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RESULTS REPORT 2017

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

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Acronyms

CISB	Community Investment Supervision Board
CPCc	Commune People's Council
DoEM	Department of Ethnic Minorities
DoF	Department of Finance
DoHA	Department of Home Affairs
DoIC	Department of Information and Communications
DoJ	Department of Justice
DPI	Department of Planning & Investment
ICT	Information & communication technologies
ITA	International Technical Advisor
M&E	Monitoring and Evaluation
MoF	Ministry of Finance
MPI	Ministry of Planning and Investment
PAPI	Provincial Public Administration and Governance Index
PCI	Provincial Competitiveness Index
PAR	Public Administration Reform
PIB	People's Inspection Board
PMU	Project Management Unit
POM	Project Operational Manual
PC	People's Committee
PCc	People's Council
PMU	Project Management Unit
PSC	Project Steering Committee
RALG	Support for Responsive, Accountable Local Governance " project
SDS	Sustainable Development Strategy
SEDP	Social-Economic Development Plan
SEDS	Socio-Economic Development Strategy
TFF	Technical and Financial File
TOR	Terms of Reference
VFF	Vietnamese Fatherland Front
VWU	Vietnam Women's Union
VYU	Ho Chi Minh Youth Union

1 Intervention at a glance

1.1 Intervention form

Intervention title	Support for Responsive and Accountable Local Governance in Kon Tum Province
Intervention code	NN 30117554
NAVISION CODE	VIE 1505111
Location	Kon Tum
Total budget	1,000,000 EURO
Partner Institution	People's Committee of Kon Tum
Start date Specific Agreement	Nov 10, 2016
Date intervention start /Opening steering committee	October 3, 2017 (1st PSC meeting)
End date Specific Agreement	June 30, 2019
Target groups	<ul style="list-style-type: none"> + Members of the Project Steering Committee; Project management unit; + PCs and PCCs at the provincial, district and commune levels, participating government at all levels including DoHA, DPI, DoJ, DoF, DoIC, DoEM + Related government agencies + The VFF members and members of mass organization including VWU, VYU; + The citizens of selected communes in three districts of Kon Tum, Dak Ha and Kon Plong districts.
Impact	Improved citizen-government interaction leading to improved service delivery and increased citizen satisfaction
Outcome	1. Improved capacity of local government at all levels to disseminate information in a citizen-friendly manner
	2. Improved capacity of People's Councils and Mass Organizations, and specifically People's Inspection Boards (PIBs) and Community Inspection and Supervision Boards (CISBs) to facilitate and promote improved two-way communication between citizens and government at all levels
	3. Improved capacity of local government at all levels to collect, analyze and utilize citizen feedback in a transparent and deliberative fashion for more responsive and accountable local governance and improved service delivery
	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.
	5. The exchange and effective utilization of innovations, lessons learned and good practices with regard to citizen-government interactions, is promoted at provincial and national level.
Year covered by the report	2017

1.2 Budget execution

All amounts in Euro

Budget code	Budget	Disbursement (Belgian funds)				Balance at end 2017	Cumulative disbursement fraction at end 2017
		Q1	Q2	Q3	Q4		
Total	555000				27346.12	27346.12	5%
A01	80000				4060.83	4060.83	5%
A02	95000				4685.97	4685.97	5%
A03	120000				4504.69	4504.69	4%
A04	200000				12127.53	12127.53	6%
A05	60000				1967.1	1967.1	3%
X	8000					0	0%
Z	437000	15533.88	16686.63	16515.55	31,724	80,460	18%

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 continuous efforts made to improve 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 2017 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 such 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 will develop a more integrated knowledge management programme to be implemented in 2018, 2019

During six months of 2017 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 2017 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 handbook for PIB and CISB. The Provincial portal and Department of Information and Communications were lead the apply 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 with a participation of 511 officers from the province, districts and communes, of which 39% are female and 12% are ethnic minority. Six workshops related to 4 of the project's results, four trainings and one study tour have been carried out, 10 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 basing on the engagement methodology. The centered participants 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, sharing experience between the participants. Enhancing the practice, group work, 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 effectiveness of the project. The Project appealed 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 BTC 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 contributes to a clearer understanding of organizational relationships and ensures better structure for implementation.

