures and people's opinion on satisfaction with the procedures. Home delivery of the result to the citizens will improve the public administrative work, minimize the cost of travel for the people and help officers in charge of public administrative services to better care for each specific file (address, telephone number of the applicant). Monitoring of people's real case is more precise (example house building, repairing, business affairs at a new location ...); making video "Just One Smile"; Youth members with a day without appointment between provincial Youth Union and DoHA in order to help people complete their dossiers; piloting PAR planning intergrated with the social economic development planning with citizens' engagement;

Innovating the form of listing public administrative procedures and people's opinion on satisfaction with them will help to have sufficient evidence and a real case list in order to survey the people's satisfaction with the public administrative service. This will facilitate organizations' and individuals' access to and search for public administrative acts and procedures. It will raise the responsibility of

shop. Youth Union was organizing 13/15 contests on PAR in 10 districts, departments and province.. The consultant conducted one training class for 28 staff communes on surveying satisfaction. After the training of survey teams, the survey was implemented through interviews with 2000 households who were effected by PAR in 2018.

Activity A04.05.01:Carrying out learning exchange tours for the project.

One study tour with 29 participants (34% female and 7% ethnic minority) to the Southern provinces was held, and the lessons learned about PAR have been reported to PSC for approval, so that the the project's activites as well as PAR can be implemented in the area of the province;

The study tour went to provinces with high PAPI scores (Đắk Lắk; Hồ Chí Minh, Cần Thơ and Hậu Giang) to apply innovations and good practices to our project. Some innovations from the study tour were already appied in the project, such as IT application in PAR, videos for communication; and methods to enhance responsibility of leaders of the departments.

2.7 Performance Output 5

2.7.1 Progress of indicators

OUTPUT 5: Exchanging and using the effective innovations and learned lessons and good practices among stakeholders in Nghe An and Ha Tinh provinces.					
Indicators	Baseline value	Value year N-1	Value year N	Target year N	End Target
<i>Indicator 5.1:</i> Lessons learned and good practices documented and shared with other provinces.	0	2	2	4	4
Indicator 5.2: Number of good practices from other provinces applied in Kon Tum province.	0	0	2	2	2

The lessons learned from the study tour in Southern provinces have been reported to Provincial People's Committee and applied for PAR of Kon Tum province. Example: The Provincial PC decided to make a video "We only need the smile of Dak Lak" for Kon Tum. Some lessons learned lead to, for instance, opening the "Law Café" as seen in Can Thơ; opening the dialogue of VWU with local government as seen in Hau Giang; planning social economic development as seen in Hau Giang... The PMU also proposes to develop a software for getting feedback as seen in ward 1 in Ho Chi Minh City...After the study tour participants continue to sharing these lessons learned and apply them in their job.

After this study tour, one district of project plans to organize a study tour for their administrative staff and a leading commune next year.

2.7.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating¹			
	A	B	C	D
Activity A05.01: Organizing reviewing meetings on the effective project performance and inception workshop				
Activity A05.01.01: Workshop on sharing experience		✓		
Activity A05.02: Developing materials on good practices and key success factors for the project goals achievement				
Activity A05.02.01 Workshop on exchanging lessons learned, documentation of the lessons learned, typical models or innovations		✓		
Activity A05.03: Building a model for the implementation of public administration reform, reporting to leaders at all levels on pilot achievements and broadccasting via media				
Activity A05.03.01: Building a model for the implementation of public administration reform		✓		
Activity A05.03.02: Implement the model and sharing the result		✓		
Activity A05.04: Enhancing communications and comprehensive monitoring of the plan and strategies for public administrative				

reforms in a quick-response fashion				
Activity A05.04.01: Implement a study tour among provinces of the RALG project to share best practices and lessons learned.		✓		

Note 1. Progress is rated according to the following scale:

- A: The activities are ahead of schedule
- B: The activities are on schedule
- C: The activities are delayed, corrective measures are required.
- D: The activities are seriously delayed (more than 6 months). Substantial corrective measures are required

2.7.3 Analysis of progress made

Activity A05.01.01: Workshop on sharing experience

Up to now the meeting of the PSC was organized in October 2017 and October 2018 with 57 people participating. The PMU has organized the inception workshop with 84 people participating (38% were female, 10% were ethnic minorities). Through other workshops with the partners of the project of all levels, stakeholders committed to achieving the indicators and developed ownership of the project. They conducted the plan 2018-2019 and discussed their roles in the activities.

