



**KINGDOM OF CAMBODIA  
NATIONAL RELIGION KING**

**Ministry of Interior**



**DEMAND FOR GOOD GOVERNANCE PROJECT  
World Bank-IDA-Grant No.H4410-KH**



**CONSOLIDATED 2<sup>nd</sup> QUARTERLY  
PROGRESS REPORT FOR 2010**



**The Asia Foundation**

**Compiled by: Project Coordination Office**

**Dated: August 13, 2010**

# **Consolidated 2<sup>nd</sup> Quarterly Progress Report 2010**

## **Demand For Good Governance Project World Bank-IDA-Grant No H4410-KH**

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## ABBREVIATIONS AND ACRONYMS

ABC	Australia Broadcasting Corporation
ABC-RA	Australia Broadcasting Corporation – Radio Australia
AC	Advisory Committee
AC	Arbitration Council
ACE	Australia Centre for English
ACF	Arbitration Council Foundation
ACG	Anti-Corruption Guidelines (of the World Bank Group)
ACWG	Anti-Corruption Working Group (of RGC)
ADB	Asian Development Bank
AM	Amplitude Modulation
AKP	Agent Khmer de Press
APR	Annual Progress Report
AusAID	Australian Agency for International Development
AWP	Annual Work Plan
BB PIS	Battambang Provincial Information Service
BBC WST	British Broadcasting Commission – World Service Trust
BER	Bid Evaluation Report
BoQ	Bill of Quantities
CAR	Council for Administrative Reform
CAS	Country Assistance Strategy
CBO	Community Based Organization
CCI	Cambodia Communication Institute
CDA	Content Development Advisor
CDRI	Cambodia Development Resource Institute
CFA	Counterpart Funds Account
CFSU	Central Financial Service Unit
CFU	Central Financial Unit
CMDGs	Cambodia Millennium Development Goals
CRDAP	Cambodia Radio Development Assistance Project
CQS	Selection Based on Consultant’s Qualifications
CSA	Civil Society Assessment
CSD	Centre for Social Development
CSO	Civil Society Organization
D&D	Decentralization and De-concentration
DANIDA	Danish International Development Agency
DFGG	Demand for Good Governance
DFID	Department for International Development (United Kingdom)
DM	Development Marketplace
DMC	Department of Media and Communication
DO	District Ombudsman
DPM	Deputy Prime Minister
DST	District Support Team
EA	Executing Agency
EEO	Equal Employment Opportunities
EMP	Environmental Management Plan
EMR	Electro-Magnetic Radiation

EOI	Expressions of Interest
FM	Frequency Modulation
FMDM	Financial Management and Disbursement Manual
FMM	Financial Management Manual
FMR	Financial Management Report
FPP	Final Project Proposal
GAC	Governance and Accountability
GGF	Good Governance Framework
GGP	Good Governance Plan
GMC	Grand Making Committee
GoA	Government of Australia
GRO	Grassroots Organization
IA	Implementing Agency
ICB	International Competitive Bidding
IDA	International Development Association
IFR	Interim Financial Report
IPA	International Procurement Agent
IPC	Inter-Ministerial Procurement Committee
IRC	Incentives and Recruitment Committee
ISA	International Standards of Auditing
KAF	Konrad Adenauer Foundation
LCFG	Learning and Communication Focus Group
LIL	Learning and Innovation Loan
MEU	Monitoring & Evaluation Unit
MBPI	Merit Based Pay Initiative
MEF	Ministry of Economy and Finance
MOI	Ministry of Interior
MOInf	Ministry of Information
MOInf PISD	Ministry of Information Provincial Information Services
MOLVT	Ministry of Labour and Vocation Training
MONASRI	Ministry of the National Assembly and Senate Relations and Inspection
MPR	Monthly Progress Report
NCB	National Competitive Bidding
NGO	Non-Government Organization
NOL	No Objection Letter
NSA	Non-State Actors
NSI	Non-State Institution
NZAID	New Zealand Agency for International Development
ODA	Organizational Development Advisor
OWSO	One Window Service Office
PAD	Proposal Appraisal Document
PECSA	Program to Enhance Capacity in Social Accountability
PCO	Project Coordination Office
PIM	Project Implementation Manual
PIP	Project Implementation Plan
POC	Priority Operating Costs
PMT	Project Management Team
PRC	Procurement Review Committee

PRDC	Provincial Rural Development Committee
PST	Program Support Team
QPR	Quarterly Progress Report
RGC	Royal Government of Cambodia
RNK	Radio National Kampuchea
RTO	Research and Training Organization
TAF	The Asia Foundation
TBC	To Be Confirmed
TBD	To Be Determined
TBP	Talk Back Program
TNA	Training Needs Assessment
TOR	Terms of Reference
TWG	Technical Working Group
UNDP	United Nations Development Program
UNOPS	United Nation Office for Project Services
USAID	United States Agency for International Development
USD	United States Dollar
WB	World Bank
WMC	Women's Media Centre

## **SECTION I: PROJECT BRIEF**

### **A. Project Introduction**

The second Quarterly Progress Report (QPR) covered the period from 1<sup>st</sup> April to 30<sup>th</sup> June 2010. The report summarizes the basic information, key activities and completed milestones, emerging concerns and divergences undertake, significant achievements of procurement, financial, including conclusion and recommendations undertake in the quarter. The QPR has been compiled by the MOI/PCO, based on each IA reported for the three project components. In Section No. 3 are also attached of their individual report for further detailed information and references. These achievements are concrete foundation for the project implementations realize its long term objective of enhancing the demand for good governance in priority reform areas by strengthening institutions, supporting partnerships, and sharing lessons.

#### **A.1. Project Background**

The Royal Government of Cambodia (RGC) has recognized the importance of strengthening governance in its National Strategic Development Plan (NSDP) 2006-10 and in the Rectangular Strategy (RS) 2004-08. The RGC has also publicly recognized that “achieving good governance will require the active participation and commitment of all segments of the society, enhanced information sharing, accountability, transparency, equality, inclusiveness, and the rule of law” (RGC 2004). A number of key government policy documents, such as the RS, the Governance Action Plan, and the Decentralization and De-concentration (D&D) Strategic Framework recognize the helpful role civil society can play in governance processes.

The DFGG Project is a response to the current RGC push for reform, and has been approved as a US\$20 million-equivalent grant from the International Development Association (IDA). It will be implemented over a four-year period (2009-2013), under the general coordination of the Ministry of Interior (MOI) as the Executing Agency. Conceptually, ‘Demand for good governance’ (DFGG) aims to increase the extent and ability of citizens and other non-state actors (NSAs) to hold the state accountable, and to make it responsive to their needs. In turn, DFGG enhances the capacity of the state to become more transparent, accountable and responsive to citizens.

The process of operationalizing this concept will be implemented through four key activities: (i) promoting demand by disclosing, demystifying, and disseminating information on key government programs; (ii) mediating demand by creating and strengthening avenues for citizen feedback and addressing citizen concerns; (iii) responding to demand by creating programs for service delivery; and (iv) promoting regular monitoring and oversight of the public sector by independent actors.

#### **A. 2. Project Development Objective**

The DFGG project is a \$20 million equivalent, IDA financed grant being given to the RGC for a four year period with the aim of enhancing the demand for good governance in priority reform areas by strengthening institutions, supporting partnerships, and sharing lessons.

The state and non-state institutions and partnerships supported will be those that promote, mediate, respond to, or monitor for DFGG. The four priority reform areas, where DFGG approaches will be supported are those identified in the Governance Pillar of the Bank-RGC Country Assistance Strategy (CAS), namely:

- (a) Private sector development,
- (b) Natural resource management,
- (c) Public financial management, and
- (d) Decentralization and citizens' partnerships for better governance.

### **A. 3. Project Component**

The project has three components: (i) Support to State Institutions, (ii) Support to Non-State Institutions, and (iii) Coordination and Learning.

- **Component 1: Support to State Institutions.** The project will support the strengthening and scaling-up of programs conducted by four SIs which have committed leadership and demonstrated initial success: (i) the Arbitration Council or AC (under the purview of the Ministry of Labour and Vocational Training); (ii) law dissemination and complaints handling (under the Ministry of National Assembly and Senate Relations and Inspections or MONASRI); (iii) the One Window Service Offices (OWSO) and District Ombudsman (under the MOI); and (iv) Radio National Kampuchea or RNK (under the Ministry of Information).
- **Component 2: Support to Non-State Institutions.** The project will strengthen the engagement of civil society and NSAs in DFGG activities by providing grant funding and capacity building assistance to NSAs. The program is administered by the Asia Foundation.
- **Component 3: Coordination and Learning.** The MOI is responsible for overall project coordination of the DFGG Project; awareness rising; and capacity building for a broader range of institutions than merely those directly involved in project implementation. To this end, a Project Coordination Office has been established, which will be responsible overseeing the daily management of the project, tracking progress, ensuring timely reporting, and promoting adherence to best management practices on part of all IAs. The PCO will have three small units that will comprise government and contract staff, supported by technical advisers:
  - (a) **Project Coordination Unit:** Functions will include oversight and coordination in planning and budgeting, financial management, internal audit, procurement and asset management, POC, and management information systems.
  - (b) **Learning and Communication Unit:** Functions will include guiding and overseeing the preparation and delivery of the annual Awareness Raising and Capacity Building, Communication and Studies Programs, by the appointed Research and Training Organization.
  - (c) **Monitoring and Evaluation Unit:** Assisted by the M&E Research Firm, the functions of this unit will include managing and supporting the M&E function across all components, developing forms/report formats to collect information on progress and performance, assisting in the development and testing tools/methods for evaluation, training M&E staff from the IAs, compiling and aggregating information from Components 1 and 2, and reporting regularly to the RGC and the World Bank.

## SECTION II: OVERALL PROJECT PROGRESS REPORT

### A. Summary of Key Activities and Completed Milestones undertaken in Quarter

For the second quarter of 2010, each of the IAs has made progress towards on-going activities. However, there are some areas of the proposed PIP and key milestones were pending which had not been started to carry out in accordance with scheduled laid out in the AWP 2010. Nevertheless, it is expectation that each IAs would be able to complete their works in the next coming quarter.

The following is a summary of the main accomplishments during the reporting period:

#### A. 1. Output

##### **+ Component 1A: ACF**

##### **Arbitration Council Governance**

- The Arbitration Council Foundation organised two meeting during the reporting period, the first was the 19<sup>th</sup> Board of Directors (BoD) meeting conducted on 06 May 2010 to report on the achievements, finance, financial auditing of AC/F, and the development of the Cambodian industrial relations and the second was a Regular Arbitrators meeting (RAM) organized on 12 June 2010 to discuss (i) the place of the Arbitration Council in the Cambodian Dispute Resolution System, and (ii) Evidence Gathering: Dealing with Confidential Information. There were 40 participants including arbitrators, staff of ACF and SAC.

##### **Resolution of Labour Disputes Cases**

- In the second quarter of 2010, the AC received 34 cases of labour disputes between employers and unions/workers (registration numbered: 34/10-67/10). Statistics of cases received within the second quarter of 2010 reported that 94% of the disputes were from greater Phnom Penh (including Kandal province) whereas the remaining of 6% were from other provinces (each one from Siem Reap and Kompong Cham). The data for cases classified by their industrial sectors showed that 91% of the disputes were from the garment sector, and the other 9% were from service sectors.
- In resolving the labour dispute cases in the second quarter of 2010, AC heard 27 cases – regardless of their registration dates (as some of the cases were pending from the previous reporting quarter), successfully conciliated 9 cases, and issued the arbitral awards for 21 cases. As of the end of the reporting period, there are 15 open cases at the AC.
- From May 2003 to 30 June 2010, the AC has received a total of 900 cases.

##### **Success rate = 69.02%**

- = Cases settled by agreement prior to an award (35.49%)
- + Cases where the award was fully or substantially implemented to resolve the case (29.48%)
- + Post award settlement based on the award (4.05%)

## **Capacity Building of AC/F and SAC**

- From 22-29 May 2010 ACF organised a working trip to the United States of America. The trip was participated by ACF staff and senior government officer from the Ministry of Labour and Vocational Training. During the trip, the delegation exchanged experience with various US industrial relations experts including arbitrators and mediators of the National Academy of Arbitrators (NAA) and American Arbitration Association (AAA). The delegation met with Director of Federal Mediation and Conciliation Services (FMCS) to discuss the possibility of provision of training for conciliators of the Ministry of Labour and Vocational Training (MoLVT) and arbitrators of the Arbitration Council. They had a chance to discuss with Joanne Goldstein, Secretary of Labour of Massachusetts the possibility of US funding for the AC and the MoLVT. The AC delegation also exchanged their experience gained in Cambodia with members Boston University School of law.

Also, ACF assigned staff to participate in various trainings and workshops for building their capacity:

- ACF organised in-house training session on “Fire Session” to all ACF and SAC staff, hired trainers from Police Fire Station, on 22 April 2010. The aim of the session was to educate the staff and train them how to use the fire extinguishers in case of emergency.
- Two staff members (Financial Officer, and Training Coordination Officer) attended in a training course on “Gender Mainstreaming”, organized by Silaka, funded by World Bank, on 10-12 May 2010.
- Two staff members of Finance and Administration Department attended a training course on “E-signature and Submission of Withdrawal Application” organized by World Bank and MEF, on 27 May 2010.
- ACF organised a continued legal education session for the Arbitrators on 12 June 2010, at ACF office. The session was presented by Arbitrator Men Nimmith regarding his research findings on the development of Alternative Dispute Resolution and the Arbitration Council and also the future challenges of the AC.
- Two ACF staff members (Manager of Administration and Finance, and M&E Coordinator) attended a workshop on “Procurement”, organized by World Bank and MEF on 22-23 June 2010.
- One ACF staff (Receptionist) attended in the external training on “Office Management Skills”, organized by Integrate Human to Quality (IHQ), between 23-25 June 2010.
- Arbitrator Pen Bunchhea attended a training session on Options and Skills in Dispute Resolution provided by Malaysia’s Judicial and Legal Training Institute (also known as ILKAP) on 21 June – 01 July 2010. The expenditure was covered by non-DFGG budget. During the session, Arbitrator Pen Bunnchea shared his experience in labour dispute resolution in Cambodia with other participants and also promoted the Arbitration Council at the training.

## **Establishment and Maintaining of Partnership**

ACF successfully formed the Stakeholder Advisory Group (SAG) and convened its first meeting on 25 June 2010. In addition, ACF also organized a DFGG Project Collaboration Committee (PCC) on 07 April 2010.

## **National Industrial Relations Conference 2010**

ACF has started the preparation for the National Industrial Relations Conference 2010 (NIRC), planned for late 2010. The one possible theme for the NIRC was Collective Bargaining Agreement. ACF's Training & Communications Department has taken stock of the issues regarding the theme in consultation with AC stakeholders, including union leaders, employer associations, NGOs both local and international working in the field of labour law and labour dispute resolution, and will take other steps necessary to make this national event happen in a way that benefits the industrial relations arena in Cambodia.

## **Production of Training Video and Public Service Announcement**

ACF made a public announcement about the production of training video and Public Service Announcement on 12 May 2010. As the deadline of submission expression of interest passed on 08 June 2010, there were four NGOs submitting their interests. ACF's Procurement Review Committee has reviewed applications and will follow other steps in accordance to the procurement rules. It is expected that the contract will be signed by early September 2010.

## **Development and Publication of Other Tools**

During the reporting period, ACF has made and publication of some relate necessary communication tools for disseminations and awareness raising activities such as 'AC booklet' and leaflet 'Party Information Materials', 140 copies per each items have been printed for the AC delegation to bring for their trip to the United State on 22-29 May 2010. In addition, 500 copies of Vol. 11 in Khmer were available in early April 2010. Furthermore, ACF is going to prints the Arbitrator Biography at the end of July and Annual Report 2009 at the second week of August 2010.

## **Media Relations and Promotion**

ACF has continuations its media relations and promotion activities on radio program (Radio Mahanorkor FM 93.5 MhZ every Saturday until 22 May 2010), attended as guest speaker on Talkback Program of Radio National Kampuchea (RNK) on "Labour Dispute Resolution Process in Garment Industry". More importantly, the Weekly Press Monitoring has been reviewed on a weekly basis and shares them among AC community members, alumni and certain stakeholders. Also, ACF regularly mentions of AC in newspapers during the reporting period.

## **Stakeholder Trainings**

During the reporting quarter, ACF organized three training sessions for its stakeholders: (i) the training on "labour dispute resolution and the role of the AC" was introduced by Mr. Sok Lor, ACF Executive Director, to 20 law students of the Legal Clinic Program of the Royal University of Law and Economics on 09 June 2010, (ii) on 25 June 2010, ACF organised a one-day basic training at ACF offices on labour dispute resolution process and skills for more than twenty administration and human resource staff from various garment factories, (iii) a session on "how to prepare cases for the arbitration hearing" to more than twenty paralegals for workers at Community Legal Education Center on 27 June 2010

## **Baseline and Other Studies**

Two studies (Baseline and Demand for AC Service Study) are in progress. For the Baseline Study, ACF received the first draft report on 25 June 2010, and sent the feedbacks to the research agency on 02 July 2010. As the research agency was not able to deliver the final report on the due date, the contract was delayed till 20 July 2010. For the Demand Study, the first draft report was submitted to ACF on 28 June 2010; the ACF's comment was sent back on 02 July 2010. Since the quality of the report needs further improvement, ACF delayed the contract till 23 July 2010. ACF expects that the final reports for the two studies be completed by the respective deadlines.

The Study to Quantify the Value of the AC Service is under procurement process. The procurement is undertaken by the International Procurement Agency (CKP). The deadline for receiving the expression of interest was 06 July 2010 and has been extended to late July 2010.

## **+ Component 1B: MONASRI**

### **Land Law Dissemination Campaign**

The situation analysis in Chhouk district, Kampot province has fully been completed in April 2010 and its report is currently being drafted and going to finish soon. Based on the baseline's findings, situation analysis and suggestions from the Ministry of Land Management, Urban Planning and Construction (MLMUPC), the awareness Land Law Campaign Plan, including key messages, locations, dates and number of audiences have been developed and approved by the Ministry's top management level. The Land Law Dissemination Campaign is expected to kick off in early of July 2010.

### **National Land Law Campaign**

MONASRI has made discussions with Radio National of Kampuchea (RNK) and Television of Kampuchea (TVK) on details schedule, topics, cost and broadcasting hours in order to develop the first Round Table Discussion (RTD) and Tack Back Radio (TBR) programs. The said programs have been drafted and submitted to the Ministry of Land Management, Urban Planning and Construction (MLMUPC) for further comments, particularly in the key messages areas. The five key messages for Land Law Dissemination were recommended by the MLMUPC. Based on the comments, the detailed implementation plan has been developed and submitted to the Minister for approval.

### **Partnership**

During the reporting period, MONASRI-DFGG developed proposal for stakeholders mapping and network building with the provincial level. Simultaneously, the project management team is on the process of re-establishing the Advisory Committee (AC) since several members of the committee were transferred to different agencies. MONASRI-DFGG has met with CHEMS to provide several comments on its concept note for Partnership Grant under The Asia Foundation's mandate. In addition, MONASRI-DFGG also planned to invite state institution under DFGG, MLMUPC and Non State Institution including TAC members and other local NGOs to be partnerships on the pilot land law dissemination campaign.

## **Website Establishment**

The project has been uploading project information as specified in the GGF. The project issues request for expression of interest for individual consultants and inform the public of planned land law dissemination campaigns. The project will upload Ministry's information after approval of the content by the top management.

## **Monitoring and Evaluation**

The draft M&E system has been re-submitted to the Bank for further comments and guidance based on its first comments. The project M&E team has also developed a Post Public Forum Survey Methodology and submitted to WB for comments. Revision was made based on WB comments on its first draft. The situational analysis was conducted in early April in conjunction with law dissemination unit.