Disbursement

From the Project start till the end of Q4 2017, the Project executed 110,325 EUR or 11% of its €1,000,000 total budget. Per modality the subtotals for 'COGEST' and for 'REGIE' for the same period count with a total execution rate of 5% and 23% respectively.

National execution official	BTC execution official
 <p data-bbox="338 1400 776 1482">Le Viet Nam Director PMU</p>	

2 Results Monitoring

2.1 Evolution of the context

2.1.1 General context

During 2017, the response to Public Administration Reform remains as 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 2017, the People's committee has approved the plan for 2018 of PAR based on evaluation and analysis of problems in 2017

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 BTC'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</i>	0				10%

<i>with government at all levels.</i>					
Indicator O-2: Create mutual understanding between citizens and government of priority areas for PAR.	0				
Indicator O-3: Improved citizen participation in public programs and policies.	0				
Indicator O-4: Increased citizen contributions to the oversight of public policy and program implementation.	0				

2.2.2 Analysis of progress made

The project began in 2017, but effectively had only two months for activities, so the results so far are not very big and need to be achieved within the remaining 18 months of the RALG project.

2.2.3 Potential Impact

IMPACT : Accelerated social and economic development in Kon Tum Province through more responsive, transparent and accountable local governance.					
Indicators	Baseline value	Value year N-1	Value year N	Target year N	End Target
Indicator O-1: Poverty rate	0	0	0		Shift in indicators above national average
Indicator O-2: Employment rate	0				
Indicator O-3: Monthly average income per capita at current prices by income source and by province	0				
Indicator O-4: Mother and child mortality rate	0				

2.3 Performance Output 1

2.3.1 Progress of indicators

Result 1 : Improved citizen-government interaction leading to improved service delivery and increased citizens' satisfaction.					
Indicators	Baseline value	Value year 2017	Value year 2018	Target year 2019	End Target
<i>Indicator O-1: Number of official publications which are effectively translated into a form which can be understood by citizens and provide a basic for citizen-government engagement.</i>	0	5	3		2
<i>Indicator O-2: Number of new measures taken to customize information to be disseminated to people, especially ethnic minorities.</i>	0	2	2		2 /year
<i>Indicator O-3: Percentage of citizen's satisfaction with the communication practice in the province</i>	0				10%

Training and workshop

In collaboration with the Provincial Women's Union, a workshop with 36 participants (67% female 17% ethnic minorities) to develop communication materials in a citizen-friendly manner was organized. It was the first time that in Kon Tum such a workshop to develop material between local government (DPI, DoJ, DoHA, Department of natural environment and resources, districts, communes) and Mass organization, VFF...has been held. Participants worked together to develop material and were sharing how to use communication directly and indirectly. Through the workshop, some people said, they had been working for many years in communication, but they did not have communication skills and did not know how to develop citizen-friendly material for communication. After the workshop, all participants have greatly improved their skill on communication with citizens. After the workshop DoJ and VYU will work together to develop communication material.

Satisfaction survey

TOR for a survey on people's satisfaction with the local authorities's information dissemination and integration of the survey on one commune-level administrative procedure have been developed; guidance was made on how to write information text pieces in a citizen-friendly manner.

2.3.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating¹			
	A	B	C	D
Activity A01.01: Collecting citizen feedback concerning the relative effectiveness of various methods of communication and co-relations between subject matter and mode of communication and engagement.				
Activity A01.01.01: Designing form of interview and tool for discussion with citizens		✓		
Activity A01.01.02: Implement survey			✓	
Activity A01.02: Enhancement of mechanisms to allow ethnic minorities to advise local authorities on how to more effectively communicate with ethnic minority communities.				
Activity A01.02.01: Collecting citizens' feedback on the way of effective communication and interaction with the public		✓		

Activity A01.02.02: Organizing scheduled meetings with citizen		✓		
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.				
Activity A01.03.01: Training workshops on communication		✓		
Activity A01.03.02: Design and test communication documents and printing		✓		
Activity A01.03.03: Translate some documents into ethnic minority languages		✓		
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.				
Activity A01.04.01: Development of the different tools for the call for innovation proposals		✓		
Activity A01.04.02: Innovative measures designed, tested and applied		✓		

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 will be 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.