The exchange meetings with Nghe An and Ha Tinh was organized in May 2018 at Cửa Lò Nghe An, in August 2018 at Kon Tum city and Huong Son Ha Tinh on December 2018.

Activity A05.02.01 Workshop on exchanging lessons learned, documentation of the lessons learned, typical models or innovations

All the lessons learned from workshops, trainings, and innovations applied have been reviewed and collected. The PMU provides support to the agencies so that they develop new measures related to PAR and effectively perform their roles. Through the training and workshop PMU allway sharing the lesson learns to every people. PMU has selected consultants for documentation of lesson learned and good practices in the province and will publish them when completed.

Activity A05.03.01: Building a model for the implementation of public administration reform

The models for the implementation of public administration reform were prepared for 2018. The PMU will develop guidelines for partners to identifying and building the model for PAR. PMU have had meeting with district of home affairs to develop proposal;

Activity A05.03.02: Implement the model and sharing the result

The model will be developed and implemented. The result from the model is being shared with partners and citizens. The innovation "A key chain with the name of the Agency, the position and telephone number of the Chairman of the Township People Committee have implemented; 5000key chains have been distributed to citizens of Dak Ha township. Developing the software to search the information on the administrative procedures at one stop shop in Dak Long Commune People's Committee, Dak Ha District. This innovation is being implemented. After this innovation finish then deputy vice charman of Kon Tum city want to applie the innovation of Dak Long for 21 communes and wards in Kon Tum city.

The domain of Kon Tum City's website is <http://kontumcity.kontum.gov.vn> is used for information and dissemination in terms of steering, operating by the Party, the government, divisions of all types, and two-way dialogues between the city's government and the people and organizations. The tender is processing to the selecting of the company with the best offer

The innovate the communication in order to improve capacity of job seeking for young people can applied all districts. So in 2019, the project continue to support Center for employment service conducte the training class for Youth union and lead local government and more print leaflets.

Activity A05.04.01: Implement a study tour among provinces of the RALG project to share best practices and lessons learned.

PMU conducted the study tour in the north on August 2018. After the tour, lessons leared have been applied in the piloting districts and the whole province, particularly the communication, supervision, evaluation and IT application, and building a Center for Public Administration.

2.8 Transversal Themes

2.8.1 Gender

The activities are planned with a specific gender focus. Gender has been identified as an important issue in the communication and community development activities. In particular, this includes identification of means of receiving communication messages and participating in community activities which are specific to women. It is noted that for involvement in project events, such as training, the reporting is gender disaggregated.

Among participants, of 4.261 officers from the province, districts and communes, we had 34% women and 29% from ethnic minority. The Vietnam Women's Union is partner of the project. The project will prioritize activities with strong engagement of women. The project ensured women are well represented in the District Task Forces and the Provincial Working Groups. These task forces/groups have 264 members of which 38% are women.

2.8.2 Environment and social issues

Environment and social issues are well attended to through the harmonization of socio-economic development plans with PAR. There is significant scope for the RALG Kon Tum project to advance and promote government's ambitions for environment protection in a manner entirely complementary to the project's core objectives of promoting more transparent, responsive and accountable local governance. On the other hand, the project seeks to strengthen citizen's voice and create a more enabling environment for citizens and government to communicate and understand each other better, and for citizen to hold the government organizations to account.

2.9 Risk management

Identification of risk or issue		Analysis of risk or issue			Deal with risk or issue			Follow-up of risk or issue		
Risk description	Period of identification	Category	Likelihood	Potential impact	Total	Action(s)	Resp.	Deadline	Progress	Status
Language and cultural barriers might prevent participation of stakeholders during the project implementation in ethnic minority communities.	Implementation (2017)		Medium	Medium	Medium Risk	Recruit staff and consultant from the local area where possible who have understanding of the context and culture of the program areas	PMU	Dec 2018	recruit local officials	In progress
						Activities accommodate language barriers where possible to ensure that access information is possible for all community members, with final documentation of decisions in Vietnamese	PMU	Dec 2018	The staffs local and header village will participate transfer information to citizens	
						Planning for ethnic minority participate in the project, organization the meeting with ethnic minority communities	PMU	Dec 2018	Using method teach and guideline with participate in the workshop/training to help the staff of minority can giving idea	