## **Capacity Building**

The eleven project staffs are now being trained at Australian Centre for Education (ACE) conducted training on public speaking skills, and also sent whereas another has been arranged by the World Bank on Media and Communication skills.

## **Component 1C: OWSO/DO**

### **Establishment of Legal Framework**

- 3 Prakas on delegation of competencies to target municipalities and districts were issued formally under the coordination of DST, Ministry of Culture and Fine Arts (07 October 2009), Ministry of Public Works and Transport (26 March 2010), and Ministry of land management, urban planning and construction (26 March 2010), and other 6 Ministries are waiting for the final decision;
- Has identified and surveyed 8 OWSO-target areas in year 2 and submitted to DPM to make decision;

### **Staff Selection**

- Review and replicate the system and procedure by forming a 'local election committee' to elect the DO were completed.
- Selected and contracted 7 additional staff for 7 ExCom/PRDC, exceptKDL and PVG are in the selection process ;
- Completed the staff selection for each 7 target areas in Y1

### **Training and Capacity Building**

- The first and second TOT trainings on management, roles and responsibilities, administration affairs, finance and budgeting were completed;
- Trained, organized study tour and internship to BAT and SRP for all officials and DO of 7 new target areas;
- Build Capacity of DST staff on Procurement, Gender Mainstreaming, Social accountability, Complaints Handling Mechanisms;
- Promote OWSO/DO project with Social Accountability Group of PECSA organized by SILAK on 8 June 2010;

- Participated in the National Event on Social Accountability organized by Star Kampuchea/PECSA, 23 June 2010.
- Participated in the NCDD team in preparation of the sub-national Plan Development and investment program, personnel integration from old structure into the new structure;
- Meeting with the OWSO/DO building contractors, District/ Municipality governors and Infrastructure advisors on technical specification and agreement implementation.

### **Information and Communication**

- Information materials such as sticker, leaflet posters, etc, for disseminating at National and Sub-National levels is going to produce ;
- Meeting and discussion with Asia Foundation on the key activities required as partnership with OWSO/DO for NGOs applying for Partnership Grant from Asia Foundation, 11 June 2010
- Guest speaker on the public service through One Window Service Office in Press Conference at Cleb Nek Kaset Kampuchea, on 18 June 2010;
- Produced and distributed five training manuals such as 1) One Window Service Office, 2) DO Office, 3) Guideline on DO's election procedure, 4) Guideline on Procedure and Process of Organizing Annual Forum, 5) Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Forum, and Information Campaign.

### **Procurement**

- Baseline Study is in the process of renegotiation with Indochina firm;
- National procurement advisor is in the waiting process from WB advise on the budget \$3,000 raised by the consultant;
- Follow up the Building constructions and formal assigned the Infrastructure advisor, PSDD and Municipality governor
- The construction of 6 building areas is 30%-45% completed (estimated).
- Most of the procurement items carried over from year 2009 were completed;

### **Finance**

- DO salary was disbursed.
- The back payment for the period of Oct-Dec 2009, PMG has been done.
- Operation budget/contracts of 9 target areas were transferred and used;

### **Monitoring & Evaluation**

- Reporting Format have been developed and in used. The M&E Manual is 60% completed.

## **Components 1D: RNK**

### **Component 1: Content Development**

#### **Talkback Program (TBP)**

##### ***Key achievements***

- The talk back program has maintained frequency of five sessions per week;
- The program coverage is exceeding targets for Decentralization and Citizens Partnerships and Private Sector Development. However, the program is still falling short of the targets for Public Finance Management and Natural Resource Management. The current levels and targets are as follows: Public Finance Management (current = 7.5%, target = 15%), Natural Resource Management (current = 11.5%, target = 20%), Private Sector Development (current = 21%, target = 20%), Decentralization and Citizens' Partnerships (current = 22.5%, target = 20%). Other programmes fell under 'other' sectoral topics, outside of the DfGG four priority themes. As in previous quarters, more programmes need to focus on Public Finance Management – a sensitive but integral part of good governance.
- The successful broadcast of a 'women and governance' program which featured female presenters, guests and callers.
- Weekly editorial meetings established

#### **News Services**

##### ***Key achievements***

- Producing and broadcasting four live news bulletins, four repeat and one news wrap daily
- PIS reporters contributing an average thirty-two stories per week
- Establishment of daily editorial meetings and weekly feedback meetings
- Reinforcement of compliance with the Editorial Policies.

#### **Feature Programs**

- The broadcast of Feature programmes began in late April, however, at this stage only two or three new programs are being broadcast each week, rather than the planned five per week.
- The CDA conducted two training workshops with the eight staff employed in the Features unit in the last week of May. The feedback from these workshops was very positive. Two regular weekly meetings have been established with the Features unit to discuss a range of issues including editorial matters and feedback.

#### **Policy Environment**

- The RNK Advisory Committee (AC) met on 7<sup>th</sup> May 2010. The AC is a very important advisory and monitoring body for the DfGG project, and all members are kept abreast of RNK activities through quarterly reports and information on the weekly talk back program topics, in addition to detailed updates during the quarterly AC meetings.

## **Support for Training and Talkback Production in Battambang**

- The ABC's Team Leader (TL) Mr Ta Rath and Project Director on the DFGG programme, Mr. Domenic Friguglietti, visited Battambang on 19th May to discuss the progress of BB TBP. They observed and listened to the regular Battambang TBP and gave feedback on how to make technical and stylistic improvements. This feedback was taken very enthusiastically and incorporated within the next week. Discussions about developing a weekly youth program (which would increase the production up to 5 sessions a week) were also initiated during the visit.
- On 24<sup>th</sup> June, the ABC TL, CDA, and ABC support staff travelled to Battambang to conduct a workshop with the Battambang Talkback team, representatives from a number of youth groups from Universities, NGOs as well as representatives from the Provincial Department of Youth and Education at the Battambang PIS Radio Station. The aim of the workshop was to further discuss the possibility of establishing a weekly youth Talkback program. There was enthusiastic support for the idea and a range of issues were put forward as suitable topics for the program.

## **Component 2: Institutional Strengthening**

- A new ODA has been recruited on a short-term contract and began work with the project in late June.

## **Human Resources and Administration**

### *Progress and Achievements*

#### **1. Staff Recruitment and Staffing**

- Based on existing recruitment policies and procedures, eight qualified candidates have been selected and appointed for open posts in the DfGG programme. Five have commenced work during the quarter and three more will commence with the project from July 01, 2010.
- Of the 61 projected DfGG staff positions, as of end of June there are 56 staff now on board. Whilst four new staff has been registered and has begun work, one staff member from the Features team has resigned from the project. Of the 56 staff, 17 (30%) are female and 39 (70%) are male.

#### **2. Other Human Resources (HR) Activities**

- All position description reviews and revisions have been completed and are awaiting review and authorisation by RNK/DfGG staff and the Deputy Director General responsible for Finance and Administration.
- The Performance and Evaluation Management System Manual has been submitted to DfGG Management for review and approval.
- The Performance and Evaluation Review Form has also been developed and submitted for approval.
- A meeting between the News Department Director, HR Manager, HR Specialist and ABC CDA was held in mid June to discuss the Saturday and Sunday rotation work schedule for staff in the Newsroom unit. It was agreed that the HR unit will be responsible for developing a weekend roster which will be implemented in the next quarter following implementation of the Priority Operation Costs (POC) Scheme.
- In response to the new information received from the Cabinet of the Council of Ministers regarding the POC scheme, the HR unit and DfGG senior management have reviewed the associated documents and prepared the proposed pay grade request. Additionally, HR has prepared the request for salary supplementation for the six months interim-period to be submitted to the Minister of Information for review and approval.
- HR data has been regularly entered into the HR recording systems, including weekly time and attendance records, recruitment data, staffing and contracts.

### ***Capacity Building***

- Five national specialists have been working closely with their RNK counterpart staff with the aim of transferring professional knowledge and assisting staff to fulfil their duties. On-the-job training has been provided to the HR Manager regarding Job Description Preparation, Recruitment Administration, Employment Contract Renewal Processes, Staff Performance Evaluation Process and HR Report Writing. The other four national specialists are also providing on-the-job training to their counterpart staff, including Procurement Shopping Procedures, Physical Asset Management, Financial Management and Marketing Management.
- The CDA delivered a training course to all of the Feature programme staff in May covering the production of quality short feature programmes.
- RNK's National Marketing Specialist provided training on Sales Promotion and Public Relations to all Programming and Liaison staff.
- Gender Main-Streaming training was conducted by local NGO, SILAKA in cooperation with the PCO. Five RNK DfGG staff attended this training in May 2010.
- Training on Procurement of Goods Shopping Procedures was held in May 2010, conducted by the National Procurement Specialist. Eight participants from HR, Programming, Physical Assets, Finance, the Project Coordinator and the M&E Coordinator attended the training.
- Three staff have been provided English language training throughout the quarter at the Australian Centre for English (ACE).
- A training session on the Performance and Evaluation Management System was conducted by the national HR specialist in June. All DFGG Senior Management members attended.
- A workshop on procurement processes was also conducted in June by the World Bank. Two RNK/DFGG staff attended this training – the Procurement Manager and Finance Manager.

### **Networking and Partnerships**

#### ***Progress and Achievements***

A new partnership was also developed with the Department of Media and Communications (DMC), Royal University of Phnom Penh (RUPP). It is expected that the partnership with DMC will result in student participation and inputs into DfGG programming.

Activities carried out in the quarter also included:

- Uploading content to the RNK Website
- The N&P Manager, Marketing and Research Manager, and Community Research Officer travelling to provinces surrounding Phnom Penh to distribute leaflets and posters to promote the DFGG project for RNK.  
The N&P Manager attended monthly meetings at the PCO, also attended by Ministry of the National Assembly and Senate Relations and Inspection (MONASRI), One Window Service Office (OWSO), the Arbitration Council Foundation (ACF), RNK and World Bank representatives.

#### ***Capacity building***

- Members of the N&P unit attended training courses with the Research and Community unit and the Marketing and Business unit within the Programming office, facilitated by the national Marketing specialist.

- N&P staff participated in the development of a draft script for a RNK-DfGG promotional radio spot and attended the television spot filming and recording in RNK offices and broadcasting studio.
- The N&P manager attended a study tour in Battambang with representatives from PCO, MONASRI, ACF, OWSO and the Asia Foundation (TAF). The study tour focused on strengthening partnerships with other institutions and supporting and sharing experiences with partners.

## **Marketing and Business**

### *Progress and Achievements*

- A Special Events Campaign ran prior to Khmer New Year. During the campaign, Marketing, Networking and Partnership, and Research and Community teams actively distributed 260 leaflets, 30 RNK logos and 400 posters to 35 public locations in three provinces around Phnom Penh.
- IEC material, including a two page newsletter, was produced to accompany the PCO news bulletin in the first quarter. Material was distributed to the public with assistance from the Communications team and other RNK-DfGG staff.
- Seven radio spots were produced for broadcast during the talkback programme, news bulletin, and general RNK announcements. They will be broadcast on RNK in the near future.
- A TV advertising spot is near completion and is expected to go to air in the next quarter.

### *Key Management Documents*

- The Marketing strategy is in the final stages of development, pending approval from RNK management. ABC's ODA will also review the plan and suggest areas for improvement and ways to make the plan more practical and proactive.
- The advertising and sponsorship policy is currently being drafted and will form an integral component of the overall business strategy. It is expected to be finalised in the next quarter.

### *Capacity Building*

- The National Marketing Specialist facilitated a two day training session on "Media and Communication" for staff in the four offices of the Programme and Liaison Department in April and a three day training session on "Personal Selling and Public Relations" in June.

## **Physical Asset Management**

### *Progress and Achievements*

A new Physical Assets National Specialist began work with the project this quarter. Progress has been made in the following areas:

- Coaching the Physical Assets Officer to prepare a monthly stationary report and manage the distribution of stationary requests to all departments and training in the use of the Stock Control Card.
- Cleaning and reorganising equipment under Physical Asset storage and sending broken equipment for repair.
- Revision of forms and templates
- The 2009 Asset List was updated and submitted to the Auditor, who then conducted a random check of office equipment and furniture purchased in 2009. The Asset List for 2010 has been prepared and updated.

- A physical survey was conducted of all the office equipment and furniture under the DFGG Project within the RNK building – this survey will be conducted every three months.
- Asset numbers were registered and asset stickers posted on new items
- The Logistic, Inventory and Transportation Procedures were developed and submitted to senior management for approval. This document has been developed in both Khmer and English.

### ***Capacity Building***

- The National Specialist has worked closely with the Physical Assets Officer to provide training and coaching specific to the needs and responsibilities of the role.

### **Monitoring and Evaluation**

#### ***Progress and Achievements***

During the reporting period, the M&E Coordinator and Research Manager have cooperated with Indochina Research Limited (IRL) on the conduct of quantitative and qualitative research by providing background information and assisting with logistics for the field research. This research will cover five provinces and will collect data on audience perception of RNK programming. Some of the activities carried out include:

- Pre-testing a sample group in Phnom Penh using the questionnaire
- Project briefing for all IRL interviewers
- Mock-up interviews
- Invited one audience for a pilot test and final briefing on interviewers and field managers
- Feedback and comments from pilot test incorporated into questionnaire
- Conduct of field work in five provinces.

As part of PCO requirements the M&E Officer has also compiled and submitted a number of monthly reports. These include; Progress against Workplan report, Progress against Key Milestones report, Staff Attrition report, Progress against WB Aide Memoire Suggestions report,

Other general monitoring and evaluation reports generated during the quarter include; a Quarterly Progress Report, Results Framework update, Risk Management Matrix update, Good Governance Framework update, recording and reporting of radio statistics,

The M&E Officer also attended; a meeting with the new PCO Monitoring and Evaluation consultant in June, field work with IRL, a study tour to Battambang to see the OWSO operations along with other IAs, and monthly Project Management Team (PMT) meetings at PCO.

### **Transmission**

#### ***(i) AM Transmission***

RNK requires repairs for its current AM transmitter (DX200 KW) which has been experiencing intermittent difficulties for some time, and also the procurement of a standby DX25 KW transmitter. This package has now been approved by the WB as single source selection and Harris has been identified as the most suitable as technicians and supplier. RNK has sent a request NOL to the Bank for the direct purchase of the contracted amount of **\$371,650.60** with Harris. Due to the Banks procurements requirements, Harris must use the Bank's 'general condition of contract'. RNK is waiting to hear from Harris regarding these requirements. The final agreement is expected to be signed within the next quarter should Harris agree to conform with the Bank's conditions of contract.

*(ii) FM Transmission (funded by AusAID)*

The FM station (FM Wat Phnom), which is now up and running, currently relays a parallel broadcast of RNK's AM station on DfGG programmes. Other air times besides DfGG are being used to generate more income through advertisements and commercial broadcasting. This broadcast can be heard in Phnom Penh and surrounds.

### **RNK Management**

A cross-departmental team meets each Friday morning to discuss current issues in RNK and the DfGG including an update from representatives of each Department. It is essentially a round up regarding the status of each department and any actions taken during the week. This includes tabling of any issues or problems relating to both RNK and the DfGG project. A summary report from the meeting is sent to the Minister of Information. The meeting is chaired by H.E. Tan Yan and is attended by the four DfGG Directors (News Services, Programming & Liaison, Technical Services, and Finance and Administration), as well as other key RNK staff and ABC representatives.

### **Gender, Youth and Minorities**

- The talkback team continues to try to engage female guest speakers on the TBP but still with limited success. In this quarter approximately 10.13% of all TBP guests were women (down from 18.6% in previous quarter), indicating that even more attention and effort needs to be put into sourcing female guests. This problem may stem from the fact that there are few women in positions of influence and of those women who do hold power, few are willing to join the program. Statistics for the quarter also indicate that 110 (24.5%) of the total 444 on-air callers were female. This is a healthy increase since last quarter, when only 17% of the on-air callers were female.
- Whilst the previous ODA produced a gender mainstreaming policy for RNK, based on the MoWA and the Ministry of Information's (MoInf's) Gender Mainstreaming directives, the policy is awaiting review by the new ODA. This review should take place within the next quarter so that the upgraded policy can be fully implemented in RNK. Currently RNK overall has 34% female employees, with only one woman in senior management. The female ratio under DfGG component is approximately 30%; the DfGG target is 35%.

## **Component 2: TAF**

### ***Activity 1: Provide ongoing support to the GMC***

During the last World Bank mission in February 2010, the Foundation, the Project Coordination Office (PCO), and the World Bank decided to expand the membership of the Grant-Making Committee (GMC) by two candidates, a state and non-state representative, to ensure that the GMC was adequately staffed to review concept notes and applications. In the last quarter, the Foundation successfully recruited the new non-state member and filled a vacancy left by Ms. Chet Charya. The two positions were advertised in the Cambodia Daily, and 14 applications were received from qualified candidates. The Foundation convened the independent search committee, comprised of the PCO, the World Bank, the Foundation, and a CSO representative in early July to nominate candidates. The nominations of the search committee have been sent to the Ministry of Interior for approval. An additional short-list of candidates was prepared in case of any future vacancies. Finally, the committee also recommended a state representative to MOI for consideration.

### ***Activity 2: Organize and facilitate the DI Forum***

The Foundation has made significant progress towards organizing the inaugural Forum for Development Ideas (DI Forum). The DI Forum is one of the most important events for the non-state component, as it provides an opportunity to promote learning on successful civil society initiatives, link state and non-state actors, and promote networking. The DI Forum also helps to promote transparency in the grants selection process. The planning for this event started with drafting the terms of reference for the thematic and partnership grants based on the priority areas identified during consultations with the project's advisory body, the Project Coordination Group (PCG), civil society, and state representatives. After developing the terms of reference, the Foundation held consultations with the PCO, each of the DFGG state institutions, and the World Bank. The terms of reference were refined based on the feedback received, and the call for medium and large grants was made in June. These project proposals will be show-cased at the DI Forum.

Further, the Foundation has prepared a preliminary program for the DI Forum that will be finalized in coordination with the PCO and the World Bank. The DI Forum is envisioned to be a two day event with plenary discussions that focus on key DFGG thematic areas. Further, there will be parallel seminars scheduled during both days on topics related to good management practices, role of civil society in decentralization, and social accountability. A wide range of stakeholders will be invited, including relevant state institutions, development partners, civil society organizations, and other non-state actors; approximately 400 people will be invited to this event.

### ***Activity 3: Manage NSAC Grants***

As discussed above, the first medium and large grants round was launched in June of the last quarter. These grants will scale up successful pilots and support networking and capacity building. Both thematic and partnership grants will be offered in this grants cycle. Thematic grants are aimed to support innovative governance and social accountability projects. Partnership grants will fund non-state actors that have the necessary experience and expertise to partner with the DFGG SIs. The aim of these partnership grants is to provide capacity building, undertake outreach, and develop models of co-management.

The call for the grants was made in the Cambodia Daily and the Rasmei Kampuchea newspapers, and advertised on the project's web-site. The grants were also advertised through existing civil society networks. After the call for concept notes was launched, the Foundation organized three national workshops to allow applicants to learn about the project's overall objectives and how to apply for grants. In total, the Foundation received 119 concept notes, far exceeding expectations, including 103 thematic grants concept notes, 11 for partnership grants, and five submissions were ineligible.

At present, the Foundation is coordinating the GMC's review of the concept notes. First, the Foundation reviewed all proposals to ensure they were eligible and prepared summaries of the eligible ones to support the GMC. The applications were then forwarded to the GMC members for review. The GMC will be meeting on August 3 to short-list the concept notes. Once the concept notes have been short-listed, the Foundation will invite all short-listed candidates to submit full applications and to participate in the DI Forum, which will be held on September 7 and 8. Further, the Foundation is in the process of compiling information on all applicants into a database, so outreach strategies can be more targeted in the subsequent rounds. The due diligence and contracting process will begin shortly after the DI Forum, when the finalists have been selected.