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

The activity will be 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. This activity will support them to apply the knowledge from training for communication in the community.

Activity A01.02.02: Organizing scheduled meetings with citizens

The meetings with citizens will be conducted by local government in 2018.

Activity A01.03.01: Training workshops on communication

A training on news writing skills and radio program development for 41 commune officials (24% female and 20% ethnic minorities) who are in charge of the loudspeaker system was organized. The recent survey shows that 100% of participants 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

After the workshop, the draft was developed of 5 communication materials, including the leaflet on commune administrative procedures, early marriage, communal administrative pamphlets, newsletters and posters on the two 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.

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 applied 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 on (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.

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

PMU whas developed the document to guide the partners to identify and build the innovative measures. At the time when the workshop was conducted the PMU give information and incourged 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

At the workshop, new 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,.... Other ininitiatives wese proposed, such as for example, Radio broadcasting in ethnic minority language in Mang Canh commune of Kon Plong district. TOR for the new measures are beeing prepared and approved by BTC. PMU will proceed with the implmentaion of the proposed innovations after receiving approval from BTC..

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>		2	2	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%
<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. TOR for the workshop on developing the handbook for PIB and CISB and planning for improved capacity were built and submitted to BTC for comments.

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). The plan for improved capacity of PIB and CISB in 2018 has been developed and the handbook for PIB and CISB has been finalized. One new measure of VFF on enhancing the effectiveness of meeting voters and two measures of the city's Women's Union on renewing the group activities for women and supervising the feedback of city's officers in charge of women work

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 Council 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 dialogs 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				
<i>Activity A02.04.01: Training needs assessment for PIBs and CISBs and capacity building</i>		✓		
Activity A02.05: Develop guideline, manuals and other tools to enable PIB and CISBs to better perform their supervisory and oversight functions				
<i>Activity A02.05.01: Develop guideline, manuals and other tools to enable PIB and CISBs to better perform their supervisory and oversight functions</i>		✓		
<i>Activity A02.05.02: Training Workshop on Piloting Use of the guidelines</i>		✓		

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 dialogs between PIB and CISB and the local government</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

2.4.3 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 have 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 discussion 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. In 2018 some trainings will be conducted to improve PCc, VFF and Mass organizations.

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

1 workshop and 1 class training for monitoring and support PIB and CISB are organized. In 2018, PMU will organize more trainings to enhance the capacity of PCcs, VFF and Mass organizations.

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

Communication strategy will be developed through the workshop on development of communication material. The activity will be connected to A02.02.02 on 2018.

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

Through the workshop, some new measures to continue to develop example new measures of VFF on enhancing the effectiveness of meeting voters and two measures of the city Women's Union on renewing the group activities for women and supervising the feedback of city's officers in charge of women work. The PMU is supporting to design these new measures and getting an opinion from ITA.

The plan to develop communication will be developed when PMU and VFF organize these trainings in 2018.

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

VFF and PMU are developing TOR for a training on dealing with conflicts and building consent, facilitating and mobilizing the cooperation of the community.

Activity A02.03.02: Organizing dialogs between VFF and mass organization with communal and districts leaders

VFF will lead to organize testing 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.

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 local government about result 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 BTC 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 joint forces to develop and give comments to the hand book for PIBs and CISBs. After approval by BTC, the PMU will print 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. For 2018, PMU will organize 8 classes for PIBs and CISBs with 3 training days for each (1 day on theory and 1 day field work and 1 day sharing lesson learned after the field visits).

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 dialogs for PIBs and CISBs, the VFF will collect the lesson learned and share them with stakeholders. The VFF will establish a number of PIBs and CISBs and communicate their readiness to the citizens.