Third party contractor risk	TFF preparation (2016)	OPS	Low	Low	Low Risk	Defining selective eligibility criteria to reduce risk of picking inappropriate organizations as third party contractors Regular contact with facility staff in action development process gives insight in capacity of contractors Application of a stringent M&E framework	PMU PMU PMU	to be defined to be defined to be defined	Giving the regulation from project to partners and explain to them Collaborated with local agencies to develop participatory planning	In progress
Risk of incompatibility between Vietnamese and Belgian regulations	TFF preparation (2016)	JUR	Low	Medium	Low Risk	Explore and use room provided in ODA law to define co-management modality in agreement with MPI	BTC, PMU	to be defined	update immediately	In progress
The innovation and creativity for PAR and accountable, transparent local governance are not applied	TFF preparation (2016)		Medium	Medium	Medium Risk	The partner will participate in planning, monitoring and implement activity of project. The innovation will be developed from local government	PMU, Partner	every quarterly	planning with partner	In progress
Citizens may be sceptical or non-responsive to efforts made by local government	TFF preparation (2016)		Medium	Medium	Medium Risk	increase in citizen-government dialogue; sharing the good practices and lessons learned	PMU, Partner	every quarterly		In progress

The M&E tool simplifies the reporting on the results of Entry and Exit tests as well as feedback and overall appreciation of the workshops / training.

Table 1: Update the result of evaluation on training and workshop

No.	Items evaluated	Content of workshops and trainings						
		Trainings on conciliation at grass root level	Trainings for PIB and CISB	Training on Oversight and Society Criticism for VFF	Trainings on Communication of PAR	Trainings on PAR 2019 Plan	Training on job seekers	Trainings for Members of Youth Union
1	General opinion and Interest – What do you think about the workshops and trainings and do you like them ?							
	Very useful	100%	100%	100%	47%	54%	10%	90%
	Useful				44%	38%	90%	10%
	Normal				10%	8%		
	Not necessary							
2	Useful –Are the workshops and training useful for your work ? What is the most interesting?							
	Very useful	100%	100%	100%	64%	43%	50%	80%
	Useful				36%	53%	50%	20%

	What is your opinion on the quality?							
	Very good	20%	20%	24%	26%	80%	90%	
	Good	80%	80%	67%	58%	20%	10%	
	Normal			9%	11%			
	Not qualified				5%			

Table 2: Summary of results and changes thanks to the trainings funded by the project

No.	Evaluation content	The content of training							
		Trainings on conciliation at grass root level	Trainings for PIB and CISB	Training on Oversight and Society Criticism for VFF	Trainings on Communication of PAR	Trainings on PAR 2019 Plan	Training on for job seekers	Trainings for Members of Youth Union	
1	Limitations before the trainings	A lack of skills for communication, analysis, inquiries, and legal bases for conciliation	Unable to make a plan for oversight ; a lack of tools for oversight ; not understanding the content of oversight	Suggestions after the oversight were not resolved thoroughly; VFF staff's skills of oversight was weak.	Too much information was communicated at the same time, no survey on the target for communication was conducted, there was very little	Many formats for making plan were not closely in response to local demands; PAR Plan was not integrated with SED Plan	Mainly one-way communication was done, categories of communication were not classified, communication was not connected with youth's activities, no specific consultancy for each certain category was done, activities for group meeting were not attracted youth much.	It was difficult to maintain group activities for youth, youth's skills of oversight and criticism were not good, they were not active in their activities and grasped their roles in PAR and socio-economic development.	

3	Possibility of application into reality	They know how to search for legal bases for conciliation ; to connect with partners in conciliation at grass root level.	Able to apply immediately because the tools for oversight are available in the hand book.	Able to be applied because practice of model dialogs were done at the trainings and staff from VFF in communes were invited for lessons shared.	Focusing on subjects of communication, reducing the content of communication for one time	Able to be applied widely because the annual plan is issued and considered as the tools for PAR;	High demand for improvement of quality of group activities meetings, high demand in job seeking, so information sharing is very necessary; Center for employment service and Youth Union have issued the mechanism to promote communication in youth groups.	Making annual work plan, active in making plan for implementation and cooperation in oversight and social criticism, skills are applied right after the trainings when participating in dialogs and communication on PAR
4	Supports to be needed	More skills and lesson learned from conciliation shall be supported through documentations of good practices of conciliation at grass root level, models of conciliation should be held so that conciliators may learn from practices.	More good practices are needed, inquiries should be sent to VFF of districts and province so they timely support can be provided, models of oversight should be held for support.	Studying legal bases before oversight; models of oversight should be held at communes so that VFF of districts and province provide support timely.	Making practical communication, screening certain contents to be suitable for peoples, survey on people's demand.	Issuing Regulations and Manuals to guide the participatory PAR Planning integrated with SED Plan	continue supporting youth's group activities meetings, building database and situation of jobs for youth for timely consultancy, resolving obstacles encountered and supplementing topics to better support youth for job seeking.	making participatory plans and active in implementing; organizing oversight tours from province to communes to provide Secretary of Youth Cell in communes with technical support in implementation; continuing maintaining youth's group activities meetings