The Foundation is also managing 11 small grants that were awarded in the first small grants round. Details on the grant activities are discussed under section B2. The Foundation has been conducting ongoing monitoring of these grants, including random and planned visits. Further, the Foundation's finance and grants team has provided these grantees one-on-one coaching on financial management.

***Activity 4: Update outreach materials and communications***

As the Foundation aims to reach a wide diversity of NSA actors for the DI Forum, the secretariat has been busy updating grant communication materials, including the brochure and web-site. The Foundation also participated in two radio shows to raise awareness about DFGG and NSAC with the PCO. The shows were hosted by the Women's Media Centre (WMC) and Voice of Democracy managed by the Cambodian Centre for Independent Media. The Foundation and the PCO discussed issues related to the overall project, definition of good governance in the Cambodian context, and discussed the upcoming DI Forum. According to WMC, it received 400 messages from the public during the show.

To promote NSAC and the DI Forum, the Foundation has been working with a communication firm to brand its communication materials, including hand-outs, the application packet, and the web-site. To that end, the Foundation prepared an application packet for thematic and partnership grants to guide non-state actors through the various stages of the competition, as the DI Forum is new to Cambodia. The Foundation has coordinated extensively with the PCO and World Bank prior to finalizing the materials.

The Foundation has also been updating its web-site to capture the breadth of partner activities, make it more navigable and interactive, and to update all the materials related to grants. The updated web-site will be launched at the DI Forum. Finally, the inaugural NSAC newsletter was printed and distributed to state and non-state actors during the last quarter.

***Activity 5: Develop M&E Framework***

In this last quarter, the Foundation finalized a comprehensive monitoring and evaluation (M&E) plan that will be employed to ensure that the grants are being implemented in accordance with the terms of reference and the overall project's objectives. The system will be used to monitor both the Foundation's and the grantee's activities, and will be used to collect data systematically to update the project's results framework.

After the system was developed, Dr. David Ayres, the M&E consultant held a one-day orientation for the secretariat to train them on using the data sheets and the database. The secretariat in turn shared the tools with the DFGG small grantees, so that the tools can be tested and refined. Once the selection process for the medium and large grants round is over, the Foundation will organize a M&E orientation workshop for the new grantees.

### **Component 3: PCO**

#### **+ Management Team:**

- Managed the day-to-day implementation and coordinated preparation and monitor implementation of the agreed Annual Work Plan for DFGG Project.
- Conducted the Project Management Team (PMT) meeting as monthly basis to provide the necessary regular coordination, supervision and monitoring of Project implementation among the key day-to-day managers of all three components. The meeting also focuses on short-term and overall project progress and performance, project finance, issues/problems arising during implementation and the necessary actions to address them.
- Attended as guest speaker in various radio and workshop programs conducted by different stakeholders within and outside of the project.
- Reviewed and monitoring the implementation of the Good Governance Frameworks (GGF) and updated Risk Management Matrix (RMM) across IAs (April-June).
- Took part with Star Kampuchea in organizing 4th PECSA National Event “Convergence for Social Accountability” and Training Program on Social Accountability from 23rd - 25th of June 2010 at Imperial Garden Hotel, Phnom Penh. The participation from 15 Provincial Governors, Provincial council, NGOs Star Kampuchea networks in 15 provinces and cities with around 175 participants. Under presided over by H.E Ngy Chanphal, Secretary of State, DFGG Project Coordinator.
- Attended the workshop on Complaints Handling Mechanisms/GGF conducted by the World Bank/ADB from 28<sup>th</sup> -29<sup>th</sup> of June, 2010 at Intercontinental Hotel, Phnom Penh.
- Worked with the external audit firm from 19<sup>th</sup> of April to 14<sup>th</sup> of May 2010, the audit’s scope was covered on Project Implementation Phase (June 24- December 31, 2009).

#### **+ Financial Management and Accounting:**

- Provided technical assistant and advised to PCO staff and IAs staff in preparing of the (Bank Book, Petty Cash Book, Cash Advances, Contract Register, Fixed Asset Register, Bank Reconciliation, Petty Cash Reconciliation, and Reconciliation of Cash Advances).
- Assisted and advised to PCO staff and IAs staff in preparing of the (Summary of Monthly Report, Monthly of Sources and Uses of Funds by Category, Statement of Expenditure (SOE)/ Summary Sheets (SS) and Reconciliation of Designated Account).
- Assisted and advised PCO and IAs for preparation of the 1st Quarterly Interim Financial Reports (IFRs) of 2010.
- Coordinated and assisted the external audit team in carrying out the audit activities for 2009 Project Implementation (24 June - 31 December).
- Prepared the project summary report on disbursements and expenditures for first quarter (Jan-Mar, 2010).
- Conducted a meeting with Conical Hat's firm and all concerned IAs to discuss on the establishment of Project Accounting Software.

- Revised the first PCO's IFRs, after receiving the comments from the WB's Financial Specialist.
- Conducted an orientation meeting with all IAs to improve the preparation of Financial Reports such as (Monthly & Quarterly Reports, Contract Register, Fixed Assets Register, Vehicles Logbook, etc.)
- Attended the workshop on Introduction to Electronic Submission of Withdrawal Application (E-Signature) and Review of Management of Designated Account and WA Processing organized by MEF & WB.
- Prepared Quarterly and Annual Disbursement Projection for year 2011 and submitted to the MEF.
- Assisted the PCO's Project Accountant Officer in transferring the fee payable upon received a confirmed Contract Agreement to an International Financial Advisor.

**+ Administration and Human Resource Development:**

- Completed receptionist's 3-month probationary appraisal and sign new contract: Receptionist successfully completed assignment during 3-month probationary period with satisfaction from PM and got approval for extending employment contract.
- Completed on HRM and D guideline: HRM and D guideline is the operational policy for PCO to guide and monitor the performance and conduct of staff in PCO. It has been oriented to staff and issued approval from Management Team.
- Recruitment and Select of Driver: ToR and EOI completely developed with approval from PM to announce for the positions. Currently, it is in the screening process.
- Assisted Procurement Unit: HRM unit has screened and short listed applications of National and International Internal Auditor through selection criteria to Procurement unit.
- With coordination from SILAKA in organizing training of Gender Mainstreaming to DFGG's staff, HRM unit has completely developed ToR of M&E and Gender Officer and got appointment letter from PD.
- Monitoring and implementation of the Complaint Handling System
- Personnel management, logistics, facilitate and manage all relevant project documents, filing system records for receiving, issuing information and arranges the meetings, seminars, prepare scheduling meetings, RSA and follow up.

**Learning and Communication Unit (LCU):**

**Promote cross-fertilization and synergy:** In the 2<sup>nd</sup> quarter 2010, PCO have increased **7 partnerships from 2 to 9**. These can be defined as the outputs of partnership development, and in addition, the PCO was invited to participated in various Radio program such as FM 93.5 (Mohanokor) organized by Centre for Justice and Reconciliation and FM 106.5 (Sarika or Voice of Democracy) with sensitive issues such as discussion the role, duties and responsibility of Government Officials in delivery public service to citizens.

**Communication Program:** The communication materials have been completely developed and produced such as leaflets, bulletins, media briefing to mass media, and radio spot, TV documentary and call-in show in under procurement process. The DFGG project information has been broadcasted through newsletter, national and international radio program, etc. In addition, PCO participated as speaker in Business and Human Rights Project to enhance and enforcement of Human Rights in Cambodia.

**Study Program:** Sharing lesson learnt and experiences as well as good practice have been conducted through LCFG meetings and workshops. In the first step, the lessons is focused on

knowledge and skill such as development communication strategy and work plan, conduct public forum, generating participation and partnership, establishing effective complaint handling mechanism, developing key messages for DFGG project, etc. Beside, In-Country Study Tour has been organized and more or less it have provided knowledge and experiences in regard to how improve local governance and promote GG/DFGG and realized that where, when, what and how DFGG project needed to perform in the next time.

**Participation in Particular Events and Activities:**

- On May 10, 2010 PCO participated in an Information Meeting which was organized by Cambodian Civil Society Partnership, it is, former Commune Council Support Project (CCSP).
- PCO participated in Dinner Reception with the theme “Working Together on Business and Human Rights in Cambodia” which was launched on June 11, 2010, and providing strongly supported the Statement of Principles on Business and Human Rights in the Kingdom of Cambodia (2010) which consist of 10 principles.
- On June 22, 2010 PCO participated in workshop organized by Pact Cambodia to present the Second Citizen Satisfaction Survey, for LAAR project, conducted by the Economic Institute of Cambodia (EIC). This is a good time and opportunity to learn and share information and capture what extent that local governance and demand for good governance being implemented and achieved so far at sub-national level.

**Capacity Building and Training:**

- Oversee preparation and implementation of Training plan to all IAs staff;
- PCO with coordination from SILAKA has conducted training on Gender Mainstreaming to DFGG project’s staff from 10-12 May 2010. We had many meetings to discussion on preparing the training and got coaching from SILAKA to establish framework. Moreover, PCO has developed ToR and appointed Gender Focal Person for PCO to design annual implementation plan and monitor IAs on aspect of Gender Mainstreaming plan.

**Monitoring and Evaluation Unit (MEU):** There has been some progress in term of monitoring and evaluation as indicates the following:

- Conducted quarterly monitoring to ensures that IAs are progressing towards work planed project goals, and the World Bank guidelines and appropriates correctives actions had been taken for works improvement;
- Prepared PCO 1<sup>st</sup> Quarter Progress Report (QPR) in 2010 in English version and submitted to the Project Coordination Unit for review and finalize.
- Compiled and consolidated of the DFGG 1<sup>st</sup> Quarter Progress Report (QPR), 2010 in English Version for overall DFGG project and submitted to the Project Coordination Unit for review and finalize;

### A. 1. 1 Work Progress against PIP

Table 1: Completion of PIP by IAs

No	Key Activities	Description of Activities	Remarks
<b>COMPONENT 1A: ACF</b>			
<b>Component 1: Institutional Integrity and Sustainability</b>			
1.2	Arbitrator Council Governance	1.2.2. Representative of the AC (RAC)	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		1.2.3. Regular Arbitrator Meeting(RAM)	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		1.2.4 Arbitrator Retreat (first retreat)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
1.3	Sustainability	1.3.1 Prepare ToRs for studies on economic value, sustainability, fundraising	completed
<b>Component 2: Labor Dispute Resolution</b>			
2.1	Resolution of labor disputes	2.1.1 Hearing labor disputes	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		2.1.2 SAC/ACF support to AC	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
2.2	Capacity building of AC/F and SAC	2.2.1 Develop tool/material (bench book, database)	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		2.2.2 Continued professional development program for arbitrator via foreign trainer visit (first visit)	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
2.3	Expansion of AC service	2.3.2 Mobile team at regional, provincial level (partnership, outreach and training, mobile hearing)	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
<b>Component 3: Partnerships and Stakeholder Outreach and Training</b>			
3.1	Establish and maintain partnerships	3.1.1 DFGG Project Collaboration Committee	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
3.2	Disseminate publications and other information to raise stakeholder awareness	3.2.2 Publication of Arbitral Award	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
3.3	Media relation and promotion	3.3.5 RNK/talkback	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.3.7 Media briefing	Completed for 1 <sup>st</sup> quarter 2010
3.4	Training to stakeholders	3.4.1 Employee/employer in Phnom Penh	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.4.3 To conciliators of MoLVT on “Conciliation Technique”	Completed
		3.4.7 Advocate	Completed for 1 <sup>st</sup> quarter 2010
		3.4.8 To lawyer students of Bar Association of Cambodia	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.4.9 Law students at universities	Completed
<b>Component 4: General Operations and Project Management</b>			
4.2	Project Monitoring and evaluation	4.2.8 Implement and update GGF and RMM	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010

No	Key Activities	Description of Activities	Remarks
<b>COMPONENT 1B: MONASRI</b>			
<b>I.</b>	<b>Law Dissemination &amp; Complaint Handling</b>		
<b>1</b>	<b>Law Dissemination Campaign</b>		
<b>1.1</b>	<b>IEC Materials and Media Production</b>		
	<b>a. Publishing communication materials</b>	Finalize developing key IEC materials	Completed
		Seek comment on key messages	Completed
	<b>b. Mobile Video</b>		
		Finalize TOR for educational drama production	Completed
	<b>E. RNK-Talkback Radio</b>	Consult with RNK for planning the talk back radio program	Completed
	<b>F. TVK-Roundtable Discussion</b>	Discuss with TVK about broadcasting hours and costs	Completed
<b>1.2</b>	<b>Website Management</b>		
		Ask for the domain from the Ministry of Telecommunications and Post	Completed
		Asking permission for web hosting through NIDA	Completed
		Update new information of each content	Completed for 2 <sup>nd</sup> quarter
		Maintenance	Completed for 2 <sup>nd</sup> quarter.
<b>1.3</b>	<b>District Public Forums</b>	Conduct situation analysis of 14 communes in Chhouk District	Completed
<b>1.6</b>	<b>Monitoring and Evaluation</b>		
		Reports be made	Completed for the 1 <sup>st</sup> & 2 <sup>nd</sup> Quarter
<b>1.7</b>	<b>Organization and Staffing Structure</b>		
		Remaining 37 staff recruitment for year 2009 complete	Completed
<b>1.9</b>	<b>Risk Management and GGF</b>		
		Update Risk Management and GGF	Completed for the 1 <sup>st</sup> & Quarter
<b>II</b>	<b>CAPACITYBUILDING</b>		
<b>1</b>	<b>Training</b>		
		i. Public speaking and media relations	Completed
		iii. English, specialised courses and computer	English course, Completed for the 1 <sup>st</sup> & 2 <sup>nd</sup> Quarter

No	Key Activities	Description of Activities	Remarks
<b>COMPONENT 1C: OWSO/DO</b>			
1	Establishment of Legal Framework for setting up and extending the competencies of the OWSOs	1.2 Facilitate and coordinate the relevant ministries to finalize the Prakas on functions delegated to OWSOs and DOs, 9 districts -year 2009	Completed
2	Preparation and Renovation of OWSO buildings and Equipping of Offices	2.1 Study and identify the 2010- OWSO/DO target districts	Completed
		2.2 Survey and Assess all offices needs regarding constructions and renovations in each targeted district	Completed
		2.3 Finalize the bidding process for 7 building from Y1	Completed
3	Staff training and Capacity Building	3.2 Conduct TOT training on development concept and good governance, administration affairs, planning and budgeting	Completed
		3.3 Conduct training of OWSO staff ( for 7 areas in Y1)	Completed
		3.5 Organize study tour, internship and on-the-job training	Completed
4	Update and Provision of Additional Information at OWSO Website and information on other services	4.1 DST will work with the TAG and partners to collect information on the relevant website	Completed for Q1 & Q2
		4.2 Update and Post all relevant information of OWSO/DO in OWSO Website	Completed for Q1& Q2
		4.3 Find and produce the relevant information related to the functions were not delegated to OWSO for citizen access at OWSO	Completed for Q1& Q2
6	Update of a New Election System for the Ombudsman and Amendments to Existing Prakas	6.1 Review and replicate the system and procedure by forming a 'local election committee' to elect the DO	Completed
7	Training and Election of Ombudsman	7.1 The Election Committee selects the Ombudsman (for 7 areas in Y1)	Completed
9	Capacity Building and Support to the Ombudsman	9.1 Provide training on their roles and responsibilities. Support their capacity through regular field missions and backstopping on their additional functions (for 7 areas in Y1)	Completed
		9.3 Link the DOs to other systems of accountability at local level which are run through NCDD/MOI (old and new OWSO/DO)	Completed for Q1& Q2
12	Setting up of Monthly Citizen's Hour (or Citizen's Consultation) with the District Governor in Each Target District.	12.1 Conduct monthly citizen's hour	Completed for Q1& Q2
13	Conduct of Periodic Information Campaigns on OWSO and DO	Posters, Leaflets, Stickers (for 7 areas in Y1)	Completed for Q1
14	Finalizing the Design of the M&E System and Survey Tools and Instruments	Finalize the design of the M&E system for the OWSO and DO	Completed for Q1 & Q2
17	Recruitment and staffing	17.2 Select and contract an additional staff for each ExCom/PRDC (7 areas in Y1)	Completed for Q1
		17.4 Select OWSO officials for each OWSO (7 areas Y1)	Completed
18	Information/ participation strategy	18.1 Develop an information/participation strategy and materials for implementation at National and Sub-National level	Completed material development
21	Linkages to the National Program	21.1 Participate with the policy team of NCDD in the survey/studies, preparation, and analysis of priority roles and functions which will be transferred to the sub national levels.	Completed for Q1

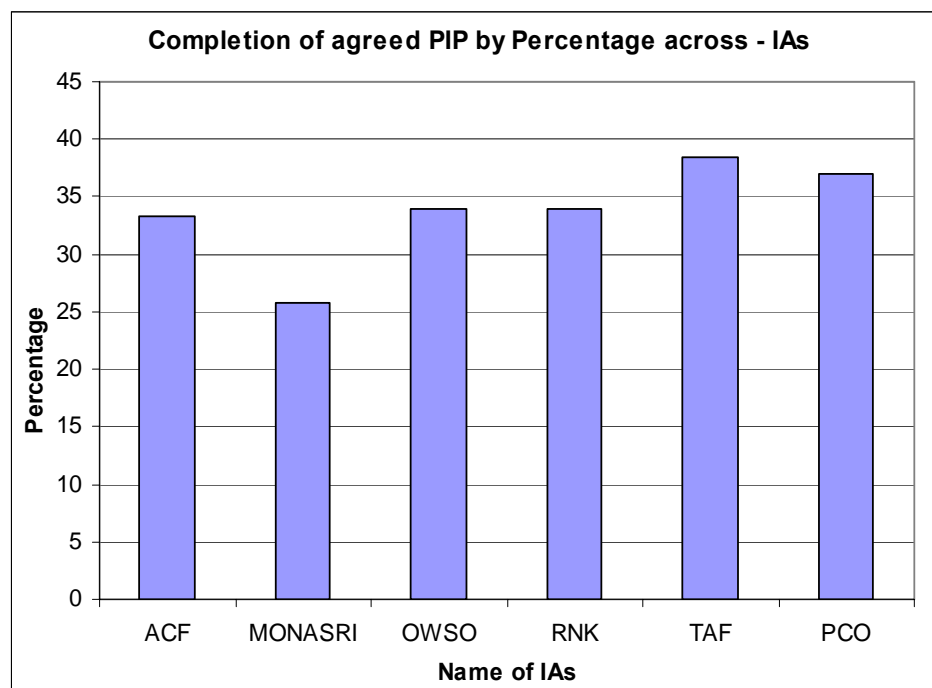
No	Key Activities	Description of Activities	Remarks
<b>COMPONENT 1D: RNK</b>			
1	<b>Component 1: Content Development</b>		
1.1	Talkback Program Expansion	1.1.1 Program development, including the introduction of new talkback formats	Completed
1.2	News Bulletins	1.1.2 Broadening the range of topics covered in the areas of good governance and AusAID's priority sectors	Completed
1.3	Feature Stories	1.2.1 Further training & development of news staff	Completed
		1.3.1 Assess training requirements	Completed
		1.3.2 Implement a detailed program training and support plan	Completed
		1.3.3 Begin features 1x per day	Completed
1.4	Battambang PIS Capacity Building	1.4.1 Increase TBP frequency to 4 per week	Completed
		1.4.3 Production of feature programs for RNK	Completed
1.5	Enhanced Policy Environment	1.5.2 Editorial policies published and available for the public	Completed
		1.5.3 Quarterly meetings of the AC	Completed for 1 <sup>st</sup> Quarter
		1.5.5 Staff training on EMP	Completed
2	<b>Component 2: Institutional Strengthening</b>		
	Capacity building	2.1.1 Implement capacity building plan	Completed
		2.1.4 Review M&E system	Completed for Q1
		2.1.5 Implement organizational restructure	Completed
		2.1.6 Ongoing Training of RNK staff in media liaison and communication skills	Completed for 1 <sup>st</sup> Quarter
2.2	Staff Recruitment & HR	2.2.4 JD update and Annual staff appraisal	Completed for 1 <sup>st</sup> Quarter
2.6	Website development	2.6.4 Radio schedules published on website	Completed
	Cross Cutting Issues	2.10.1 Finalize gender strategy	Completed
<b>COMPONENT 2: TAF</b>			
1	<b>Provide ongoing support to the GMC</b>	1.1 Support GMC during the application process	<u>Completed (Q1 &amp; Q2)</u> • The review process for the medium and large grants round is ongoing.
		1.2 Provide GMC information on the grantees	<u>Completed (Q1 &amp; Q2)</u> • The review process for the medium and large grants round is ongoing.
2	<b>Manage the small grants round</b>	2.1 Review applications	<u>Completed (Q1 &amp; Q2)</u> • The next small grants round is planned in August 2010.
		2.2 Facilitate the GMC	<u>Completed (Q1 &amp; Q2)</u>
5	<b>Update outreach materials</b>	5.1 Ensure materials are up-to-date	<u>Completed (Q2)</u> • The Foundation has prepared and disseminated