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

VFF and PMU are preparing TOR to implement the model of dialog between PIB and CISB and local governments. 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: Number of government agencies among the agencies, participating in the RALG project, using improved mechanism for collecting citizen feedback</i>	0				100%
<i>Indicator 3.2: Number of government agencies using IT for analyzing citizen feedback</i>	0				100%
<i>Indicator 3.3: 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</i>					100%
<i>Indicator 3.4: Percentage of satisfaction with the response from government agencies (PAPI)</i>					Increase above the regional average
<i>Indicator 3.5: Percentage of satisfaction with the response from government agencies (PAPI)</i>					Increase above the regional average

2.5.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating¹			
	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		✓		

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

2.5.3 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' suggestion and for feedback and the communication with citizens on the channels

of collecting their opinions and suggestions as well as creating improved capacity of staff in the upcoming time.

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.

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

In a workshop, the roles of administrative officials in receiving, analyzing and responding to citizens' feedback were 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.

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....

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 portal gate will advise the PC to allocate budget to maintain it.

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

Participants also discussed and identified risks in the implementation of 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 A03.03.01: 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 BTC 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. The project will continue to implement these training in 2018 and organize field missions to provide support at commune-level from the citizens reception of the province and districts.

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 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: Number of satisfaction surveys to get the citizens' feedback on the performance of their services delivery</i>	0				6
<i>Indicator 4.2: Number of innovations, applied by government agencies in identifying, planning, coordinating and overseeing public administrative reforms</i>	0				2

The PMU and the partners have developed two 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 ...).

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 officers when performing their duties, especially officers working at one stop shop

These two innovative measures will be implemented in 2018.. A survey for 6 public administrative services will be conducted in 2018.

2.6.2 Progress of main activities

Progress of <u>main</u> activities	Progress Rating ¹			
	A	B	C	D
Activity A04.01: Strengthening the capacity to collect, interpret and use the citizens' feedback and institutionalizing public administration reforms to utilize the benefits of participatory processes.				
Activity A04.01.01: Workshop on the public administration reforms in the state agencies and identifying difficulties and obstacles		✓		
Activity A04.02: Strengthening vertical and horizontal interaction between authorities at different administrative levels through the clarification and simplification of roles and responsibilities and administrative procedures and improving the communication and monitoring.				
Activity A04.02.01: Implementing the innovative measures		✓		
Activity A04.03: At the community level: Developing, checking/accomplishing tools and processes for participation in planning the socio-economic development plan (SEDP) and its implementation including budgeting, bidding process, purchasing, monitoring				
Activity A04.03.01: Reviewing the process of planning of socio-economic development with methodologies to effectively analyze people's feedback		✓		
Activity A04.03.02: Developing tools to support participation in planning socio-economic development through PAR		✓		
Activity A04.03.03: Implement planning socio-economic development and PAR plan with participation of citizens				
Activity A04.04: Enhancing communication and comprehensive monitoring of the plan and strategies for public administrative reforms in a quick-response fashion				
Activity A04.04.01: Contract with television for communication on public administrative reforms		✓		
Activity A04.04.02: Develop material for communication on PAR		✓		
Activity A04.05: Experience exchange among provinces within the RALG project on best practices and lessons learned.				
Activity A04.05.01: Carrying out learning exchange tours for the project.		✓		

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

2.6.3 Analysis of progress made

Activity A04.01.01: Workshop on the public administration reforms in the state agencies and identifying difficulties and obstacles

The PMU coordinated with the Department of Home Affairs to organize a workshop on reviewing the PAR planning for 2018 with 61 participants (39% female and 3% ethnic minorities). DoHA reported to the partners on the draft PAR plan for 2018. At the workshop, The PMU gave a thematic report on results of PAR from Dak Ha. The results of collecting citizens' feedback and an analytical report of typical individual cases and effective communication were presented for replication. Participants reflected on the quality and change of setting of reception meetings for people's feedback and on the expected improvement of the government's communication. The PMU shared the lessons learned from Southern provinces.