									in order to grasp youth's expectations and to offer consultancy in time, to communication to youth, implement initiatives and good practices to promote spirits of labor and study for development in terms of self, family and society,
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All of presenters are considered the key individuals, so they must take responsibility to maintain and distribute good methods and practices. There have been cooperations and integrations between departments and sectors with political social organizations in trainings, so it is easy for stakeholders to actively fulfill their tasks, which makes positive changes in state staff moving forward to better service for people.

Sustainability
 Feedbacks from participants
 Trainings help them find it necessary to change, encourage them to make self-effort.

Utilizing active teaching methodology, offering participants support in time

Feedback from presenters

3 Steering and Learning

3.1 Strategic re-orientations

The project has not undergone any strategic re-orientation. After the Baseline Report, we revised our results indicators jointly with the consultant reflecting the outcome of the baseline survey.

3.2 Recommendations

- Continue the implementation progress and review project management arrangements if further action is required.
Efficiently react to the feedback from citizens and to proposals for innovation in public administration and incorporate them into the refining of the project activity plan.

3.3 Lessons Learned

Lessons learned	Target audience
Lesson learned about improved capacity and sustainability of the project The participants-centered approach was used to motivate the participants, such as group discussions, "fish bowl", small dramas, games, television broadcasts, which are used for analysis and group discussion and as well for problem solving and sharing experience between the participants. Enhancing the practical training, group work, brainstormings in the workshops and trainings. After each training and workshop plans and coaching shall be provided to apply the knowledge received through training.	PMU
Lessons learned about project management: Communication and sharing information on the projects' activities should be strengthened. Through the workshops and trainings we received evaluation from participants, which must continuously be integrated in the methodology of the PMU work.	PMU
Lessons learned about planning the project's activities: Reviewing the roles and responsibilities, and interaction between the relevant departments and socio-political organizations, PMU always identified limitations and made use of potentials to help the localities perform new measures in order to create changes via clearly understanding limitations and encouraging changes and accepting the changes.	PMU

4 Annexes

4.1 Quality criteria

1. RELEVANCE: The degree to which the intervention is in line with local and national policies and priorities as well as with the expectations of the beneficiaries				
<i>In order to calculate the total score for this quality criterion, proceed as follows: 'At least one 'A', no 'C' or 'D' = A; Two times 'B' = B; At least one 'C', no 'D' = C; at least one 'D' = D</i>				
Assessment RELEVANCE: total score	A	B	C	D
	✓			
1.1 What is the present level of relevance of the intervention?				
✓	A	Clearly still embedded in national policies and Belgian strategy, responds to aid effectiveness commitments, highly relevant to needs of target group.		
	B	Still fits well in national policies and Belgian strategy (without always being explicit), reasonably compatible with aid effectiveness commitments, relevant to target group's needs.		
	C	Some issues regarding consistency with national policies and Belgian strategy, aid effectiveness or relevance.		
	D	Contradictions with national policies and Belgian strategy, aid efficiency commitments; relevance to needs is questionable. Major adaptations needed.		
1.2 As presently designed, is the intervention logic still holding true?				
	A	Clear and well-structured intervention logic; feasible and consistent vertical logic of objectives; adequate indicators; Risks and Assumptions clearly identified and managed; exit strategy in place (if applicable).		
✓	B	Adequate intervention logic although it might need some improvements regarding hierarchy of objectives, indicators, Risk and Assumptions.		
	C	Problems with intervention logic may affect performance of intervention and capacity to monitor and evaluate progress; improvements necessary.		
	D	Intervention logic is faulty and requires major revision for the intervention to have a chance of success.		