			materials for the medium and large grants competition. .
6	<b>Facilitate awareness raising and promote learning</b>	6.1 Organize learning workshops	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>• Learning forums will be scheduled once the medium and large grants are under implementation</li> </ul>
8	<b>Prepare a biannual newsletter</b>	8.1 Develop material for the newsletter	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>• The first newsletter has been completed and printed.</li> <li>• The second newsletter will come out at the end of the year.</li> </ul>
		8.2 Disseminate newsletter to state and non-state partners	<u>Completed (Q2)</u> <ul style="list-style-type: none"> <li>• .The first newsletter was disseminated.</li> </ul>
<b>Subcomponent 3</b>			
1	<b>Organize and facilitate capacity building for NSAs</b>	1.1 Assist NSAs with strategic planning and preparation of implementation plans	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>• The implementation plans for the medium and large grants is under review.</li> </ul>
5	<b>Undertake cases studies</b>	5.1 Prepare case studies	<u>Completed</u> (The preparation of the case studies is part of the learning strategy)
<b>COMPONENT 3: PCO</b>			
<b>1.0</b>	<b>Project Coordination Group</b>	1.2. Conduct PCG Workshop	Completed (2 <sup>nd</sup> Q, April, 2010)
<b>2.0</b>	<b>Project Coordination Office</b>	<b>2.1 Project Management Level</b>	
		2.1.2 Review and finalize DFGG APR 2009 (Khmer)	Completed
		2.1.3 Review and finalize PCO APR 2009(Eng)	Completed
		2.1.4 Review and finalize the consolidate DFGG APR 2009 (Eng)	Completed
		2.1.5 Review and finalize PCO Monthly PR(Eng)	Completed (Q1 &Q2)
		2.1.6 Review and finalize PCO QPR	Completed (Q1)
		2.1.7 Review and finalize the consolidate DFGG/QPR	Completed (Q1)
		2.1.10 Review and finalize QWP	Completed (Q1 &Q2)
		2.1.13 Conduct PMT meeting and preparing meeting minutes	Completed (Q1 &Q2)
		2.1.15 Conduct quarterly monitoring	Completed (Q1 & Q2)
		2.1.16 Conduct Annual Review of Project Implementation Workshop (2009)	Completed

<b>COMPONENT 3: PCO</b>			
<b>2.0</b>	<b>Project Coordination Office</b>	<b>2.2 Administration/ HRM Oversight</b>	
		2.2.1 Personnel management, logistics, facilitate and manage all relevant project documents, filing system records for receiving and issuing information	Completed for (Q1 & Q2)
		2.2.2 Conduct internal monthly meeting and prepare meeting minutes	Completed for (Q1 & Q2)
		2.2.3 Arrange the meetings, seminars, prepare scheduling meetings, RSA and follow up.	Completed for (Q1 & Q2)
		2.2.4 Review staff position description	Completed
		2.2.5 Review M&E of HRM System	Completed
		2.2.6 Review unit performance tools	Completed
		2.2.7 Provide advice aspects of HRM and training to PCO and IAs	Completed
		2.2.8 Project Compliant Handling Performance	Completed for (Q1 & Q2)
		<b>2.4 Finance &amp; Accounting</b>	
		2.4.1 Provide technical assistant and advices to PCO staff and IAs staff in preparing of the (Bank Book, Petty Cash Book, Cash Advances, Contract Register, Fixed Asset Register, Bank Reconciliation, Petty Cash Reconciliation, and Reconciliation of Cash Advances)	Completed (Q1 & Q2)
		2.4.2 Assist and advices to PCO staff and IAs staff in preparing of the (Summary of Monthly Report, Monthly of Sources and Uses of Funds by Category, Statement of Expenditure (SOE)/ Summary Sheets (SS) and Reconciliation of Designated Account)	Completed for (Q1 & Q2)
		2.4.3 Prepare the Annual Financial Report for PCO 2009	Completed
		2.3.4 Consolidate of Annual Financial Report for DFGG project 2009	Completed
		2.3.5 Assist and advices PCO and IAs in preparing of the 1st Quarterly Interim Financial Reports (IFRs)	Completed
		2.3.6 Review and consolidate the 1st Quarterly Interim Financial Reports (IFRs) for DFGG Project.	Completed
		2.4.13 Assist and advices PCO and IAs in preparing of the 4th Quarterly Interim Financial Reports (IFRs)	Completed
		2.4.14 Review and consolidate the 4th Quarterly Interim Financial Reports (IFRs) for DFGG Project.	Completed
		2.4.15 Prepare Monthly and Quarterly Work Plans	Completed for (Q1 & Q2)

<b>COMPONENT 3: PCO</b>			
<b>3.0</b>	<b>Management Systems and Procedures</b>	<b>3.1 Project Document</b>	
		3.1.1 Revise the Project Implementation Manual (PIM)	Completed
		3.1.2 Revise the Financial Management and Disbursement Manual (FMDM)	Completed
		3.2 Planning/M &E	
		3.2.1 Revise annual planning and budgeting systems and formats, and monitoring arrangements	Completed
		3.2.2 Review M&E System and Procedures	Completed
		3.2.3 Orientation the M&E Systems/Procedures to each IAs	Completed
		3.2.4 Prepare PCO Annual Progress Report 2009 English Version	Completed
		3.2.5 Prepare PCO Annual Progress Report for 2009_Kh	Completed
		3.2.6 Prepare DFGG Annual Progress Report 2009 Khmer Version	Completed
		3.2.9 Provide technical assistant to each IAs	Completed for (Q1 & Q2)
		3.2.10 Prepare PCO 1st Quarterly Progress Report	Completed
3.2.11 Consolidate DFGG 1st Quarterly Progress Report	Completed		
<b>4.0</b>	<b>Learning Program</b>	<b>4.1 Training</b>	
		4.1.5 Internal Audit procedures	Completed
		4.1.6 English Training (Intensive course)	Completed for (Q1 & Q2)
		4.2 Promote Cross-fertilization and Synergies	
		4.2.1 Dissemination Workshop on Sharing Lesson Learn and Experience (To review the GGF and Risk Management Matrix are also includes in its meeting agenda)	Completed for (Q1 & Q2)
		4.2.4 Review Learning Strategy	Completed
		4.2.6 Stakeholder Mapping Exercise	Completed
		4.2..7 Conduct LCFG Workshop	Completed (Q1)
		4.3 Awareness Raising and Capacity Building Program	
		4.3.1 Prepare a plan and conduct in-country Study tour (Director and Manager of each IA or relevant key staff (2 people per IA), (3 people) and PCG (4 people)	Completed
		<b>4. 4 Communication</b>	
		4.4.1 Ensure that the Communication Officer of each SIs including PCO, MOI are in place	Completed
4.4.2 Review Communication strategy and design phasing and communication activities to achieve DFGG goal, objectives and work plan	Completed		
4.4.5 Hold a workshop to develop the message tools with intention to fine tune primary messages and develop secondary messages	Completed		
	<b>4.5 Studies Program</b>		
<b>5.0</b>	<b>Special Management Reviews</b>	5.1. Review and update of Complaints Handling System	Completed
		5.2. Review and update of Good Governance Framework (GGF)Plans	Completed for (Q1 & Q2)
		5.3. Review and update of Risk Management Matrix (RMM) Plans	Completed for (Q1 & Q2)

**Figure 1: Completion of agreed PIP by Percentage across-IAs**



During the reporting period, each of the implementing agencies has made significant progress towards in implementing the agreed key activities in the Project Implementation Plan (PIP), respectively. On average, 34 percent of the PIP key activities have been completed for the overall project level. These completion figures were the combination of both fully completion and periodically completion activities as at June 30. *Notes, the above figures is a temporary indication only, the final figures will be shown in the Annual Progress Report (APR).*

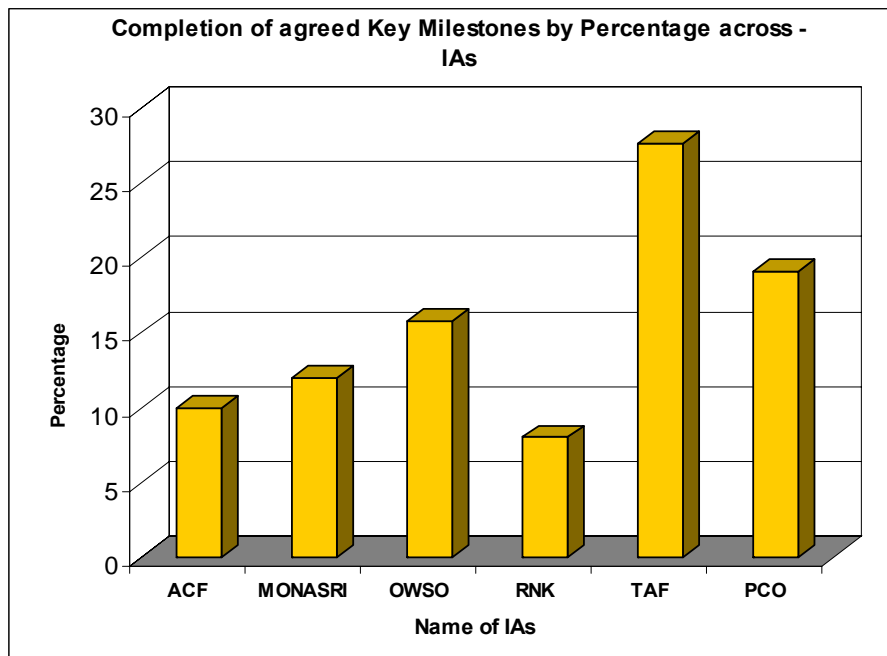
**A. 1. 2 Work Progress against Key Milestones**

**Table 2: Completion of Key Milestones by IAs**

No.	Description of Key Milestones	Remarks
<b>COMPONENT 1A: ACF</b>		
1	Convene Stakeholder Advisory Group	Completed
2	Update GGF/RMM	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
<b>COMPONENT 1B: MONASRI</b>		
<b>I</b>	<b>Land Law Dissemination Campaign</b>	
	Develop Printing materials, including coloured posters, colored brochures, leaflets, land law summaries, bulletins and law books	Completed
	Seek comment on key messages of IEC materials	Completed
<b>II</b>	<b>Nationwide LD Campaign</b>	

	Consult with RNK to plan round table discussion and talk back radio programs	Completed
<b>COMPONENT 1C: OWSO/DO</b>		
1.	OWSO Staff recruitment procedures for 7 districts in Y1	Completed
2.	Election of DO (for 7 in Y1)	Completed
3.	Training manuals completed for OWSO and DO (for 8 new)	Completed
<b>COMPONENT 1D: RNK</b>		
1	100% of news journalists meet basic reporting standard and 50% meet intermediate standard	Completed
2	Gender Strategy Finalized	Completed
<b>COMPONENT 2: TAF</b>		
<b>Small Grant Round 1</b>		
1	Facilitate the GMC	Completed
2	Undertake due diligence	Completed
3	Finalize subgrant agreements and process disbursements	Completed
<b>DI Forum</b>		
4	Organize national and provincial outreach	Completed
5	Make call for medium and large grants	Completed
<b>Communication/Outreach</b>		
4	Produce NSAC newsletter I	Completed
5	Maintain Web-site	Completed
<b>Reports</b>		
6	Quarterly Narrative and Financial Report I	Completed for Q1 & Q2
<b>COMPONENT 3: PCO</b>		
<b>Project Management and Coordination</b>		
1	Conduct ARPI for 2009	Completed
<b>Learning</b>		
1	Complete of training course on Good Governance Framework	Completed
2	Develop in country study tours proposal	Completed
3	Develop detailed Awareness Raising and Capacity Building Program	Completed

**Figure 2: Completion of agreed Key Milestones by Percentage across-IAs**



As of this quarter end, the agreed key milestones have been completed in different rate among IAs. On average, 16 percent of the key milestones have been completed for the overall project level. *Notes, this figure is the same figure 1, the final indications will present in the Annual Progress Report (APR).*

### **A. 2. Results/Outcomes**

There is no specific results/outcomes were reported by ACF, MONASRI, OWSO and PCO for this reporting period, however RNK and TAF had briefed their results/outcomes respectively.

### **Component 1D: RNK**

#### **Component 1: Content Development**

The objective for the Content Development Component is to promote and mediate demand for good governance through balanced, accurate and up-to-date radio programs which inform, and facilitate dialogue between citizens, civil society, government, and businesses.

RNK's achievements against this objective, during the reporting period (April-June 2010) include;

*Examples of the TBP promoting and mediating demand for good governance:*

- After the broadcast of a TBP on “Minority Women and Health Services”, the issues discussed became highly publicised and callers reported that many citizens in their village now understand the importance of health care - when women are pregnant, they should go to the health centre monthly to get services, and continue when their baby is born, rather than staying at home and relying on neighbours for help.

- In early May, a TBP on “Bidding for Collecting Taxes on goods at the Markets” was broadcast. During the programme, callers reported that market owners seek money from sellers who regularly sell their goods along the roads in Phnom Penh each day. After the programme was broadcast, sellers demonstrated on this issue and in early June the government issued an announcement warning the Municipality of Phnom Penh and Ministry of Economic and Finance not to take money from the sellers except for toilets and hygiene services.
- In early June, the TBP broadcast a program on the topic “Accountability of Commune-District Council”. A listener from Kandal province contacted the programme to report that the raising of such issues on the TBP can prove advantageous for communities - he said that he called the programme last year requesting the government representative to assist with rebuilding an old road in his community. Now – a year later - the commune-district council has rebuilt the road with the support of the government.
- After the broadcast of a TBP on “Cigarettes and Health” in May, a caller reported that some citizens in her village stopped smoking cigarettes because they found out that smoking can cause serious health issues, it is expensive and there are no advantages to people who smoke.

## **Component 2: Institutional Strengthening**

The objective for the Institutional Strengthening Component is to strengthen the capacity of RNK to deliver broadcasting services efficiently and effectively to all Cambodians.

Some clear examples of results that RNK has achieved in this area during the previous quarter include:

- The ABC’s CDA conducted a professional training course for the Features staff in May 2010 which included training on how to make good short features – this training has resulted in a team of RNK staff producing their first-ever, professional quality feature programmes. This is a new skill for RNK, and a rare practice in Cambodia overall.
- The national HR Specialist presented a workshop on the Performance and Evaluation Management System. All DfGG Senior Management members attended and as a result, RNK’s Management are now able and ready to conduct staff evaluations – another first for RNK that should assist RNK to better evaluate staff performance in the future, beyond the life of the project.

## **Component 2: TAF**

### *Promotion of information*

Buddhism and Society Development Association (BSDA), Cambodia Institute for Media Studies (CIMS), and the Open Forum of Cambodia (OFC) are working to promote access to information using a several unique strategies. BSDA is helping the community access information on local government through notice boards and public forums in Kampong Cham. To date, BSDA has conducted trainings on social accountability concepts and tools with 66 commune councillors, youth, and monks, emphasizing the importance of public information and citizen dialogue. They’ve also established one notice board in each of the 10 communes where they are working. Based on empirical evidence, the notice boards are being increasingly used by community members to gain information on local administrative services.

OFC has provided training to local youth on local governance in Svay Rieng province and have helped them produce four newsletters. These newsletters focus on the activities of the commune

councils, and are distributed to local communities, councillors, and others. According to OFC, while it is difficult to obtain information about government activities, they are succeeding in reporting on some local corruption issues. In addition, they have organized three community forums in each of the target districts to discuss the issues raised by their newsletters. They claim that there is a genuine demand for the newsletters, as they have been requests for additional newsletters from individuals living in other communities.

CIMS has successfully provided investigative reporting training to 60 print and radio journalists working in Battambang, Phnom Penh, Siem Reap, and Sihanoukville. CIMS has also provided ongoing mentoring to the journalists. In the next stage of the project, they will focus on getting some of the stories published. This project has been received press coverage from Radio Free Australia, Rasmei Kampuchea, Kampuchea Thimei, and Khmer Machas Srok.

### ***Monitoring public service delivery***

Five organizations—BSDA, Cambodia Community Development (CCD), Khmer Association for Development of Countryside Cambodia (KAFOC), Peace and Development Aid Organization (PDAO), and Ponleu Kumar (PK) have implemented the CRC to monitor local service delivery. Through the CRC, these NSAs surveyed local service delivery and advocated commune councils based on the results of the survey. BSDA conducted the CRC in eight communes in Kampong Cham, surveying commune councils' efforts at promoting local agriculture. Following the CRC, they conducted public meetings with local government to address the issues raised in the CRC report and to emphasize local complaints mechanisms, such as the social accountability box. According to the BSDA, the local authorities have been supportive of the project, but it is also difficult to access information related to local planning.

CCD focused on monitoring the commune councils' performance on natural resource management issues in Kratie. Unsurprisingly, they claimed that it was very difficult to gain information on sensitive topics, related to land and forest from the government and from local communities. They ended focusing more on local infrastructure, and their final results will be presented to the provincial forum on August 9, 2010.

KAFDOC's citizen report card focused on the commune council's administrative services, such as education and health, in five communes in two districts in Kratie. They have trained approximately 30 individuals on survey design and principles of good local governance. They have also organized forums in each commune to present the CRC results to the community and commune councils. According to KAFDOC, the results were accepted by the majority of commune councils and they have agreed to incorporate recommendations in the next commune planning cycle.

PDAO monitored commune council performance on health and education in Kampot and Takeo. PDAO has developed targeted trainings for community-based organizations and commune councils to sensitize the population on good governance topics. They have also established community monitoring committees that will implement the CRC. According to PDAO, the commune councils hesitated to cooperate at first, but they have been more open after the trainings. They also mentioned that they have witnessed an increase in public participation during the in council meetings.

During PK's implementation of the citizen report card, they were able to liaise with members of the provincial local administration unit through introductory workshops. They also conducted public meetings to social accountability concepts to people and commune councils, so that the benefits of the CRC are made more tangible. The CRC was implemented in four communes on health, administrative services provided by the CC, and education. PK is now compiling the results of the CRC. One challenge they are facing is lack of data analysis skills. Finally, PK also facilitated regular public participation during commune council meetings.

The Cambodia Organization for Women's Support (COWS) implemented a PRA to evaluate the government's performance related to economic development, infrastructure, and land-use in Kampong Thom. They first implemented trainings to introduce social accountability concepts to the commune councils and members of the commune monitoring committees, comprised of local leaders. COWS facilitated the monitoring committees to conduct a PRA in each of the six target communes. They are in the process of compiling the results.