This is the first time DoHA has organized the direct consultation with the VFF and mass organizations on the administrative reform plan. With the valuable comments received, DoHA was able to finalize the plan and advise the PPC for approval in time.

Activity A04.02.01: Implementing the innovative measures

The PMU and People's Committee of Dak Ha and Kon Tum city have developed two innovations on administrative result home delivery in Dak Ha and on a new form of listing public administrative procedures and people's satisfaction collecting in Kon Tum city. The PMU has developed TOR for the innovative measures, which will be implemented in 2018.

Activity A04.03.01: Reviewing the process of planning of socio-economic development with methodologies to effectively analyze people's feedback

DPI is preparing TOR to providing technical support to implement Activity 4.3 including reviewing the process of planning for socio-economic development methodologies; to improve capacity for the implementation of piloting planning for socio-economic development integrated with the plan for PAR.

Activity A04.03.02: Developing tools to support participation in planning socio-economic development through PAR

DPI is reviewing and developing the tool for guidance on planning socio-economic development and PAR. The tool will be reviewed and tested before using it. Three implementation models will be tested in 2018.

Activity A04.03.03: Implement planning socio-economic development and PAR plan with participation of citizens

After training and developing the tool, DPI and DoHA will cooperate to test and build three models to guide on planning socio-economic development integrated with PAR.

Activity A04.04.01: Contract with television for communication on public administrative reforms

In order to disseminate the information about the administrative reform at local level, the provincial radio and television has established the PAR Section and People's Questions and Authority's Answer programme, as well as the voter's forum. The Sections have provided information about PAR to people, received and answered voters' questions in a timely fashion. The aim is to better promote the communication on PAR, especially focusing on introducing the results of simplification of administrative procedures; to praise new models, good practices and typical examples in organizing the settlement of administrative procedures as well as promptly responding to citizens' feedback on complicated administrative procedures which are in need of improvement.

The overall aim of this activity is communication on public administration reform by broadcasting to citizens about the activities of project and sharing the project's results. PMU coordinated with the provincial Radio and Television Station to carry out communication on administrative reform and results from the project. Five reports with a total time of broadcasting of 34 minutes 11 seconds, 7 new bulletins with a length of 7 minutes, reports and news in both types, radio and television, and translated in Xedang and Bana languages were done. Broadcasts on new policies are being developed. Broadcasting a number of typical reports on Vietnam Television is planned.

Most of the news and reports focus on: Reports for typical individual and effective communication for replication; interaction and communication between local officers and local people and dialogue with citizens on administrative reform, difficulties faced by the VFF and mass organizations in monitoring and responding; reflecting the effectiveness of PIBs and CISBs; reflecting the effectiveness of handling people's complaints and proposals; effectiveness of PAR at Da Ha District; role of officials in receiving, analyzing and responding to citizens' feedback; reports on effectiveness of IT application in receiving and responding to citizens' feedback. The reports have been shown in trainings, workshops to help participants getting a closer look and evaluate the reality in the locality as well as sharing the practical effects from the grassroots activities to help communicate the extend of the project's activities. News produced for TV and radio help to disseminate and give updates on the progress of project activities.

Activity A04.04.02: Develop material for communication on PAR

DoJ participated in the workshop to develop material for communication. They will do this activity after the approval of the plan for 2018. DoJ and VYU are planning new measures for communication through "coffee shop with PAR". The material will be conducted and shown at coffee shops, offices, meeting rooms...As a result of innovative measures of Kon Tum city organizing contests on PAR communication, publications of materials from the contest (radio broadcasts, minor plays) will be used for communication at the peoples reception and one stop shop.

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

The 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 activities 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 innovation from the study tour were already applied 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: Lessons learned and good practices documented and shared with other provinces.</i>	0				4
<i>Indicator 5.2: Number of good practices from other provinces applied in Kon Tum province.</i>	0				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 Tho; 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 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 broadcasting 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

The first meeting of the PSC was organized in October 2017 with 27 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.

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.

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.

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.