2. EFFICIENCY OF IMPLEMENTATION TO DATE: Degree to which the resources of the intervention (funds, expertise, time, etc.) have been converted into results in an economical way				
<i>In order to calculate the total score for this quality criterion, proceed as follows: 'At least two 'A', no 'C' or 'D' = A; Two times 'B', no 'C' or 'D' = B; at least one 'C', no 'D' = C; at least one 'D' = D</i>				
Assessment EFFICIENCY : total score	A	B	C	D
		✓		
2.1 How well are inputs (financial, HR, goods & equipment) managed?				
	A	All inputs are available on time and within budget.		
✓	B	Most inputs are available in reasonable time and do not require substantial budget adjustments. However there is room for improvement.		
	C	Availability and usage of inputs face problems, which need to be addressed; otherwise results may be at risk.		
	D	Availability and management of inputs have serious deficiencies, which threaten the achievement of results. Substantial change is needed.		

2.2 How well is the implementation of activities managed?	
	A Activities implemented on schedule
✓	B Most activities are on schedule. Delays exist, but do not harm the delivery of outputs
	C Activities are delayed. Corrections are necessary to deliver without too much delay.
	D Serious delay. Outputs will not be delivered unless major changes in planning.
2.3 How well are outputs achieved?	
	A All outputs have been and most likely will be delivered as scheduled with good quality contributing to outcomes as planned.
✓	B Output delivery is and will most likely be according to plan, but there is room for improvement in terms of quality, coverage and timing.
	C Some output are/will be not delivered on time or with good quality. Adjustments are necessary.
	D Quality and delivery of outputs has and most likely will have serious deficiencies. Major adjustments are needed to ensure that at least the key outputs are delivered on time.

3. EFFECTIVENESS TO DATE: Degree to which the outcome (Specific Objective) is achieved as planned at the end of year N				
<i>In order to calculate the total score for this quality criterion, proceed as follows: 'At least one 'A', no 'C' or 'D' = A; Two times 'B' = B; At least one 'C', no 'D' = C; at least one 'D' = D</i>				
Assessment EFFECTIVENESS : total score	A	B	C	D
		✓		
3.1 As presently implemented what is the likelihood of the outcome to be achieved?				
	A	Full achievement of the outcome is likely in terms of quality and coverage. Negative effects (if any) have been mitigated.		
✓	B	Outcome will be achieved with minor limitations; negative effects (if any) have not caused much harm.		
	C	Outcome will be achieved only partially among others because of negative effects to which management was not able to fully adapt. Corrective measures have to be taken to improve ability to achieve outcome.		
	D	The intervention will not achieve its outcome unless major, fundamental measures are taken.		
3.2 Are activities and outputs adapted (when needed), in order to achieve the outcome?				
	A	The intervention is successful in adapting its strategies / activities and outputs to changing external conditions in order to achieve the outcome. Risks and assumptions are managed in a proactive manner.		
✓	B	The intervention is relatively successful in adapting its strategies to changing external conditions in order to achieve its outcome. Risks management is rather passive.		
	C	The intervention has not entirely succeeded in adapting its strategies to changing external conditions in a timely or adequate manner. Risk management has been rather static. An important change in strategies is necessary in order to ensure the intervention can achieve its outcome.		
	D	The intervention has failed to respond to changing external conditions, risks were insufficiently managed. Major changes are needed to attain the outcome.		