### ***Developing partnerships with government***

Some of the grantees have also designed projects to support dialogue and partnerships between NSAs and the government. Buddhism for Development (BFD) has trained and supported existing community mobilization committees (CMCs) to encourage participation in the commune planning process. Approximately 120 CMCs members were trained on issues related to social accountability and roles and responsibilities of the commune council. They launched a larger campaign, including a door-to-door outreach strategy, radio shows, and other information sessions, reaching 4,461 people. While their project was able to target many people, they recognize that participation in formal forums is still limited by lack of institutional incentives. BFD has also promoted use of the social accountability boxes as a local grievance mechanism, and are piloting accountability boxes in five pagodas.

Phnom Srey Association for Development (PSAD) is piloting a project that aims to introduce monetary incentives to improve commune council performance. PSAD has organized a monitoring committee composed of non-state and state representatives that will assess commune councils' performance on basic service delivery. High performing commune councils will be rewarded with office materials, e.g. books and office supplies. PSAD has organized workshops with technical and evaluation committees comprised of representatives from line ministries and NSAs. To help the committee members, they organized a training session on planning and evaluation with 20 participants. Following the training, they monitored the 27 commune councils on local governance practices. It was initially difficult to coordinate among members of the various committees. However, they have received positive feedback from commune councils. PSAD was also able to connect with provincial authorities during this project.

## **B. Emerging Concerns and Divergences from Plan**

### **B. 1. Emerging Concerns**

There were three major concerns noted during this reporting period (i) the continuing affects on the cancellation of the MBPI and PMG incentive scheme for state implementing agencies (IAs), (ii) the slows procurement processes and (iii) the delayed in implementing of the Project Implementation Plan (PIP) and Key milestones.

It is certainly true that the new incentive scheme called **Priority Operating Costs (POC)** has officially been established by the government and it coming into effect on 1 July, 2010. However, it was noted that there were ongoing impinges on staff moral among the state implementing agencies (IAs), particularly un-reimbursement of six months payments (January to June, 2010) and if staff do not receive POC's payment in the near future, it may not be possible to achieve upcoming key milestones and motivation is deteriorating.

The slow procurement processes have been having major impacts on the implementation of the Project. These include the delayed in hiring of the M&E firm and the Research and Training Institute (RTO), National and International Technical Assistances for the PCO; the Communications Advisor Firm and the Complaints Handling Study for MONASRI; and the baseline study for OWSO.

It was also noted that up to June 2010, the implementation of the PIP and Key milestones have been considerable pending as some of the proposed PIP and Key milestones have not been started to carry out in accordance with scheduled laid out in the AWP 2010. The implementing of the PIP were pending highest at 29 % for MONASRI, TAF 23%, OWSO 15%, RNK 11%, PCO 6% and ACF 5% of its total proposed PIP. Whereas, the proposed key milestones, MONASRI was pending at 40 %, OWSO 26 %, PCO 24 %, and TAF 20%, and RNK 12% and ACF 10 % of the total proposed milestones respectively.

### C. Provisional Results Indicators

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<b>Project Outcome Indicators<sup>1</sup></b>						
<b>1. Promoting DFGG in priority reform areas.</b>						
<u>Composite:</u> Level of awareness (as %age) among targeted stakeholders of information disclosed and disseminated through relevant DFGG programs and institutions supported by the project.	To be calculated after sub-indicator baselines complete	TBD		Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.	PCO in MOI <sup>2</sup>
<u>Sub-indicators:</u> - % of union and employer organization leaders and representatives aware of the AC and labor arbitration process via AC outreach	To be calculated in pre-impl. period	10% increase	n/a	Bi-annual; recorded in relevant Annual Report	Baseline, Mid-Term and End Term focus group discussions (FGDs) and key informant interviews (KIIs) with sample (selected randomly proportional to 'size' <sup>3</sup> of sector) of union & employer group leaders and representatives. Alternatively, a sample survey with a standard questionnaire could be administered workers and employers in different	ACF through contracted consultants/NGO/research agency/firm (with option of conducting simultaneously with PCO)

<sup>1</sup> In the table above 'composite' indicators refer to project-level indicators that are obtained through some weighted average of IA level sub-indicators. 'Aggregate' indicators on the other hand refer to project-level indicators that are obtained/measured directly and are not composed of sub-indicators. Sub-indicators themselves are IA-specific indicators derived from their respective results frameworks.

<sup>2</sup> For each of the composite indicators, the PCO will be responsible for aggregating results provided by the IAs using an appropriate weighting scheme, providing quality control, and producing an analytical summary of the results.

<sup>3</sup> Sector size can be measured through different indices like number of firms, size of revenue, number of employees, etc...

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
					workplaces, which will be chosen to represent the distribution of targeted sectors <sup>4</sup>	
- % of people aware of land law and their rights under the law through MONASRI dissemination campaign in targeted districts and at the national level <sup>5</sup>	To be calculated for a new set of districts each year <sup>6</sup> starting in pre-impl. Period	20% increase in LD targeted districts <sup>7</sup>	-	Annual; recorded in Annual Report	Household (HH) survey and FGDs with separate groups of targeted citizens in sample of 8 districts per year	MONASRI through contracted consultants/NGO/research agency/firm
- % of citizens aware of local administration and services, and existence of OWSO, and DO (once established) in targeted districts	To be calculated in Yr 1	-		Baseline and end-term; recorded in relevant Annual Report	Baseline and end surveys in a sample of targeted districts	NCDDS through contracted consultants/NGO/research agency/firm
- % of RNK listeners who claim they learned more about governance issues through RNK programs supported by the DFGG project (TBP, news and feature programs)	To be calculated in pre-impl. period	10% increase		Annual; recorded in Annual Report	Annual standardized Audience Research Survey (national)	RNK through contracted consultants/NGO/research agency/firm

<sup>4</sup> Sector size can be measured through different indices like number of firms, size of revenue, number of employees, etc...

<sup>5</sup> The Law Dissemination campaign will be both at the targeted districts level (more intense interactive campaign) and at the national level using mass media. The baseline study for the national level will be done only once and no later than June 30<sup>th</sup>, 2009. The impact evaluation methodology that is being designed will provide further details of the methodology and arrangements for the national baseline and subsequent annual evaluation studies. Note also that this sub-indicator is likely to itself be a composite indicator summarizing the responses on different questions related to 'awareness' of the Land Law in the different surveys.

<sup>6</sup> The sampling for the MONASRI surveys will follow a 'step' methodology – that is, in the baseline during pre-implementation 8 districts will be covered, which will be the targets of LD in Yr1. In Yr 1, the survey will sample 4 of these districts to capture before-after change, and another 4 out of the 8 districts that will be targeted for LD in Yr 2, and so on. In the final year, the 8 districts will cover 4 from the Yr 4 LD and 4 more spread from all previous districts to see whether awareness levels have changed over time. For assessing the outcomes of the national level LD campaigns, a separate assessment methodology will be devised during the pre-implementation phase.

<sup>7</sup> Increase will only be tracked for those districts where LD was actually undertaken. For others the actual awareness levels will be obtained, but would not be part of the target calculation. The target values will be revised based on the baseline values each year.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
- Average % awareness of disseminated information among relevant stakeholders in areas covered by awareness and disclosure campaigns of relevant NSAs supported by the DM <sup>8</sup>	N.A.	TBD <sup>9</sup>		Annual; recorded in Annual Report	Annual NSA progress reports with methodology guidance from TAF M&E unit. Compiled by TAF with possibility of weighting. <sup>10</sup>	NSAs supported through DM
- % of stakeholders (within and beyond the project) reporting awareness of DFGG principles and approaches through PCO learning activities	0	50%		Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using simple scoring/rating questionnaire	PCO in MOI through contracted consultants/NGO/research agency/firm
<u>Composite:</u> Percentage of informed stakeholders who have found this information relevant/useful for improving governance and/or had understanding/clarity of issues disseminated.	To be calculated after sub-indicator baselines complete	TBD		Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.	PCO in MOI
<u>Sub-indicators:</u> - Level of understanding (as % scoring high on rating scale) of labor arbitration process among union and employer organization leaders and representatives	To be calculated in pre-impl. period	5% increase	n/a	Bi-annual; recorded in relevant Annual Report	Focus Group Discussions (FGDs) and/or key informant interviews (KIIs) with sample (selected randomly proportional to 'size' of sector) of union & employer groups	ACF

<sup>8</sup> The PDO outcome indicators for promotion and monitoring under Component 2 will be tracked for NSAs receiving grants from the Development Marketplace-like competition. For small grants, which are more in the nature of grassroots initiative, outcome monitoring will be done through individual case studies of a random sample of these during the mid-term and end-term evaluations by the independent think tank to be contracted by TAF. If possible, for Yr2 and Yr4 the results from these case studies will be incorporated in the overall outcome indicators for the component.

<sup>9</sup> As this will be determined through the baseline values.

<sup>10</sup> As the NSA initiatives supported through the DM will in themselves be quite diverse, the NSA component sub-indicator that will be reported to the PCO will itself be a composite indicator that would likely require some form of weighting by TAF (to cover both scale and subjective differences across initiatives).

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
- % of people in targeted districts, and at the national level, covered by MONASRI land law dissemination who find information useful and who used the information <sup>11</sup> .	To be calculated for new set of districts each year	5% increase in LD targeted districts		Annual; recorded in Annual Report	Household (HH) survey and FGDs with separate groups of targeted citizens in sample of 8 districts per year	MONASRI through contracted consultants/NGO/research agency/firm
- % of citizen and business representatives reporting high value/relevance of information on local administration, OWSO, and DO shared through people's participation measures in targeted districts	To be calculated in pre-impl. period <sup>12</sup>	5% increase		Annual; recorded in Annual Report	FGDs and KIIs with citizen and business representatives undertaken at the conclusion of annual citizen forum in each targeted district	NCDs through the NGO hosting the Annual Citizen Forums
- % of RNK listeners providing a high score on usefulness of information disseminated through RNK programs	To be calculated in pre-impl. period	5% increase		Annual; recorded in Annual Report	Annual standardized Audience Research Survey (national)	RNK through contracted consultants/NGO/research agency/firm
- Average % of relevant stakeholders rating relevant NSA awareness and disclosure campaigns as relevant for their context	To be calculated in YR 1	5% increase		Annual; recorded in Annual Report	Annual NSA progress reports with methodology guidance from TAF M&E unit. Compiled by TAF with possibility of weighting.	NSAs supported through DM
- % of stakeholders (within and beyond the project) who indicate greater clarity, understanding, and ability to apply different DFGG principles and approaches shared through PCO learning activities	0	50%		Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using simple scoring/rating questionnaire	PCO in MOI through contracted consultants/NGO/research agency/firm
<b>2. Mediating DFGG in priority reform areas.</b>						

<sup>11</sup> This refers to what the target audience does (changes its behavior) with the information being disseminated. The impact evaluation methodology note being prepared will outline how this information is to be captured.

<sup>12</sup> This will only be done for the two districts where OWSO and DO offices exist in the pre-implementation period.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<p><u>Composite:</u> Number of disputes and instances of feedback identified and mediated through relevant DFGG programs and institutions supported by the project.</p> <p><u>Sub-indicators:</u></p> <ul style="list-style-type: none"> <li>- number of labor dispute cases handled by the AC</li> <li>- number of land disputes and complaints received and handled by MONASRI</li> <li>- number of local disputes or complaints received and mediated by DOs across all target districts</li> <li>- number of requests, complaints, and instances of feedback received on the Talk Back Program in RNK</li> <li>- Number of disputes and instances of feedback identified and mediated by relevant NSAs supported through the DM.</li> </ul>	<p>To be calculated after sub-indicator baselines complete</p> <p>148</p> <p>To be calculated in Yr 1<sup>14</sup></p> <p>2 over 2 districts</p> <p>To be calculated for 2008<sup>15</sup></p> <p>To be calculated in YR 1</p>	<p>TBD</p> <p>10% increase</p> <p>10% increase</p> <p>30 over 17 districts</p> <p>10% increase</p> <p>TBD</p>	<p>67 cases (or - 21% lower compared to target number for first half of 2010)</p> <p>n/a</p> <p>(BTB= 31 complaints, SRP=17 complaints)</p> <p>76 Average Callers per program (April-June)</p>	<p>Annual; recorded in Annual Report along with sub-indicators</p> <p>Quarterly collection and reporting</p> <p>Quarterly collection and reporting</p> <p>Annual; recorded in Annual Report</p> <p>Quarterly collection and reporting</p> <p>Annual; recorded in Annual Report</p>	<p>Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.<sup>13</sup></p> <p>ACF case log and database</p> <p>Complaints database in enhanced system</p> <p>DO records and independent audit by CSO</p> <p>RNK records for each TBP</p> <p>Annual NSA progress reports with methodology guidance from TAF M&amp;E unit. Compiled by TAF with possibility of weighting.</p>	<p>PCO in MOI</p> <p>ACF</p> <p>MONASRI</p> <p>NCDDES through contracted consultants/NGO/research agency/firm</p> <p>RNK</p> <p>TAF and NSA grant recipients</p>

<sup>13</sup> For number of disputes received by the DO, the aggregation will likely require the PCO to divide this by number of DO offices so that the scale differences are normalized.

<sup>14</sup> Efforts to enhance the complaints handling function of MONASRI will only start from Yr 2 after a study to inform these efforts is undertaken in Yr 1.

<sup>15</sup> RNK does not currently compile this data.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<u>Composite</u> : Percentage of these disputes or instances of feedback that are adequately resolved or addressed	To be calculated in YR 1	TBD		Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<u>Sub-indicators</u> : - % of labor dispute cases successfully resolved through AC process <sup>16</sup>  - % of disputes and complaints resolved directly by MONASRI or by relevant Ministry to which they were forwarded  - % of local disputes or complaints successfully resolved by DOs across all target districts (where possible/feasible)  - % of listener satisfaction with verbal replies by RNK's guests to requests made by citizens on TBP  - % of disputes and instances of feedback identified and mediated by relevant NSAs supported through the DM that were satisfactorily responded to	68% (TBC) for Garments and PNH; Baseline for others TBC To be calculated in YR 1  0%  To be calculated in the baseline study  To be calculated in YR 1	Actual Value  3% increase  25% increase (target 25%)  3% increase  3% increase		Annual; recorded in Annual Report  Annual; recorded in Annual Report  As above  Annual; recorded in Annual Report  As above	ACF case log and database  Complaints database in enhanced system  DO records and independent audit by local CSO  Instant sample survey of callers on TBP who raised these demands on air  NSA recording and reporting to TAF; Compiled by TAF with possibility of weighting.	ACF  MONASRI  NCDDS through contracted consultants/NGO/research agency/firm  RNK  TAF and NSA grant recipients
<b>3. Responding to DFGG in priority reform areas.</b> <u>Composite</u> : Number of responses by government to demands triggered through relevant DFGG programs and institutions supported by the project	To be calculated after baselines available	TBD		Annual; recorded in Annual Report along with sub-indicators	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete. <sup>17</sup>	PCO in MOI

<sup>16</sup> This sub-indicator will be disaggregated by sector and region, since at present almost 95% of AC cases come from Garments firms in Phnom Penh and the likely success rate will be lower for the new sectors that the AC would handle after its expansion.

<sup>17</sup> Weighting down of the OWSO transactions would be required here to normalize the scale differences.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<p><u>Sub-indicators:</u></p> <ul style="list-style-type: none"> <li>- Number of citizen service delivery transactions completed in OWSOs across targeted districts</li> <li>- Number of government or policy responses triggered via learning activities (Annual Good Governance Forum, studies, etc.) conducted by the PCO</li> </ul>	<p>6000 transactions over 2 districts<sup>18</sup></p> <p>To be calculated in YR 1</p>	<p>50% increase (target 14,400 over 17 dist.)</p> <p>Actual Value</p>		<p>Annual compilation from OWSO reports</p> <p>Annual; recorded in Annual Report</p>	<p>OWSO records; aggregated by DST</p> <p>Follow-up of investigation of recommendations/action plans developed as part of the Annual Good Governance Forums conducted by PCO</p>	<p>NCDDS (DST)</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p>
<p><u>Composite:</u> Percentage of relevant stakeholders satisfied with these responses</p>	<p>To be calculated after baselines available</p>	<p>TBD</p>		<p>Compiled annually; part of annual report</p>	<p>Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.</p>	<p>PCO in MOI</p>
<p><u>Sub-indicators:</u></p> <ul style="list-style-type: none"> <li>- % of clients satisfied with quality of services provided at OWSOs across targeted districts</li> <li>- % of relevant stakeholders satisfied by government or policy responses triggered via learning activities conducted by the PCO</li> </ul>	<p>To be calculated in YR 1<sup>19</sup></p> <p>To be calculated in YR 1</p>	<p>5% increase</p> <p>3% increase</p>		<p>Annual; recorded in Annual Report</p> <p>Annual; recorded in Annual Report</p>	<p>Annual OWSO exit surveys and baseline and end term evaluation studies (in form of citizen report cards)</p> <p>Follow-up of recommendations/action plans developed as part of the Annual Good Governance Forums conducted by PCO</p>	<p>NCDDS through contracted consultants/NGO/research agency/firm</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p>

<sup>18</sup> This represent the rounded off value of total transactions in Siem Reap (4673) and Battambang (1235) OWSOs in 2007.

<sup>19</sup> The pre-implementation phase baseline will, however, measure the satisfaction rate among citizens in districts without OWSOs for services that *will* be provided by the OWSO once it is set up.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<b>4. Monitoring to inform DFGG in priority reform areas:</b> <u>Composite:</u> Number of public sector institutions or activities whose performance is monitored independently through DFGG programs supported by the project. <u>Sub-indicators:</u> - Number of state institutions supported by the project (from Component 1 and 3) that undertake independent monitoring through NSAs <sup>20</sup>  - Number of public sector institutions monitored through NSA initiatives supported under Component 2	1	9		Annual; recorded in Annual Report	Sum of sub-indicators	PCO in MOI
	1	5		Annual; recorded in Annual Report	Through Annual Work Plans and tracking/ verification of implementation progress of SIs and PCO	PCO in MOI
	To be calculated in YR 1	4		Annual; recorded in Annual Report	From database of grant recipients. Compiled by TAF with possibility of weighting.	TAF
<u>Composite:</u> Percentage of these institutions or activities that used and acted upon information for adjusting their performance and actions  <u>Sub-indicators:</u> - Percentage of state institutions supported by the project (from Component 1 and 3) that use independent monitoring through NSAs to take management and/or corrective actions <sup>22</sup>	TBD	TBD		Annual; recorded in Annual Report	Weighted average of sub-indicators	PCO in MOI <sup>21</sup>
	20%	100%		Annual; recorded in Annual Report	Through Annual Work Plans and tracking / verification of implementation progress of SIs and PCO	PCO in MOI

<sup>20</sup> As described in paragraph 5 above, since each of the SIs has been encouraged to introduce independent monitoring by CSOs for their programs, this indicators will take a value of 5 from year 1 and stay at that during the course of the project.

<sup>21</sup> Verification of these response actions will be undertaken by the PCO as part of the Annual Progress Reviews.

<sup>22</sup> Again, given that the design of the SI subcomponents and component 3 explicitly involves use of this independent monitoring for strategic decision making, this indicator will take a value of 100% from year 1 and stay at that during the course of the project.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
- Percentage of public sector institutions and activities that use the independent NSA monitoring data to take strategic management and/or corrective actions	To be calculated in YR 1	15%		Annual; recorded in Annual Report	From database of grant recipients, who will assess whether corrective actions were taken. <sup>23</sup> Compiled by TAF with possibility of weighting.	TAF
<b>Intermediate Outcome Indicators</b>						
<b>1. Strengthened Capacity and Effectiveness</b> <u>Composite:</u> Self assessment and expert assessment of increased capacity to undertake DFGG programs by participating SIs and NSAs (% reporting high or increased capacity <sup>24</sup> )	To be calculated in pre-impl. period	TBD	n/a	Bi-annual; recorded in applicable Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.	PCO in MOI
<u>Sub-indicators:</u> - % of AC, SAC, and ACF staff that report an increased understanding and institutional capacity to perform their respective roles in the labor arbitration and dispute resolution processes - % of MONASRI staff that report an increased understanding and institutional capacity to undertake law dissemination and complaints handling functions - % of DST, OWSO and DO office staff that report an increased understanding and institutional capacity to undertake their functions	To be calculated in pre-impl. period  To be calculated in pre-impl. Period  To be calculated in pre-impl. period	70%  70%  60% for new districts	n/a  n/a  n/a	Bi-annual; recorded in Annual Report  Bi-annual; recorded in Annual Report  Bi-annual; recorded in Annual Report	Sample survey of AC, ACF, and SAC staff and ratings from KIIs and FGDs  Sample survey of MONASRI staff and ratings from KIIs and FGDs  Sample survey of DST, OWSO, and DO office staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm <sup>25</sup>  PCO in MOI through contracted consultants/NGO/research agency/firm  PCO in MOI through contracted consultants/NGO/research agency/firm

<sup>23</sup> Additionally, specific case studies will be undertaken as stand-alone exercises in cases where the financial impact of these NSA monitoring initiatives can be assessed.