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

The study tour shall be conducted in quarter 1 2018. PMU is developing TOR for study tour in the North provinces.

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 511 officers from the province, districts and communes, we had 39% women and 12% 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		Comparing to last an			
Risk description	Period of identification	Category	Likelihood	Potential impact	Total	Action(s)	Resp.	Deadline	Progress	Status	Rated in TFF	Diffel
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 Activities accommodate language barriers where possible to ensure that access information is possible for all community members, with final documentation of decisions in Vietnamese Planning for ethnic minority participate in the project	PMU	Dec 2018	recruit local officials			
									The staffs local and header village will participate transfer information to citizens	In progress		
							PMU	Dec 2018	Using method teach and guideline with participate in the			

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 stakeholders to improve two-way communication	TFF preparation (2016)	Medium	Medium Risk	increase in citizen-government dialogue; sharing the good practices and lessons learned Disseminating the efforts made by local government to innovate and offering evidence on the improvement of the interaction and great contribution of the project.	PMU, Partner	every quarterly	In progress	In progress	
Stakeholders may focus on performance indicators such as PAPI, PAR and PCI rather than on the adoption of new forms of	TFF preparation (2016)	Medium	High	Make workplan for improvement of PAPI each year; Depending on result of evaluation improve PAPI,	PMU, Partner	6 month	In progress	In progress	

ethnic minority areas.			the project implementation plans.	PMU	to be defined	activities	
			Project Management Unit should work with key partners for their long-term commitment to retain the people working in the project areas.	PMU	to be defined	to be considered during the implementation of project activities	In progress
			make handover between staff is good	PMU	to be defined	to be considered during the implementation of project activities	In progress
			Documentation and sharing lesson learn, connecting with the positive person	PMU	to be defined	to be considered during the implementation of project activities	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.

No.	Items evaluated	Content of workshops and trainings				Trainings on the use of Handbook for PIB and CISB
		Workshop on developing communication materials	Workshops on developing the handbook for PIB and CISB	Workshop on IT application to collect , analyze and response to peoples's feedback, suggestions (officers from departments, districts)	Workshop on IT application to collect , analyze and response to peoples's feedback, suggestions (officers communes and wards,)	
1	General opinion and Interest – What do you think about the workshops and trainings and do you like them ?					
	Very useful	63%	29%	47%	71%	67%
	Useful	33%	53%	47%	24%	33%
	Normal	4%	18%	6%	5%	
	Not necessary					
2	Useful –Are the workshops and training useful for your work ? What is the most interesting?					
	Very useful	58%	29%	35%	71%	70%
	Useful	38%	50%	53%	29%	30%
	Normal	4%	21%	6%		
	Not useful					
3	Methodology – Do you think the methodology used in the workshops and trainings is suitable?					
	Very suitable	67%	26%	35%	75%	45%
	Suitable	33%	62%	65%	15%	55%
	Normal		9%		10%	
	Not suitable		3%			

4	Materials, facilities of workshops and trainings- What's your opinion on the quality of the materials and facilities of the workshops and trainings?							
	Very good	52%	26%	35%	76%	45%		
	Good	39%	54%	59%	19%	55%		
	Normal	9%	17%	6%	5%			
	Not qualified		3%					
5	Competence- impression on the consultant groups (sympathetic, enthusiastic, competent)?							
	Outstanding	55%	25%	12%	35%	44%		
	Very good	30%	31%	47%	35%	22%		
	Good	10%	33%	41%	18%	33%		
	Normal	5%	11%		12%			
6	Organization (decorations, sound, lightings, stationeries, teabreak, allowance..) – What is your opinion on the quality?							
	Very good	63%	14%	29%	42%	40%		
	Good	29%	40%	65%	42%	60%		
	Normal	8%	17%	6%	16%			
	Not qualified		29%					

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 to monitor 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.
	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.
	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	
		✓		
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.		
		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.		
		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	
		✓		
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.		
		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.		
		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.		
		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.		
		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							
N°	Decision	Identification period (mm.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	6/30/2019	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	25/1/2017	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	19/5/2017	Done	CLOSED