4. POTENTIAL SUSTAINABILITY: The degree of likelihood to maintain and reproduce the benefits of an intervention in the long run (beyond the implementation period of the intervention).				
<i>In order to calculate the total score for this quality criterion, proceed as follows: At least 3 'A's, no 'C' or 'D' = A ; Maximum two 'C's, no 'D' = B; At least three 'C's, no 'D' = C ; At least one 'D' = D</i>				
Assessment POTENTIAL SUSTAINABILITY : total score	A	B	C	D
		✓		
4.1 Financial/economic viability?				
	A	Financial/economic sustainability is potentially very good: costs for services and maintenance are covered or affordable; external factors will not change that.		
✓	B	Financial/economic sustainability is likely to be good, but problems might arise namely from changing external economic factors.		
	C	Problems need to be addressed regarding financial sustainability either in terms of institutional or target groups costs or changing economic context.		
	D	Financial/economic sustainability is very questionable unless major changes are made.		
4.2 What is the level of ownership of the intervention by target groups and will it continue after the end of external support?				
	A	The steering committee and other relevant local structures are strongly involved in all stages of implementation and are committed to continue producing and using results.		
✓	B	Implementation is based in a good part on the steering committee and other relevant local structures, which are also somewhat involved in decision-making. Likelihood of sustainability is good, but there is room for improvement.		
	C	The intervention uses mainly ad-hoc arrangements and the steering committee and other relevant local structures to ensure sustainability. Continued results are not guaranteed. Corrective measures are needed.		
	D	The intervention depends completely on ad-hoc structures with no prospect of sustainability. Fundamental changes are needed to enable sustainability.		
4.3 What is the level of policy support provided and the degree of interaction between intervention and policy level?				
	A	Policy and institutions have been highly supportive of intervention and will continue to be so.		
✓	B	Policy and policy enforcing institutions have been generally supportive, or at least have not hindered the intervention, and are likely to continue to be so.		
	C	Intervention sustainability is limited due to lack of policy support. Corrective measures are needed.		
	D	Policies have been and likely will be in contradiction with the intervention. Fundamental changes needed to make intervention sustainable.		
4.4 How well is the intervention contributing to institutional and management capacity?				
	A	Intervention is embedded in institutional structures and has contributed to improve the institutional and management capacity (even if this is not an explicit goal).		
✓	B	Intervention management is well embedded in institutional structures and has somewhat contributed to capacity building. Additional expertise might be required. Improvements in order to guarantee sustainability are possible.		
	C	Intervention relies too much on ad-hoc structures instead of institutions; capacity building has not been sufficient to fully ensure sustainability. Corrective measures are needed.		
	D	Intervention is relying on ad hoc and capacity transfer to existing institutions, which could guarantee sustainability, is unlikely unless fundamental changes are undertaken.		

4.2 Decisions taken by the steering committee and follow-up

Decision			Action			Follow-up			
N°	Decision	Identification period (mmmm-yy)	Source*	Actor	Action(s)	Resp.	Deadline	Progress	Status
1	Decision No. 332/QĐ-UBND	4/2016	Operational documents	PC	Establish board to prepare project	DoHA, DIP	Apr-16	Done	CLOSED
2	Decision No. 728/QĐ-UBND	Jul-16	Operational documents	PC	Approval of investment policy Project	PMU		Done	CLOSED
3	Decision No. 1486/QĐ-UBND	Dec-16	Operational documents	PC	Approval of PMU for RALG Director PMU: Mr Le Viet Nam Deputy director Mr Nguyen Dinh Bac; accountant: Ms Pham Thi Thanh Tuyen	PMU		Done	CLOSED
				PC	Implementing the Decision accordingly				
4	Decision No. 1487/QĐ-UBND	Dec-16	Operational documents	PC	Approval of PSC for RALG Kon Tum	PMU		Done	CLOSED
5	Decision No. 73/QĐ-UBND	Jan-17	Operational documents	PC	Approval of the Regulation on organization and operation of the PMU	PMU		Done	CLOSED
					Implementing the Decision accordingly				
6	Decision No. 20/QĐ-BQL	May-17	Operational documents	PMU	Approval of the percentage the time participate working in PMU of staff from government	PMU		Done	CLOSED
					Implementing the Decision accordingly				
7	Decision No. 24/QĐ-BQL	May-17	Operational documents	PMU	Approval of selection results of the Package buy table, chair and office equipment (use fund from Viet nam contribution)	PMU		Done	CLOSED