<sup>24</sup> The internal assessments are meant to capture 'increased' capacity (a 'flow' or 'change' variable), while the expert/external assessments would capture 'high' capacity (a 'stock' or 'current value' variable). The reason for this is to ensure that one gets a meaningful measure of the change in capacity, which for the internal (staff) assessment is better captured by looking at a flow variable as it is likely that staff may simply record a very high self-assessment of capacity each year, but when asked to compare over time the response could be more accurate. For external stakeholders on the other hand one can capture this by looking at the stock variable itself.

<sup>25</sup> The firm will work in consultation with the ACF, who will advice and agree on the evaluation tools, methodology, questionnaires, etc.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
% of staff of RNK that report an increased understanding and institutional capacity to undertake DFGG programs (TBP, features, and newsroom) <sup>26</sup>	To be calculated pre-impl. period	70%	n/a	Bi-annual; recorded in Annual Report	Sample survey of RNK staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of union and employer group representatives that report a high confidence in institutional capacity of the AC to undertake labor dispute resolution	To be calculated pre-impl. period	10% increase	n/a	Bi-annual; recorded in applicable Annual Report	FGDs and KIIs of union and employer group representatives and leaders to be guided by ACF recommendations	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of targeted experts that report a high institutional capacity of the MONASRI to undertake LD and CH functions	To be calculated pre-impl. period	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of noted law dissemination, land and complaints handling experts, donors (e.g., GTZ, UNDP), NGOs (e.g., PACT, CLEC, etc.) and complementary agencies (e.g., MLUPC, MOJ) and ratings from KIIs & FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of targeted experts that report a high institutional capacity of the OWSO and DO office to undertake their respective functions	To be calculated pre-impl. period	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of D&D experts, donors (e.g., GTZ, UNCDF, DFID, etc.) and NSAs using KIIs and FGDs.	PCO in MOI through contracted consultants/NGO/research agency/firm
% of targeted media, development and governance experts that report a high institutional capacity in RNK to undertake DFGG programs	To be calculated in pre-imp. period	10% increase	n/a	Bi-annual; recorded in Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm

<sup>26</sup> This includes: staff perception ratings/scores on RNK management decisions, organisational culture and change management.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
(Average) % of NSAs supported from Component 2 that report a high (based on rating scale) achievement of their capacity targets for undertaking their specific DFGG programs and activities <sup>27</sup>	To be calculated in YR 1	50%		Annual; recorded in Annual Report	Annual NSA self assessment questionnaire on the degree to which they have achieved their intended capacity goals. To be reported in NSA annual progress reports and compiled by TAF.	NSAs supported under Component 2 with guidance from TAF.
Expert assessment of % of NSAs supported from Component 2 that have increased awareness and capacity to undertake DFGG programs and activities	To be calculated in YR 2	40%	n/a	Bi-annual; recorded in applicable Annual Report	Mid-term and end-term FGDs and KIIs with <u>sample</u> of NSA grantees by independent think tank to assess their capacity and awareness. They will also conduct self assessment questionnaire to check divergence with self reporting.	TAF through contracted consultants/NGO/research agency/firm
- % of PCO staff that report an increased understanding and institutional capacity to undertake DFGG programs and learning activities	To be calculated in YR 2	70%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of PCO staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of targeted experts that report a high institutional capacity in PCO to undertake DFGG programs and learning activities	To be calculated in YR 2	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm

<sup>27</sup> Again as the supported programs and activities of NSAs are likely to be quite different the capacity question has to be asked relative to their specific context. The averaging will be a 'simple average'.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<p><b>Composite:</b> Stakeholder feedback, self assessment, and expert assessment of effectiveness of SI and NSA programs supported by the project (% rating high or increased effectiveness)<sup>28</sup></p> <p><b>Sub-indicators:</b></p> <p>% of AC, SAC, and ACF staff that report an increased effectiveness of the AC process</p> <p>% of union and employer group representatives and other stakeholders that report a high confidence in the independence, credibility and effectiveness of the AC</p>	To be calculated in YR 2	TBD	n/a	Bi-annual; recorded in applicable Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.	PCO in MOI
	To be calculated in pre-impl. Period	70%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of AC, ACF, and SAC staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
	To be calculated in pre-impl. Period	40%	n/a	Bi-annual; recorded in applicable Annual Report	FGDs and KIIs of union and employer group representatives, leaders and possibly other stakeholders	PCO in MOI through contracted consultants/NGO/research agency/firm
Expert rating (%) of quality of awards given by the AC	To be calculated in pre-impl. period	60%	n/a	Bi-annual; recorded in applicable Annual Report	Bi-annual audit by experts for a sample of AC awards	Independent experts contracted via ACF
% of MONASRI staff that report an increased effectiveness of their LD and CH functions	To be calculated in pre-impl. Period	70%	n/a	Bi-annual; recorded in Annual Report	Sample survey of MONASRI staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm

<sup>28</sup> Here again, the internal assessments (except for Component 2) will look at the ‘increased’ effectiveness, while the external assessments (expert and stakeholder) look at a ‘high’ effectiveness. This is done to capture actual change in effectiveness more meaningfully.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
% of targeted experts in sectors that report a high effectiveness of the DFGG programs undertaken by MONASRI	To be calculated in pre-impl. period	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of noted law dissemination, land and complaints handling experts, donors (e.g., GTZ, UNDP), NGOs (e.g., PACT, CLEC, etc.) and complementary agencies (e.g., MLUPC, MOJ) and ratings from KIIs & FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
% of citizens in targeted districts and other experts giving a high rating on the quality of MONASRI's law dissemination and complaints handling functions	To be calculated in Yr 1	40%		Annual; recorded in Annual Report	Household (HH) survey and FGDs with separate groups of targeted citizens in sample of 8 districts per year	MONASRI through contracted consultants/NGO/research agency/firm
% of OWSO and DO office staff that report an increased effectiveness of their offices	To be calculated in pre-impl. Period	60% for new districts	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of DST, OWSO, and DO office staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
% of targeted experts reporting a high effectiveness of the OWSO and DO offices	To be calculated in Yr2	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of D&D experts, donors (e.g., GTZ, UNCDF, DFID, etc.) and NSAs using KIIs and FGDs.	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of citizens in targeted districts giving high satisfaction rating on quality and performance of the OWSO and DO offices	To be calculated in Yr 1	5% increase for existing offices		Annual; recorded in applicable Annual Report	Annual OWSO exit surveys and baseline and end term evaluation studies (in form of citizen report cards)	NCDDS through contracted consultants/NGO/research agency/firm

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
% of staff of RNK that report an increased effectiveness of their DFGG programs (TBP, features, and newsroom)	To be calculated in pre-impl. period	70%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of RNK staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
% of targeted media, development and governance experts that report a high effectiveness of the DFGG programs RNK undertakes	To be calculated in pre-impl. period	10% increase	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of noted media and radio experts, donors, and complementary agencies through ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
% of RNK listeners and other stakeholders <sup>29</sup> providing a high score on balance, neutrality, credibility and overall quality of RNK programs <sup>30</sup>	To be calculated in pre-impl. period	10% increase		Annually compiled; in Annual Report	Targeted FGDs and KIIs with separate listener groups using scoring questionnaire and sample survey of noted sector experts	RNK through contracted consultants/NGO/research agency/firm
(Average) % of NSAs supported from Component 2 that report an a high (based on rating scale) achievement of their grant objectives	To be calculated in Yr 1	50%		Annual; recorded in Annual Report	Annual NSA self assessment questionnaire with question on progress towards achieving grant objectives with reasons. To be reported in NSA annual progress reports and compiled by TAF	NSAs supported under Component 2 with guidance from TAF.

<sup>29</sup> This includes external targeted media, development and governance experts.

<sup>30</sup> This indicator refers solely to programs supported by the DFGG project, i.e., TBP, news and feature programs.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
Expert assessment of % of NSAs supported from Component 2 who have a high (based on rating scale) achievement of their grant objectives	To be calculated in Yr 2	40%	n/a	Bi-annual; recorded in applicable Annual Report	Mid-term and end-term FGDs and KIIs with <u>sample</u> of NSA grantees by independent think tank to assess the achievement of their grant objectives. They will also conduct self assessment questionnaire in NSA to check divergence with self reporting and where relevant a survey of target constituencies to be reached by the initiative for obtaining outside stakeholder feedback.	TAF through contracted consultants/NGO/research agency/firm
% of staff of PCO that report an increased effectiveness of their DFGG programs and learning activities	To be calculated in Yr2	60%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of PCO staff and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of targeted experts that report a high effectiveness in PCO to undertake DFGG programs and learning activities	To be calculated in Yr 2	40%	n/a	Bi-annual; recorded in applicable Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of relevant stakeholders (including PCG, Learning Task Force, SIs, etc.) giving a high rating on the effectiveness of the PCO's learning and coordination activities	To be calculated in Yr 2	50%	n/a	Bi-annual; recorded in applicable Annual Report	Mid-term and end-term targeted survey, KIIs, and FGDs of PCG, SI staff, outside experts, and other stakeholders relevant to PCO learning activities	PCO in MOI through contracted consultants/NGO/research agency/firm
<u>Composite</u> : Revenues generated by SIs as a proportion of operating costs (where relevant for financial sustainability).	To be calculated in Yr 1	23% avg.		Annual; recorded in Annual Report	Average of sub-indicators	PCO in MOI

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<u>Sub-indicators:</u>						
- Revenue generated through tri-partite contributions by AC as % of operating costs	0	5%		Annual; recorded in Annual Report	ACF financial records	ACF
- Average cost recovery ratio (in %) of OWSOs (i.e., service fee revenue as proportion of operating costs)	50%	60%	Service Revenue (BAT&SRP)= 118,420,600.00 riel BAT= 67,354,000.00 riel SRP= 51,066,600.00 riel	Annual; recorded in Annual Report	OWSO financial records; compiled by DST	NCDDES (DST)
- Revenue generated and retained <sup>31</sup> by RNK as a % of operating costs	To be calculated in Yr 1	5%		Annual; recorded in Annual Report	RNK financial records	RNK
<b>2. Supporting State &amp; Non-state partnerships</b> <u>Composite:</u> Number of 'partnerships' <sup>32</sup> between and among SIs and NSAs established or continued under the project.	TBC	TBD	63	Annual; recorded in Annual Report	Compiled from IA progress reports after assessing validity of 'partnership' relation.	PCO in MOI
<u>Sub-indicators:</u> - Number of 'partnerships' between and among SIs and NSAs established under the project that involve significant commercial relationship (e.g., consulting contract).	0	Actual Value	n/a	Annual; recorded in Annual Report	Aggregated (weighted sum) from IA progress reports after assessing validity of 'partnership' relation.	PCO in MOI
- Number of 'partnerships' between and among SIs and NSAs established under the project without significant commercial relationship.	0	Actual Value	63	Annual; recorded in Annual Report	Compiled from IA progress reports after assessing validity of 'partnership' relation.	PCO in MOI
<u>Composite:</u> Self assessment, and expert assessment of effectiveness of these partnerships (% noting high)	To be calculated in Yr 2	50%	n/a	Bi-annual; recorded in applicable Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided	PCO in MOI

<sup>31</sup> The indicator relating to revenue retention will remain included provided that the agreement regarding the revenue retention is reached with MEF. If not, then simple revenue generation will be tracked as a measure of 'potential' financial sustainability of the RNK.

<sup>32</sup> The project will use the following definition for partnerships - "A partnership is a collaborative relationship between entities to work toward shared objectives through a mutually agreed division of labor". Strictly, by this definition pure commercial relationships should not be regarded as partnerships. Recognizing, however, that in the specific context of the project and given the lack of such relationships between SIs and NSAs in Cambodia, some direct commercial relationships (e.g., the hiring of a legal awareness NSA by MONASRI to assist in its LD function) that reflect elements of 'partnership' will be separately tracked as well. The total number of partnerships will be the sum of these two forms of relationships. The PCO will make a case-by-case determination of whether a particular relationship should be categorized as a partnership or not.

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<p><u>Sub-indicators:</u></p> <p>- % of representatives and staff in partnering agencies rating high effectiveness of the partnerships established under project</p> <p>- % of relevant external experts rating high effectiveness of the partnerships established under project</p> <p><u>Aggregate:</u> Number of new or existing partnerships between and among SIs and NSAs for which the agencies (i) express interest, (ii) make a concrete plan, and (iii) take the first steps to continue partnerships beyond life of the project.</p> <p><b>3. Capturing and Sharing Lessons</b>  <u>Composite:</u> Number of lessons (measured as cases, studies, reports, etc) of DFGG activities (generated from the project, from other programs in Cambodia, and international) that are assessed, documented, disseminated, and used in training and capacity building programs</p> <p><u>Sub-indicators:</u></p> <p>- Number of lessons (cases, reports, studies) and experiences from within the project that are assessed, documented, disseminated, and used in training and capacity building programs</p>	<p>To be calculated in Yr 2</p> <p>To be calculated in Yr 2</p> <p>To be calculated in Yr 4</p> <p>0</p> <p>0</p>	<p>50%</p> <p>50%</p> <p>-</p> <p>TBD</p> <p>2</p>	<p>n/a</p> <p>n/a</p>	<p>Bi-annual; recorded in applicable Annual Report</p> <p>Bi-annual; recorded in applicable Annual Report</p> <p>One-off; recorded in Final Completion Report for project</p> <p>Annual; recorded in Annual Report</p> <p>Annual; recorded in Annual Report</p>	<p>after baselines are complete.</p> <p>Mid-term and end-term targeted survey, KIIs, and FGDs of staff and leaders/ management of involved institutions. Mid-term and end-term targeted survey, KIIs, and FGDs of relevant experts and external stakeholders on these partnerships</p> <p>Final IA Annual Progress Reports backed with evidence such as MOUs, meeting minutes, etc.</p> <p>Sum of sub-indicators with weighting (if required)</p> <p>Project records and learning database; Learning Task Force will validate quality</p>	<p>PCO in MOI through contracted consultants/NGO/research agency/firm</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p> <p>PCO in MOI</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p>
<p>- Number of lessons (cases, reports, studies) drawn from other DFGG activities in Cambodia that are assessed, documented, disseminated, and used in training and capacity building programs in the project</p> <p>- Number of lessons (cases, reports, studies) drawn from international DFGG experience that are assessed, documented, disseminated, and used in training and capacity building programs in the project</p>	<p>0</p> <p>0</p>	<p>TBD</p> <p>TBD</p>		<p>Annual; recorded in Annual Report</p> <p>Annual; recorded in Annual Report</p>	<p>Project records and learning database; Learning Task Force will validate quality</p> <p>Project records and learning database; Learning Task Force will validate quality</p>	<p>PCO in MOI through contracted consultants/NGO/research agency/firm</p> <p>PCO in MOI through contracted consultants/NGO/research agency/firm</p>

Indicators	Baseline	2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
		Target Value	Actual Value (As at Q2)			
<u>Aggregate</u> : % of stakeholders (within and beyond the project) reporting increased access to information on DFGG initiatives	0	40%		Annual; recorded in Annual Report	Annual survey, FGDs and KIIs with relevant project stakeholders from SIs and NSAs using simple scoring/rating questionnaire	PCO in MOI through contracted consultants/NGO/research agency/firm
<u>Aggregate</u> : Number of newly created NSA networks, resource centers, or informal coalitions established to share and disseminate lessons of DFGG experience	To be calculated in Yr 1	TBD		Annual; recorded in Annual Report	TAF assessment	TAF
<u>Composite</u> : Self assessment, and expert assessment of increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in Yr 2	50%	n/a	Bi-annual; recorded in applicable Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete.	PCO in MOI
<u>Sub-indicators</u> : - % of representatives and staff in SIs and NSAs supported by project noting increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in Yr 2	50%	n/a	Bi-annual; recorded in applicable Annual Report	Mid-term and end-term targeted survey, KIIs, and FGDs of staff and leaders/management of involved institutions.	PCO in MOI through contracted consultants/NGO/research agency/firm
- % of relevant external experts noting increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in Yr 2	50%	n/a	Bi-annual; recorded in applicable Annual Report	Mid-term and end-term targeted survey, KIIs, and FGDs of relevant experts and selected external stakeholders	PCO in MOI through contracted consultants/NGO/research agency/firm
<u>Aggregate</u> : Number of SIs and NSAs within and beyond the project that (i) express interest, (ii) make a concrete plan, and (iii) take the first steps to undertake new or continue existing DFGG activities beyond the life of the project.	To be calculated in Yr 4	-		One-off; recorded in Final Completion Report for project	Final IA Annual Progress Reports; backed with evidence such as MOUs, meeting minutes, etc.	PCO in MOI

## **D. Procurement Status**

The Procurement Plan for 2010 has been submitted to the WB since early March 2010. Based on its Annual Procurement Plan, each of the implementing agencies (IAs) has undertaken their procurement process respectively; however some of packages were outstanding from 2009 procurement plan. There are some packages were executed by Crown Agents – the first IPA and the second IPA - CKP.

The below are the summaries of the procurement status as at June, 2010:

### **Procurement of Goods for the Project:**

+ **Project Vehicles: Vehicle for DFGG:** PCO sent finalized and sign contract with UNOPS. Full direct payment was also made. UNOPS confirm that the production schedule is March 2010 and the expected delivery is May 2010. However, UNOPS on 19 April 2010 provided disappointed information that the vehicles could not be able to produce in March 2010. The information on the delay was noted that the production can be delayed up to June 2010. The strike at the factory is the main reason caused the delay of production and delivery schedule. In order to avoid further delays, UNOPS requested project considering on ex-stock options for the available white and silver colour vehicles. In this regards, all implementing agencies under DFGG project confirmed their No Objection, so that PCO could proceed with ex-stock options that it is expecting to have vehicles on use soon. On 20 April 2010, Bank had provided its No Objection in principal to the proposed change from ex-factory to ex-stock option provided the said vehicles are of the latest model, the general specification are the same as originally agreed with the Bank and also the negotiated price is not higher than the price of ex-stock options published on the UNOPS website. On 23 April 2010, PCO had confirmed to UNOPS on the acceptance of change from ex-factory to ex-stock options. Based on final confirmation from UNOPS, the vessel is scheduled to arrive at Sihanoukville seaport on 01 July 2010.

+ **Accounting Software:** The contract for this procurement package was completely signed on 20 May 2010.

### **Procurement of Goods:**

#### **+ ACF**

- Revised Project Procurement Plan 2010 for Goods – from NCB to National shopping with Advertising by separated the Office equipment to Server and Software and to Computers, Printers and Audio Visual Equipment. Each package costs less than \$20,000.00. This was agreed by IPA/CKP.
- Drafted the Bidding Document (Shopping with advertisement) for 1) Supply, Delivery and Installation of Server and Software and 2) Computers, Printers and Audio Visual Equipment.

**+ MONASRI (N/A)**

- The procurement of Goods was under processes.