					PMU	Successful Bidder: interiors shop Luan	PMU	6/30/2017	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		MoF	PC	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	1/9/2017	Done	CLOSED
12	Decision 1241/QĐ-UBND Approval selection planning tender buy car	17/11/2017	Operational documents		PC	Preparing document to submission of tenders		45 days	Evaluation of tenders, awarding the public the contract	
13	Decision 158/QĐ-BCĐDA approval Quarterly IV plan 2017	20/11/2017		PC	PC	Implementing the Decision accordingly	PMU		Progress	
14	Decision 159/QĐ -BCĐDA approval POM	20/11/2017	Operational documents	PC	PC	Implementing the Decision accordingly	PMU		Progress	
15	Decision 160/QĐ-BCĐ DA about regulation operation and responsibility of PSC	20/11/2017		PC	PC	Implementing the Decision accordingly	PSC member		Progress	

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 31/12/2017

ANNEX 1 FINANCIAL PLANNING for project VIE1505111 _ Kontum 2018

Display	FIN Mode	Initial Budget	Budget modifi letter cogest June, August 2017		ExpensesTY	cBaTTYExpense	cBaTTYAvailable	Plan 2018				Expenses 2019	Balance Số dư
			FIN Mode	Budget modification June, August 2017				Expenses Q1_2018	Expenses Q2_2018	Expenses Q3_2018	Expenses Q4_2018		
A	B	1	C	2	3	4=5+6+7+8+9	5=2-3-6-7-8-9	6	7	8	9	11=5-10	12=5-10-11
A Specific Objective (SO) :		555,000.00		555,000.00	27,346.12	527,653.88	28,280.02	122,477.00	167,517.00	137,104.00	72,275.86	28,280.00	0.02
01 Improved capacity of LG to disseminate information		80,000.00		80,000.00	4,060.83	75,939.17	7,679.17	26,166.00	20,263.00	15,931.00	5,900.00	7,680.00	(0.83)
01 Improved capacity of LG to disseminate information	COGEST	80,000.00	COGEST	80,000.00	4,060.83	75,939.17	7,679.17	26,166.00	20,263.00	15,931.00	5,900.00	7,680.00	(0.8)
02 Improved capacity of PPC mass organisations to facilitate 2 way communication		95,000.00		95,000.00	4,685.97	90,314.03	1,900.03	21,894.00	35,544.00	21,913.00	9,063.00	1,900.00	0.03

01 Improved capacity of PPC mass organisations to facilitate 2 way communication	COGEST	95,000.00	COGEST	95,000.00	4,685.97	90,314.03	1,900.03	21,894.00	35,544.00	21,913.00	9,063.0	1,900.0	0.0
03 Improved capacity of LG to collect , analyse and utilize citizen feed back		120,000.00		120,000.00	4,504.69	115,495.31	4,500.31	25,795.00	48,300.00	32,400.00	4,500.00	4,500.00	0.31
01 Improved capacity of LG to collect , analyse and utilize citizen feed back	COGEST	120,000.00	COGEST	120,000.00	4,504.69	115,495.31	4,500.31	25,795.00	48,300.00	32,400.00	4,500.0	4,500.0	0.3
04 Improved capacity for LG to plan coordinated PAR reforms		200,000.00		200,000.00	12,127.53	187,872.47	7,200.47	36,372.00	49,800.00	53,700.00	40,800.00	7,200.00	0.47
01 Improved capacity for LG to plan coordinated PAR reforms	COGEST	200,000.00	COGEST	200,000.00	12,127.53	187,872.47	7,200.47	36,372.00	49,800.00	53,700.00	40,800.0	7,200.0	0.5
05 exchange utilization of lessons learned with other provinces		60,000.00		60,000.00	1,967.10	58,032.90	7,000.04	12,250.0	13,610.0	13,160.0	12,012.9	7,000.00	0.04