					PMU	Successful Bidder: interiors shop Luan	PMU	30/06/2017	Done	
8	Decision 9331/BTC-QLN	13/7/2017	Operational documents	MoF	MoF	MoF approval the funding is using 2017	MoF	13/7/2017	Done	CLOSED
9	Decision 1431/BTC-QLN	28/8/2017	Operational documents	MoF	MoF	PC approval the funding is using 2017	PC		Done	
10	NoL BTC about transfer 25000 Euro to add up to 39 000 Euro for purchase of car	28/9/2017	Operational documents	BTC	BTC	BTC approves this transferring for car purchase	BTC	28/9/2017	Done	CLOSED
11	NoL BTC Employment of Admin & Financial officer and Contracting Translator	1/9/2017		BTC	BTC	Sign contract with Mr Linh and Mr Hai since 1st September 2017	BTC	09/01/2017	Done	CLOSED
12	Decision 1241/QĐ-UBND Approval selection planning tender buy car	17/11/2017	Operational documents	PC	PC	Preparing document to submission of tenders	PMU	45 days	Done	CLOSED
13	Decision 158/QĐ-BCĐDDA approval Quarterly IV plan 2017	20/11/2017		PC	PC	Implementing the Decision accordingly	PMU		Done	CLOSED
14	Decision 159/QĐ - PSC approval POM	20/11/2017		PC	PC	Implementing the Decision accordingly	PMU		Done	CLOSED
15	Decision 160/QĐ- PSC about regulation operation and responsibility of PSC	20/11/2017	Operational documents	PC	PC	Implementing the Decision accordingly	PSC member		Done	CLOSED
16	Decision 02/QĐ - PMU for Le Van Tai (tenders officer)	03/09/2018		PMU	PMU	Implementing the Decision accordingly	PMU		Done	CLOSED
17	Decision 01/QĐ - PMU is approved provisional acceptance for buying car	04/01/2018		PMU	PMU	Implementing the Decision accordingly	PMU		Done	CLOSED
18	Decision 24/QĐ-PMU is approved the selection the tender the software to survey people and organizations' satisfaction with the delivery of administrative services	05/07/2018		PMU	PMU	Implementing the Decision accordingly	PMU		Done	CLOSED
19	Decision 25/QĐ-PMU is approved the tender printing material communication 2017	09/07/2018		PMU	PMU	Implementing the Decision accordingly	PMU		Done	CLOSED
20	NoL Enabel on the estimate costs and plan for the selection of contractor of the package of developing the software for communication and dissemination of policies and laws to people	16/07/2018	Activity	Enabel	Enabel	PMU is continue processing tender	PMU			Ongoing

21	Decision 32/QD-PMU is approved the printing hand book	24/09/2018	PMU	Implementing the Decision accordingly	PMU	Done	CLOSED
22	NoL Enabel on the estimated costs and the selection of the contractor plan for the package of printing the communication materials for the project	17/09/2018	Enabel	Continue processing tender	PMU		
23	Decision 34/QD-PMU for selected the consultant for survey on citizen's satisfaction	19/10/2018	PMU	Implementing the Decision accordingly	PMU	Done	Ongoing
24	NoL Enabel on the request for the Non Objection Letter on the Result of the selection of contractor of the package No.1: 'Developing the software for communication and dissemination of policies and laws to people and the contract draft'	10/12/2018	Enabel	Continue processing tender	PMU		Ongoing
25	NoL Enabel on the request for the Non Objection Letter on the Result of the selection of contractor of the package No.2: 'Upgrading online Public Services and the contract draft'	10/12/2018	Enabel	Continue processing tender	PMU		Ongoing
26	NoL Enabel on request for the Non Objection Letter on the Result of the selection of contractor of the package No.3: 'Developing the software to receive and process people's feedback and the contract draft'	10/12/2018	Enabel	Continue processing tender	PMU		Ongoing

4.3 Updated Logical framework

There has been no revision to the overall structure of the Logical Framework. The indicators have been revised and approved in the Baseline report.

4.4 MoRe Results at a glance

Logical framework's results or indicators modified in last 12 months?	Done together with Baseline Report with updated indicators approved in September 2017.
Baseline Report registered on PIT?	Baseline Report approved in September 2017.
Planning MTR (registration of report)	No MTR foreseen
Planning ETR (registration of report)	To be scheduled for 2019
Backstopping missions since 01/01/2017	Backstopping conducted in November 2017.