**+ OWSO/DO**

- The OWSO/DO computer equipments including photocopy machines for 9 target areas in year 1 were completed;
- Five training manuals such as 1) One Window Service Office, 2) DO Office, 3) Guideline on DO's election procedure, 4) Guideline on Procedure and Process of Organizing Annual Citizen Forum, 5) Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Public Forum, and Information Campaign were completed;
- OWSO Furniture is re-procured as the bidders submitted the unresponsive bids; Motorcycles in year 1 and year 2 are in the procurement.

**+RNK**

- Audio Equipment (Telephone Hybrid, Recorder Microphone, Walkie-talkie, Quality radio sets & connection for relay, Mixer): This procurement package is prior review by the Bank and was under responsible by IPA-CKP, the bid opening shall be in middle of July, 2010 and the expected contract signing shall be August, 2010.
- Upgrading existing transmitters DX200 and new stand-by DX25: RNK has send request NOL to the Bank for the direct purchase contract amount \$ **371,650.60** with Harris Company, due to the bank commends, RNK and Harris must using the Bank general condition of contract format. The final agreement shall be sign within the next quarter.
- Office Equipment (1 Server, 3 Laptops, 8 Desktops, 8 printers Black and white, 1 Professional Camera, 4 Digital Camera, 1 Video Camera and 1 LCD projector): This package the bank had approved in 2010 project procurement plan, PRC has approved bidding document in June and the expect date to completed should be next quarter.
- Walkie-Talkie (Icom): Started invitation to get at least three quotations in June and the completion of the procurement stage should be in July.
- Office Furniture (4 Filling Cabinet, 4 Desks, 4 Office Chairs): The technical specification preparation and PRC approval on bid document in June. The procurement completion date should be in quarter 3.
- RNK air conditioning unit (17 units): Bidding invitations was sending out to the interest three air conditional suppliers, the deadline for completion date carry out to the quarter 3.

**+ TAF**

NSAC has completed two procurements for M&E and communications consultants. No further procurements will take place this year.

#### + PCO

- **Air-conditioner (USD 3,000) shopping without advertising:** bid opening will be July 02, 2010.

#### Procurement of Services:

#### + ACF

- Revised the Project Procurement Plan 2010 for “Study to Quantify the Value of the AC Service” from NGO to Firm; it was already approved by the World Bank. This package is under the responsibility of the IPA/CKP. The Request for Expression of Interest (REOI) for Production of Broadcast Media Tools was printed on local media, and the deadline for submission of EOI was on 06 July 2010. As there was only one applicant, CKP extended the deadline for REOI for another 14-day.
- ACF prepared a Request for Proposal (RFP) for Auditing Services, which is a prior review contract, and sent to Bank for NOL and received the approval on 20 May 2010. Deadline for submission of Technical and Financial Proposal was on 22 June 2010. The financial opening will be on 19 July 2010.
- The amendment to two contracts of Baseline Study and Study on Demand for AC Services were done, the new ending contract will be respectively on 20 July 2010 and 23 July 2010.
- ACF recruited an officer for the position of “Legal Education and Translation” to replace the resigned staff; job advertisements were posted on local media on 26 April 2010. The position was filled on 12 July 2010.
- ACF is also recruiting two positions- it is on process. The position of Senior Procurement Officer, to replace the resigned staff, was printed on local news on 06 July 2010 and the deadline is on 20 July 2010; the advertisement for Driver position was printed on 05 July 2010, deadline on 19 July 2010.

#### + MONASRI

- The land law and communication consultants were successfully recruited and signed contracts on January 2010 but the said position was resigned in February 2010, the project is now under re-selection process. The national procurement consultant was also on procurement process.
- Procurement of consulting firms (National Baseline study, Communication Advisor Firm and Complaint Handling Study) has been being conducted by CKP. On 21 June 2010 World Bank approved proposed short-list and draft RFP for the Communication Advisor. EOIs evaluation report with recommended short-list and RFP document were sent by CKP to the WB prior review on 8 June. The WB approved the proposed short-list and RFP subject to incorporation of comments. For baseline study, Monitoring & Evaluation, the WB issued NOL on 4 June for RFP and the RFP issued to 4 originally short listed firms/organizations on 4 June. Concerning Complaint Handling Study, negotiation with the first ranked firm was held on 14 June, 2010. The minutes of negotiation has been drafting.

#### + OWSO/DO

- The Baseline study with Indochina Research Limited (IRL) is in the process of re-negotiation.

#### + RNK

- After little interest in first and second round advertisements (first advertised in August 2009) for the Listener Clubs contract, the WB has authorized RNK to precede with negotiations with the sole NGO applicant, pending on the NGO meeting the criteria in the ToR. RNK's PRC has evaluated CHEMS application and invited them to submit a full proposal on April 21, 2010. Procurement Review Committee assigned CHEMS to contract negotiations with the next PRC meeting coming soon. The expectation of contact signing will in July 2010.
- Participatory Concepts, Method and Tools: this contract is due to be procured this year. The full ToR is not yet complete, due to the exit of the ODA. It is expected that the ToR requirements can be completed within the next quarter, after which procurement can get underway.
- The completion of the three national specialist contracts will coming on August for Procurement Specialist, Human Resource Specialist and on October for Marketing Specialist. In regard to sustainable working and the assignment still need them to guide RNK counterparts staff, RNK has conduct PRC meeting on 18 June, 2010 the result of the meeting as follow:
  - Request to the Bank for NOL on Re-advertisement of the post Procurement Specialist due to Mr. Sroeng Narth not extent his contract with RNK. The specialist replace will complete before the end of July 2010.
  - Request to the Bank for NOL on Extensions contract to two specialists, Mr. Keo Malyka Human Resource and Mr. Tim Sokha Marketing to new one year assignment.

#### + TAF (N/A)

#### + PCO

- **Individual National Consultant:**
  - **Two Internal auditors:** Bank had requested project to engage two national internal auditors for DFGG. Term of Reference was also revised upon Bank's advice. The procurement process for the package is now under the evaluation of EOI. It is expected to sign contract in August 2010.
  - **Procurement coordinator:** Bank had provided its No Objection to the evaluation report and recommendation. Bank advised to proceed contract negotiation with second ranked candidate "Mr.Vann Sovath" leading to get him taking responsibility on the procurement for PCO and OWOS. As this is a shared position, so Bank requested PCO negotiated with OWSO on the shared cost for this specific assignment. Consultant is expected to come on board in September or October 2010.

- **Training Coordinator:** The evaluation on the EOIs is on hold. PCO, submitted the PRC's minutes of meeting in order to get Bank's No Objection on the request of combine the scope of work of training coordinator into the scope of work of HRM and Development officer. The reason was that the scope of work of Training coordinator has been decreased to a specific level.
- **Individual International Consultant:**
  - **Project Management Advisor:** Bank had provided its No Objection to the evaluation report and recommendation. The contract negotiation is underway. It is expected to sign contract in Mid July or August 2010.
  - **Procurement Specialist:** contract was signed on 07 June 2010
  - **Financial Management Advisor:** the contract was signed on 14 June 2010.
  - **Internal Auditor:** the evaluation on EOIs is underway. It is expected to sign contract by August 2010.
- **Procurement of firm:**
  - **Monitoring & Evaluation Firm (CAKH520):** the contract negotiation with 1<sup>st</sup> ranked firm, Mekong Think Tank Co., Ltd had completely finalized. Due to the delay in preparing draft of negotiation minute and draft contract, some appointed consultants belong to the MTT have been resigned. CVs of replaced consultants are then evaluated by Crown Agent. The draft agreed minute is expected to sign by PRC and firm by 1 week of July 2010. But, the contract is expected to sign on mid of July 2010.
  - **Research and Training Organization (CAKH521):** following the failure of the contract negotiation had made with 1<sup>st</sup> ranked firm, GFA Consulting Group GmbH; Bank had provided its No Objection to Crown Agent to proceed with second ranked firm.

### **Procurement of Civil Work:**

There is no procurement of civil work were carried out by ACF, MONASRI, TAF and PCO for this reporting period, excepts OWSO/DO and RNK:

#### **+ OWSO/DO**

- Completely conducted the Geotechnical Investigation and Pile Foundation Design for OWSO/DO building in Takhmao Municipality, Kandal Province;
- The construction of 6 buildings is 30%-45% completed (estimated). They might be completed at the end of August 2010.

#### **+ RNK**

- RNK Toilet Repair: The bidding has been process through National shopping and the final deadline for the works completion date is in July, 2010.

## **E. Financial Status**

The second quarter of 2010, Project expended **US\$616,836.72** (IDA-Grant **US\$434,391.35**, AusAID funded RNK **US\$177,444.08** and other donor funded ACF **US\$5,001.290**). The total proposed budget plan of IDA-Grant for the 2<sup>nd</sup> quarter of 2010 is **US\$2,098,455.00**; the actual expenditures have been only **US\$434,391.35** or **(22.73%)** whilst the actual disbursements in Q2-2010 were only **US\$571,816.16**, so the disbursement rate is **29.92%**. These indicated that the Project is low disbursements rate and significantly variance between the proposed budget and actual expenditures. These caused by the delays of procurement packages have been having major impact on the implementation of the proposed activities in PIP and key milestones. For details information, please see the table below:

**Table 3 Summary of Expenditures and Disbursements for DFGG Project in Q2 - 2010**

**I - Summary of DFGG's Project Expenditures for the Second Quarter of 2010**

No.	Implement Agencies	Budget for Q2-2010					Actual Expensed for Q2-2010					Unexpensed					Depletion Rate (%) - Q2				
		IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total
1A	ACF	276,942			5,355	282,297	117,794.93			5,001.29	122,796.22	159,147.07			353.71	159,500.78	42.53%			93.39%	43.50%
1B	MONASRI	281,775				281,775	10,806.70				10,806.70	270,968.30		-		270,968.30	3.84%				3.84%
1C	OWSO	347,830				347,830	101,932.16				101,932.16	245,897.84				245,897.84	29.31%				29.31%
1D	RNK	478,748	182,248			660,996	47,827.88	177,444.08			225,271.96	430,920.12	4,803.92			435,724.04	9.99%	97.36%			34.08%
2	TAF	78,583				78,583	79,196.36				79,196.36	(613.36)			(613.36)	100.78%					100.78%
3	PCO	446,974				446,974	76,833.32				76,833.32	370,140.68				370,140.68	17.19%				17.19%
<b>TOTAL:</b>		<b>1,910,852</b>	<b>182,248</b>	<b>-</b>	<b>5,355</b>	<b>2,098,455</b>	<b>434,391.35</b>	<b>177,444.08</b>	<b>-</b>	<b>5,001.29</b>	<b>616,836.72</b>	<b>1,476,460.65</b>	<b>4,803.92</b>	<b>-</b>	<b>353.71</b>	<b>1,481,618.28</b>	<b>22.73%</b>	<b>97.36%</b>	<b>0%</b>	<b>93.39%</b>	<b>29.39%</b>

**II - Summary of DFGG's Project Disbursement for the Second Quarter of 2010**

No.	Implement Agencies	Budget for Q2-2010					Disbursed for Q2-2010					Undisbursed					Depletion Rate (%)				
		IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total	IDA	AusAID	RGC	Other Donor	Total
1A	ACF	276,942			5,355	282,297	159,079.09			34.93	159,114.02	117,862.91	-		5,320.07	123,182.98	57.44%			0.65%	56.36%
1B	MONASRI	281,775				281,775	67,814.48				67,814.48	213,960.52	-		-	213,960.52	24.07%				24.07%
1C	OWSO	347,830				347,830	35,570.41				35,570.41	312,259.59	-		-	312,259.59	10.23%				10.23%
1D	RNK	478,748	182,248			660,996	58,197.46	177,444.08			235,641.54	420,550.54	4,803.92		-	425,354.46	12.16%	97.36%			35.65%
2	TAF	78,583				78,583	200,302.80				200,302.80	(121,719.80)	-		(121,719.80)	254.89%					254.89%
3	PCO	446,974				446,974	50,851.92				50,851.92	396,122.08	-		-	396,122.08	11.38%				11.38%
<b>TOTAL:</b>		<b>1,910,852</b>	<b>182,248</b>	<b>-</b>	<b>5,355</b>	<b>2,098,455</b>	<b>571,816.16</b>	<b>177,444.08</b>	<b>-</b>	<b>34.93</b>	<b>749,295.17</b>	<b>1,339,035.84</b>	<b>4,803.92</b>	<b>-</b>	<b>5,320.07</b>	<b>1,349,159.83</b>	<b>29.92%</b>	<b>97.36%</b>	<b>0%</b>	<b>0.65%</b>	<b>35.71%</b>

## **F. Conclusion and Recommendations**

In conclusion, all IAs have made significant progress towards the activities and milestones scheduled in this reporting period, including the ACF has successfully in resolving the labour disputes between employees and employers which success rate at 69.02%. In addition, ACF has maintaining a good and close relationship with Ministry of Labour, organized study tour to the United States which includes the senior representative of the Ministry in the delegations. The session are for capacity building of arbitrator, staff of SAC and ACF in field of labour dispute resolution through discussion and shared experiences with US's arbitrators, conciliators, and law students during the study tour. In addition, ACF convened a session for each of Project Collaboration Committee (PCC) and Stakeholders Advisory Group (SAG) toward the more collaboration within its direct stakeholders for industrial relations and the DFGG project.

MONASRI has successfully in completion of the situation analysis in Chhouk district, Kampot province and Land Law Campaign Plan, including key messages, locations, dates and number of audiences have been developed and approved by the Minister. In addition, the five key messages for Land Law dissemination were recommended by the Ministry of Land Management, Urban Planning and Construction (MLMUPC) and it had submitted to the Minister for approval. MONASRI has also developed proposal for stakeholders mapping and network building with the provincial level for improving the partnership building activities. The draft M&E system has been re-submitted to the Bank for further comments. The MONASRI has also made progress towards ongoing activities, including updating the web-site and monitoring.

OWSO has made significant achievements on the seven key activities (1) Three Prakas on delegation of competencies to the OWSO were issued formally (Prakas of Ministry of Culture and Fine Art, ministry of Land Management , urban and construction, and Ministry of Public Work and transport, and the legalization work); (2) Completed the staff selection for each 7 target areas in Y1; (3) TOT training on management, roles and responsibilities, administration affairs of OWSO/DO, finance, and budgeting were conducted; (4) Trained and organized study tour to BAT and SRP for all officials and DO of seven new target areas; (5) Produced and distributed five training manuals such as One Window Service Office, DO Office, Guideline on DO's election procedure, Guideline on Procedure and Process of Organizing Annual Citizen Forum, and Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Public Forum, and Information Campaign; (6) the 8 OWSO-target areas in year 2 were surveyed, identified, and submitted to DPM to make decision; and (7) Operation budget/contracts of 9 target areas were transferred and used respectively

RNK has made good efforts and achieved key activities and milestones scheduled in this quarter, including the new Content Development Adviser (CDA) has been recruited in early May and its CDA has made progress with the introduction of daily editorial meeting with News unit as well as introduced regular meeting with the Features and Talkback units. The Features unit has two meeting per week including a listening and feedback session which provides the opportunity for staff to participate and comment on how the program could be improved. The Deputy Director General has been attending the weekly Talkback meetings which cover editorial issues, topic and guest selection. The frequency of news bulletins has remained at four live bulletins per day, four

repeats and a wrap up bulletin. The TBP has continued to produce five programs per week, and the Features program has begun broadcasting two to three programs per week; although this is still short of the target of five per week. The TBP is continuing its popularity and the program has been receiving positive feedback from listeners. The RNK has also made progress towards ongoing activities, including maintaining a good relationship with PIS to improve and RNK is now receiving an average of 32 stories per week from PIS staff. In addition, a workshop consisting of the Battambang Talkback team, representatives from a number of youth groups including Universities, NGO's and representatives from the Provincial Department of Youth and Education was held at the Battambang Radio Station with the aim of establishing a weekly youth Talkback program.

The Foundation has made significant progress towards the activities and milestones scheduled in this quarter, including recruiting GMC members, launching the medium and large grants competition, and preparing for the DI Forum. The Foundation has participated in two radio shows, planned three outreach workshops, and prepared materials on how to apply for grants. The outreach for the medium and large grants was very successful as 119 concept notes were received. The program for the DI Forum has been developed, and will be finalized in coordination with the World Bank and the PCO. The Foundation has also made progress towards ongoing activities, including updating the web-site and monitoring. NSAC's M&E framework is complete is being piloted by the DFGG small grantees. The Foundation has also implemented random and planned monitoring visits. The updated web-site will be promoted at the DI Forum.

The PCO has made progress towards ongoing activities and achieved milestones scheduled, including continuous manage the day - to - day implementation and coordination and monitoring the implementation of the agreed Annual Work Plan 2010, conducted the Project Management Team (PMT) and organized monthly communication meeting, monitored and facilitated the implementation of the Good Governance Frameworks (GGF) and updated Risk Management Matrix (RMM) and revised the Financial Management and Disbursement Manual (FMDM). Furthermore, PCO prepared DFGG Annual Progress Report 2009 in Khmer version, consolidated the 1<sup>st</sup> Quarterly Progress Report, reviewed and consolidated the 1<sup>st</sup> Quarterly Interim Financial Reports (IFRs) for the project. In addition, the PCO has also made significant achievements toward of component 3B Learning, including prepared a plans and conducted in-country Study tour to Battambang province, developed and publication of the communication materials such leaflets, bulletin and media briefing to mass media. The PCO has invited by the various Radio program such as FM 93.5 (Mohanokor) and FM 106.5 (Sarika or Voice of Democracy) as a guest speaker to discussions on role, duties and responsibilities of government officials in deliveries public services to the citizens. The PCO has also made progress in development of partnership by increasing from 2 to 9 partnership members for this reporting period. In addition, PCO recruited two International Technical Assistants (Procurement Specialist and Financial Management Specialist), conducted LCFG workshop to develop the key message tools, completed the training course on Good Governance Framework (GGF) and took part with Star Kampuchea in organizing 4th PECSA National Event "Convergence for Social Accountability" and Training Program on Social Accountability from 23rd - 25th of June 2010 at Imperial Garden Hotel, Phnom Penh.

Although each of the implementing agencies (IAs) has been notable successfully in implementation of its plans in this quarter, but a set of problems were still considered as the critical issues and ongoing affects staff motivation and morale within State Institutions (RNK, OWSO, MONASRI and PCO). The implementation of the PIP and Key milestones have been considerable pending as some of the proposed PIP and Key milestones have not been started to carry out in accordance with scheduled laid out in the AWP 2010, as the results MONASRI was pending at 29 %, TAF 23%, OWSO 15%, RNK 11%, PCO 6% and ACF 5% of its total proposed PIP. Whereas, the proposed key milestones, MONASRI was pending at 40 %, OWSO 26 %, PCO 24 %, and TAF 20%, and RNK 12% and ACF 10 % of the total proposed milestones respectively. In addition, the project baseline study has not been completed as the agreed schedule on May 31, 2010. The several pending procurement packages were delayed, these includes the delayed in hiring of the M&E firm and the Research and Training Institute (RTO), National and International Technical Assistances for the PCO; the Communications Advisor Firm and the Complaints Handling Study for MONASRI; and the baseline study for OWSO.



## **SECTION III: QUARTERLY PROGRESS REPORTS OF IAs**

### **Annex: A. Arbitration Council Foundation (ACF)**

#### **SECTION I: PROJECT PROGRESS REPORT**

##### **A. Project Introduction**

The Arbitration Council (AC) Sub-Component of the DFGG Project aims at improving the dispute resolution services delivered by the AC, and to expand these services throughout the country and into a broader range of industrial sectors. To this end, the AC Sub-Component plans to use DFGG funds for strengthening the AC governance structure; providing critical capacity building to arbitrators and staff; developing strong and wide partnerships with relevant stakeholders and partners; implementing a targeted outreach and communication strategy, including improved media relations; and providing necessary training and capacity building for the AC's stakeholders throughout the country. Importantly, the AC Sub-Component provides for the development and implementation of strategies, which will help the Arbitration Council to become a sustainable institution into the future.