01 workshops, capitalization exercises	COGEST	40,000.00	COGEST	40,000.00	1,967.10	38,032.90	2,000.04	7,250.00	9,710.00	9,460.00	9,612.9	2,000.0	0.0
02 studies and consultancies through framework contracts	COGEST	20,000.00	COGEST	20,000.00	-	20,000.00	5,000.00	5,000.00	3,900.00	3,700.00	2,400.0	5,000.0	-
X CONTINGENCIES		8,000.00		8,000.00	-	8,000.00	8,000.00	-	-	-	-	8,000.00	-
01 CONTINGENCIES		8,000.00		8,000.00	-	8,000.00	8,000.00	-	-	-	-	8,000.00	-
01 Contingencies (Co-managed)	COGEST	0.00	COGEST	0.00	-	0.00	0.00	-	-	-	-	-	-
02 Contingencies (BTC-managed)	REGIE	8,000.00	REGIE	8,000.00	-	8,000.00	8,000.00	-	-	-	-	8,000.0	-

Z GENERAL MEANS	437,000.00	437,000.00	437,000.00	82,979.10	354,020.90	157,992.66	73,325.00	35,843.24	35,825.00	51,035.00	77,573.84	98,894.82
01 Human Resources	318,600.00	318,600.00	300,600.00	71,140.34	229,459.66	122,659.66	25,575.00	27,075.00	27,075.00	27,075.00	59,097.84	63,561.82
01 International Technical Assistance - Co-coordinator	180,000.00	180,000.00	180,000.00	55,554.24	124,445.76	64,445.76	15,000.00	15,000.00	15,000.00	15,000.00	30,000.00	34,445.8
02 National Technical Assistant	72,000.00	72,000.00	72,000.00	10,464.88	61,535.12	39,035.12	4,500.00	6,000.00	6,000.00	6,000.00	12,000.00	27,035.1
03 Admin Financial officer (1,500@24m)	54,000.00	54,000.00	36,000.00	3,419.06	32,580.94	14,580.94	4,500.00	4,500.00	4,500.00	4,500.00	12,500.00	2,080.9
04 translator (525@24m)	12,600.00	12,600.00	12,600.00	1,702.16	10,897.84	4,597.84	1,575.00	1,575.00	1,575.00	1,575.00	4,597.8	-

02 Investments		34,500.00	43,000.00	2,481.76	40,518.24	-0.00	39,000.00	18.24	0.00	1,500.00	-	(0.00)
01 IT equipment	REGIE	14,500.00	1,500.00	-	1,500.00	0.00	-	-	-	1,500.00	(1,500.00)	-
02 Vehicle	REGIE	20,000.00	39,000.00	-	39,000.00	0.00	39,000.00	-	-	-	-	-
03 IT equipment (create a new budget line in COG)	COGEST		2,500.00	2,481.76	18.24	-0.00	-	18.24	-	-	-	(0.0)
03 Operational Expenditures		52,900.00	49,400.00	2,653.00	46,747.00	11,747.00	8,750.00	8,750.00	8,750.00	8,750.00	8,600.00	11,747.00
01 operational costs technical assistance modalities	REGIE	15,600.00	20,600.00	2,350.00	18,250.00	5,650.00	3,150.00	3,150.00	3,150.00	3,150.00	2,500.00	5,650.0

02 Other Operating Expenditures	COGEST	37,300.00	COGEST	28,800.00	303.00	28,497.00	6,097.00	5,600.00	5,600.00	5,600.00	5,600.00	6,100.00	6,097.00
04 Monitoring, Evaluation and Auditing		31,000.00		44,000.00	6,704.00	37,296.00	23,586.00					9,876.00	23,586.00
01 backstopping	REGIE	9,000.00	REGIE	20,000.00	6,704.00	13,296.00	4,086.00	-	-	-	9,210.00	(5,124.00)	4,086.00
02 Evaluation	REGIE	15,000.00	REGIE	15,000.00	-	15,000.00	15,000.00	-	-	-	-	15,000.00	15,000.00
03 Auditing	REGIE	7,000.00	REGIE	9,000.00	-	9,000.00	4,500.00	-	-	-	4,500.00	-	4,500.00
99 Conversion rate adjustment													