4.5 Budget and expenditure to 31/12/2018

Display Desc	FIN Mode	Initial Budget	Budget modifi letter cogest June 2017		ExpensesTY 2017	cBalTTYExpense	cBaTTYAvailable	Expenses 2018				ExpensesTY 2018	Plan 2019		Balance
			FIN Mode	Budget modification June				Expenses Q1_2018	Expenses Q2_2018	Expenses Q3_2018	Expenses Q4_2018		Expenses Q1_2019	Expenses Q2_2019	
A	B	1	C	2	3	4=5+6+7+8+9	5=2-3-6-7-8-9	6	7	8	9	10=6+7+8+9	11	12	13=5-11-12
A Specific Objective (SO)		555,000.00		555,000.00	27,405.46	527,594.54	318,720.32		18,920.85	65,403.83	124,549.54	208,874.22	255,000.00	63,720.32	0.00
01 Improved capacity of LG to disseminate information		80,000.00		80,000.00	4,073.82	75,926.18	34,250.12		1,042.53	17,508.54	23,124.99	41,676.06	26,000.00	8,250.12	-
01 Improved capacity of LG to disseminate information	COGEST	80,000.00	COGEST	80,000.00	4,073.82	75,926.18	34,250.12		1,042.53	17,508.54	23,124.99	41,676.06	26,000.00	8,250.1	-
02 Improved capacity of PPC mass organisations to facilitate 2 way communication		95,000.00		95,000.00	4,738.45	90,261.55	21,570.69		17,878.32	22,986.53	27,926.01	68,690.86	17,000.00	4,570.69	0.00
01 Improved capacity of PPC mass organisations to facilitate 2 way communication	COGEST	95,000.00	COGEST	95,000.00	4,738.45	90,261.55	21,570.69		17,878.32	22,986.53	27,926.01	68,690.86	17,000.00	4,570.69	0.00
03 Improved capacity of LG to collect, analyse and utilize citizen feed back		120,000.00		120,000.00	4,509.45	115,490.55	75,353.56			9,131.23	31,005.76	40,136.99	56,000.00	19,353.56	
01 Improved capacity of LG to collect, analyse and utilize citizen feed back	COGEST	120,000.00	COGEST	120,000.00	4,509.45	115,490.55	75,353.56			9,131.23	31,005.76	40,136.99	56,000.00	19,353.56	
04 Improved capacity for LG to plan coordinated PAR reforms		200,000.00		200,000.00	11,975.03	188,024.97	143,914.95			3,313.64	40,796.38	44,110.02	123,000.00	20,914.95	
01 Improved capacity for LG to plan coordinated PAR reforms	COGEST	200,000.00	COGEST	200,000.00	11,975.03	188,024.97	143,914.95			3,313.64	40,796.38	44,110.02	123,000.00	20,914.95	
05 exchange utilization of lessons learned with other provinces		60,000.00		60,000.00	2,108.71	57,891.29	43,631.00			12,463.9	1,796.4	14,260.29	33,000.00	10,631.0	
01 workshops, capitalization exercises	COGEST	40,000.00	COGEST	40,000.00	2,108.71	37,891.29	29,164.07			8,233.54	493.68	8,727.22	20,000.00	9,164.07	-

02 studies and consultancies through framework contracts	COGEST	20,000.00								14,466.93				4,230.35	1,302.7	5,533.07	13,000.00	1,466.93	-
X CONTINGENCIES		8,000.00								8,000.00								8,000.00	-
01 CONTINGENCIES		8,000.00								8,000.00								8,000.00	-
01 Contingencies (Co-managed)	COGEST	0.00							0.00										-
02 Contingencies (BTC-managed)	REGIE	8,000.00							8,000.00									8,000.00	-
Z GENERAL MEANS		437,000.00							355,474.39									30,100.00	164,022.26
01 Human Resources		318,600.00							231,767.34									26,500.00	92,982.81
01 International Technical Assistance - Co-coordinator	REGIE	180,000.00							124,445.98									15,000.00	42,342.95
02 National Technical Assistant	REGIE	72,000.00							62,835.30									6,000.00	31,477.61
03 Admin Financial officer	REGIE	1,000.00							1,000.00										1,000.00
04 Translator	REGIE								-505.48										(505.48)
05 Translator (525@24m)	REGIE	12,600.00							11,405.21									1,000.00	6,371.81
06 Admin Financial officer (1,500@24m)	REGIE	54,000.00							32,586.33									4,500.00	12,295.93
02 Investments Đầu tư		34,500.00							40,518.24										3,119.56
01 IT equipment	REGIE	14,500.00							1,500.00										1,500.00
02 Vehicle	REGIE	20,000.00							39,000.00										1,601.32
03 IT equipment (create a new budget line in COG)	COGEST	2,500.00							18.24										18.24
03 Operational Expenditures		52,900.00							46,892.84									3,600.00	36,540.45
01 operational costs technical assistance modalities	REGIE	15,600.00							18,250.42										18,250.42
02 Other Operating Expenditures	COGEST	37,300.00							28,642.42									3,600.00	18,290.03
04 Monitoring, Evaluation and Auditing		31,000.00							6,704.03										31,379.45
01 backstopping	REGIE	9,000.00							13,295.97										12,946.91
02 Evaluation	REGIE	15,000.00							15,000.00										10,432.54
03 Auditing	REGIE	7,000.00							8,000.00										8,000.00