##### **A. 1. Project Background**

Good governance is a critical challenge facing Cambodia in its efforts to sustain economic growth, reduce poverty and attain the Cambodia Millennium Development Goals. Accordingly, the Royal Government of Cambodia (RGC) gives prominence to improving governance in its Rectangular Strategy 2004-2008, the Governance Action Plan, and the Decentralization and De-concentration Strategic Framework. One important initiative of RGC in this regard is the planned Demand for Good Governance (DFGG) Project, which will be supported by grant financing from the International Development Association (IDA) and Australian Agency for International Development (AusAID).

The development objective of the DFGG Project is to promote good governance in Cambodia in order to sustain economic growth and poverty reduction. As elsewhere, efforts to improve governance in Cambodia have focused predominantly on supply-side instruments (e.g., more effective public administration and financial management, delivery of public services, etc.). While these are necessary and useful, better and more lasting results will be achieved if complemented by increased social accountability (i.e., more demand-side engagement).

The DFGG Project aims to improve governance quality in Cambodia by building the capacities of institutions, and supporting programs/projects and coalitions, that promote, mediate or address demand for good governance in the context of a few key areas in RGC's reform agenda. This will result in more effective design, implementation and monitoring of key reforms, and more transparency, accountability and responsiveness of the state to citizens.

## **A. 2. Project Development Objective**

The overall objective of the AC Sub-Component of the DFGG Project is to contribute to an effective governance environment for private sector development by enhancing the extent to which a well-functioning labour arbitration system builds workers' and employers' confidence that labour disputes will be resolved effectively and fairly.

## **A. 3. Project Component**

As the sub-components of DFGG project, Arbitration Council comprises of four components and activities to be implemented during the lifetime of the DFGG Project. Those are:

**Component 1:**            ***Institutional Integrity and Sustainability: Independence, Credibility, Sustainability***

Key Activity 1:        *Selection/ recruitment of arbitrators:* assess the need for the appointment of additional arbitrators.

Key Activity 2:        *Arbitration Council governance:* maintain and strengthen appropriate governance structures including the ACF Board of Directors, Representatives of the Arbitration Council, Regular Arbitrator Meetings, Arbitrators' Retreat and Arbitrator Working Groups.

Key Activity 3:        *Sustainability:* develop and implement strategies that will help to ensure the AC's institutional and financial sustainability in the long term.

**Component 2:**        ***Labour Dispute Resolution***

Key Activity 1:        *Resolution of Labour Dispute Cases:* continue the AC/Fs core work of conciliating and arbitrating labour disputes.

Key Activity 2:        *Capacity Building of AC/F and SAC:* undertake training and other activities to develop the legal and administrative capacity of Arbitrators, ACF and SAC staff.

Key Activity 3:        *Expansion of Arbitration Council Services:* aim to expand AC's dispute resolution services throughout the country and into a broader range of industrial sectors.

**Component 3:**        ***Partnerships and Stakeholder Outreach and Training***

Key Activity 1:        *Establishing and maintaining partnerships:* develop and maintain relationships with key partners as well as with other relevant organizations and institutions

Key Activity 2: *Dissemination of publications and other information to raise stakeholder awareness:* produce, publish and disseminate arbitral awards and other relevant information in order to raise stakeholder awareness and ensure transparency.

Key Activity 3: *Media relations and promotion:* use media tools to promote AC/F to a wider audience

Key Activity 4: *Stakeholder training:* continue to run trainings for relevant stakeholders to promote awareness of the AC and the labour dispute resolution process.

**Component 4: *General Operation and Project Management***

Key Activity 1: *Equipment & occupancy:* AC/F will purchase additional equipment and furniture and relocate to a larger space to accommodate the expansion in activities and increased staffing levels under DFGG. ACF will continue to provide managerial, technical and financial support to the Council.

ACF moved to the new office locates at # 72, St. 592 corner of St. 327, Sangkat Boeung Kok 2, Khan Tuol Kork on 18 January 2010.

Key Activity 2: *Monitoring and evaluation:* ACF will maintain M&E system; procure and coordinate with consultant/NGO/firm to conduct studies.

**B. Summary of Key Activities and Completed Milestones undertaken in Quarter**

**B1. Outputs**

**Arbitration Council Governance**

The Arbitration Council Foundation (ACF) organized the 19<sup>th</sup> Board of Directors (BoD) meeting on 06 May 2010 at ACF office, to report on the achievements, finance, financial auditing of AC/F, and the development of the Cambodian industrial relations.

Also, ACF arranged a Regular Arbitrators Meeting (RAM) on 12 June 2010 at ACF office, to discuss (i) the place of the Arbitration Council in the Cambodian Dispute Resolution System, and (ii) Evidence Gathering: Dealing with Confidential Information. There were 40 participants including arbitrators, staff of ACF and SAC.

**Resolution of Labour Disputes Cases**

In the second quarter of 2010, the AC received 34 cases of labour disputes between employers and unions/workers (registration numbered: 34/10-67/10). Statistics of cases received within the second quarter of 2010 reported that 94% of the disputes were from greater Phnom Penh

(including Kandal province) whereas the remaining of 6% were from other provinces (each one from Siem Reap and Kompong Cham). The data for cases classified by their industrial sectors showed that 91% of the disputes were from the garment sector, and the other 9% were from service sectors. In resolving the labour dispute cases in the second quarter of 2010, AC heard 27 cases – regardless of their registration dates (as some of the cases were pending from the previous reporting quarter), successfully conciliated 9 cases, and issued the arbitral awards for 21 cases. As of the end of the reporting period, there are 15 open cases at the AC.

From May 2003 to 30 June 2010, the AC has received a total of 900 cases. To monitor the progress of the dispute resolution through arbitration process, ACF conducts the case follow-up for the outcome of the cases it has received, through phone calls to the relevant dispute parties after 60-90 days of awards issued (at the end of each quarter). The success rate of the dispute resolution at the AC from May 2003 to the end of June 2010 is at 69.02%. The following criteria for calculating the success rate of the AC are show below:

- a) facilitated an agreement between the parties to settle the dispute;
- b) issued and award which (even if it was opposed) has been fully or substantially implemented to resolve the dispute; or
- c) issued and which (although it was opposed) has formed the basis for a post-award settlement between the parties and which resolved the dispute.

Using this outcome-based analysis, the implementation rates for all cases received by the AC up through the current reporting period are presented below.

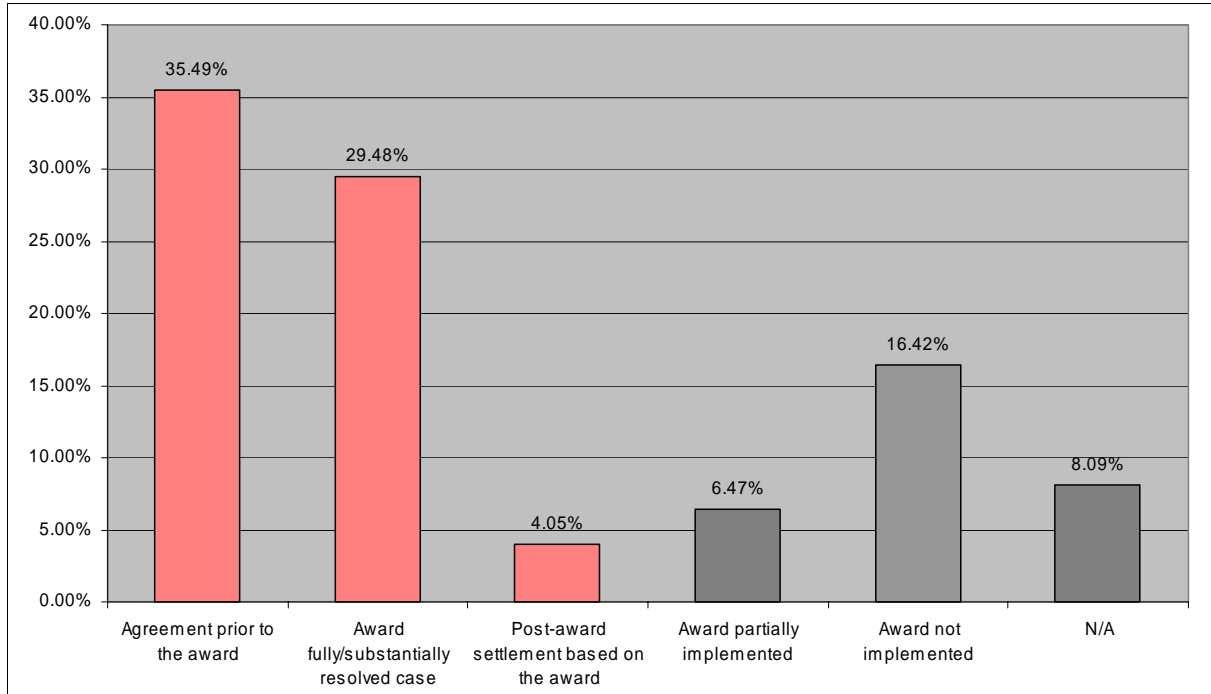
<b>Outcomes through case 33/10<sup>33</sup></b>		
Outcome	% of cases	# of cases
Agreement prior to the award	35.49	307
Award fully/substantially resolved case	29.48	255
Post-award settlement based on the award	4.05	35
Award partially implemented	6.47	56
Award not implemented	16.42	142
N/A	8.09	70
<b>Total</b>	<b>100.00</b>	<b>865</b>

**Success rate = 69.02%**

- = Cases settled by agreement prior to an award (35.49%)
- + Cases where the award was fully or substantially implemented to resolve the case (29.48%)
- + Post award settlement based on the award (4.05%)

The highlighted categories combine to make a **success rate of 69.02%**, as can also be seen in the graphic representation below.

<sup>33</sup> The actual follow-up for quarter was conducted from case 01/10 through case 33/10 included case 175/09, 178/09 and 180/09 which were pending from last quarter in March 2010.



### **Capacity Building of AC/F and SAC**

ACF organised a working trip to the United States of America on 22-29 May 2010. On the trip were the following members of the AC community: Arbitrator Seng Vuochhun, Arbitrator Sin Kimsean and Arbitrator Kong Phallack of the Arbitration Council; Sok Lor, Executive Director, and Mouyly Vichhra, Legal Officer of the Arbitration Council Foundation; and Chrun Theravong, Officer of Secretariat of the Arbitration Council. Director-General of General Director of Labour of the Ministry of Labour and Vocational Training was also on the trip. The delegation exchanged experience with various US industrial relations experts including arbitrators and mediators of the National Academy of Arbitrators (NAA) and American Arbitration Association (AAA). The delegation met with Director of Federal Mediation and Conciliation Services (FMCS) to discuss the possibility of provision of training for conciliators of the Ministry of Labour and Vocational Training (MoLVT) and arbitrators of the Arbitration Council. They had a chance to discuss with Joanne Goldstein, Secretary of Labour of Massachusetts the possibility of US funding for the AC and the MoLVT. The AC delegation also exchanged their experience gained in Cambodia with members Boston University School of Law.

Also, ACF assigned staff to participate in various trainings and workshops for building their capacity:

- ACF organised in-house training session on “Fire Session” to all ACF and SAC staff, hired trainers from Police Fire Station, on 22 April 2010. The aim of the session was to educate the staff and train them how to use the fire extinguishers in case of emergency.
- Two staff members (Financial Officer, and Training Coordination Officer) attended in a training course on “Gender Mainstreaming”, organized by Silaka, funded by World Bank, on 10-12 May 2010.

- Two staff members of Finance and Administration Department attended a training course on “E-signature and Submission of Withdrawal Application” organized by World Bank and MEF, on 27 May 2010.
- ACF organised a continued legal education session for the Arbitrators on 12 June 2010, at ACF office. The session was presented by Arbitrator Men Nimmith regarding his research findings on the development of Alternative Dispute Resolution and the Arbitration Council and also the future challenges of the AC.
- Two ACF staff members (Manager of Administration and Finance, and M&E Coordinator) attended a workshop on “Procurement”, organized by World Bank and MEF on 22-23 June 2010.
- One ACF staff (Receptionist) attended in the external training on “Office Management Skills”, organized by Integrate Human to Quality (IHQ), between 23-25 June 2010.
- Arbitrator Pen Bunchhea attended a training session on Options and Skills in Dispute Resolution provided by Malaysia’s Judicial and Legal Training Institute (also known as ILKAP) on 21 June – 01 July 2010. The expenditure was covered by non-DFGG budget. During the session, Arbitrator Pen Bunchhea shared his experience in labour dispute resolution in Cambodia with other participants and also promoted the Arbitration Council at the training.

### **Establishment and Maintaining of Partnership**

ACF organised a DFGG Project Collaboration Committee (PCC) meeting on 07 April 2010, at Ministry of Labour and Vocational Training. There were 5 representatives of the Ministry and 4 ACF. The PCC meeting focused on: (i) the achievement and progress of the AC/F, (ii) the establishment of the Stakeholder Advisory Group (SAG) that required a membership of the Ministry, (iii) a working trip to the United States in late May 2010, and other issues.

Through the support from the Ministry, union federation and employer associations, ACF successfully formed the Stakeholder Advisory Group (SAG) and convened its first meeting at ACF offices on 25 June 2010. There were 11 participants (two from each member of Ministry of Labor, Union Federation, and Employers, and 5 ACF staff). The topics for the meeting included review of the Terms of Reference of the SAG members; overview of the Arbitration Council and Arbitration Council Foundation; report on ACF activities under the DFGG Project; and Non-State-Actor Grants implemented by The Asia Foundation under DFGG Project to involve non-state actors in promoting good governance in partnership with all IAs.

### **National Industrial Relations Conference 2010**

ACF has started the preparation for the National Industrial Relations Conference 2010 (NIRC), planned for late 2010. The one possible theme for the NIRC was Collective Bargaining Agreement. ACF’s Training & Communications Department has taken stock of the issues regarding the theme in consultation with AC stakeholders, including union leaders, employer associations, NGOs both local and international working in the field of labour law and labour dispute resolution, and will take other steps necessary to make this national event happen in a way that benefits the industrial relations arena in Cambodia.

## **Production of Training Video and Public Service Announcement**

ACF made a public announcement about the production of training video and Public Service Announcement on 12 May 2010. As the deadline of submission expression of interest passed on 08 June 2010, there were four NGOs submitting their interests. ACF's Procurement Review Committee has reviewed applications and will follow other steps in accordance to the procurement rules. It is expected that the contract will be signed by early September 2010.

## **Development and Publication of Other Tools**

*AC Booklet:* During the reporting period, ACF produced a new publication 'AC booklet' for raising awareness of AC and for fundraising purposes. 140 copies were printed for the AC delegation to bring for their trip to the United States on 22-29 May 2010.

*Party Information Materials (PIM):* ACF has updated the leaflet about case preparation before the Arbitration Council officially known as Party Information Material of PIM and have 140 printed in May for the working trip to the United States on 22-29 May 2010.

*Arbitrator Biography:* The first biography of AC arbitrators was printed in 2006 and some information there was outdated. Therefore, ACF updated the biography. It is expected that the AC biography will be printed by end of July 2010.

*Annual Report 2009:* During the reporting period, ACF formed a working group for the publication of the Annual Report 2009, which is expected to be printed by second week of August 2010 prior to the organisation of National Industrial Relations Conference 2010.

500 copies of Vol. 11 in Khmer were available in early April 2010. The compilation was distributed to the AC stakeholders at trainings and other public events. It is also available on the website of the Arbitration Council. Vol. 11 in English are expected to be available in the early in the third quarter of 2010.

## **Media Relations and Promotion**

*Radio program: Garment Workers Labour Law Competition.* Arbitrator Liv Sovanna has, since 06 March 2010, served as jury member in the Garment Workers Labour Law Competition. The program is aired on Radio Mahanorkor FM 93.5 MhZ every Saturday until 22 May 2010. The Competition aims at feeding the interest of workers to better understanding the Cambodian labour law.

On 28 June 2010, ACF Executive Director spoke on the Talkback Program of Radio National Kampuchea (RNK) on on "Labour Dispute Resolution Process in Garment Industry".

*Weekly Press Monitoring:* ACF reviews news for articles in relation to labour dispute resolution and industrial relations in Cambodia on a weekly basis and shares them among AC community

members, alumni and certain stakeholders. Also, ACF regularly mentions of AC in newspapers during the reporting period.

**Stakeholder Trainings**

During the reporting quarter, ACF organized three training sessions for its stakeholders: (i) the training on “labour dispute resolution and the role of the AC” was introduced by Mr. Sok Lor, ACF Executive Director, to 20 law students of the Legal Clinic Program of the Royal University of Law and Economics on 09 June 2010, (ii) on 25 June 2010, ACF organised a one-day basic training at ACF offices on labour dispute resolution process and skills for more than twenty administration and human resource staff from various garment factories, (iii) a session on “how to prepare cases for the arbitration hearing” to more than twenty paralegals for workers at Community Legal Education Center on 27 June 2010

**Baseline and Other Studies**

Two studies (Baseline and Demand for AC Service Study) are in progress. For the Baseline Study, ACF received the first draft report on 25 June 2010, and sent the feedbacks to the research agency on 02 July 2010. As the research agency was not able to deliver the final report on the due date, the contract was delayed till 20 July 2010. For the Demand Study, the first draft report was submitted to ACF on 28 June 2010; the ACF’s comment was sent back on 02 July 2010. Since the quality of the report needs further improvement, ACF delayed the contract till 23 July 2010. ACF expects that the final reports for the two studies be completed by the respective deadlines.

The Study to Quantify the Value of the AC Service is under procurement process. The procurement is undertaken by the International Procurement Agency (CKP). The deadline for receiving the expression of interest was 06 July 2010 and has been extended to late July 2010.

**B1.1 Work Progress against PIP**

No	Key Activities	Description of Activities	Remarks
<b>COMPONENT 1A: ACF</b>			
<b>Component 1: Institutional Integrity and Sustainability</b>			
1.2	Arbitrator Council Governance	1.2.1 ACF Board of Directors (BoD)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		1.2.2. Representative of the AC (RAC)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		1.2.3. Regular Arbitrator Meeting (RAM)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		1.2.4 Arbitrator Retreat (first retreat)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
1.3	Sustainability	1.3.1 Prepare ToRs for studies on economic value, sustainability, and fundraising	completed
<b>Component 2: Labor Dispute Resolution</b>			
2.1	Resolution of labor	2.1.1 Hearing labor disputes	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup>

	disputes		quarter 2010
		2.1.2 SAC/ACF support to AC	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
2.2	Capacity building of AC/F and SAC	2.2.1 Develop tool/material (bench book, database)	Complete for 1 <sup>st</sup> quarter 2010
		2.2.2 Continued professional development program for arbitrator via foreign trainer visit (first visit)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
2.3	Expansion of AC service	2.3.2 Mobile team at regional, provincial level (partnership, outreach and training, mobile hearing)	Complete for 1 <sup>st</sup> quarter 2010
<b>Component 3: Partnerships and Stakeholder Outreach and Training</b>			
3.1	Establish and maintain partnerships	3.1.1 DFGG Project Collaboration Committee (PCC)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.1.2 Stakeholder Advisory Group (SAG)	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
3.2	Disseminate publications and other information to raise stakeholder awareness	3.2.2 Publication of Arbitral Award	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
3.3	Media relation and promotion	3.3.5 RNK/talkback	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.3.7 Media briefing	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
3.4	Training to stakeholders	3.4.1 Employee/employer in Phnom Penh	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.4.3 To conciliators of MoLVT on “Conciliation Technique”	Complete
		3.4.7 Advocate	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.4.8 To lawyer students of Bar Association of Cambodia	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
		3.4.9 Law students at universities	Complete
<b>Component 4: General Operations and Project Management</b>			
4.2	Project Monitoring and evaluation	4.2.8 Implement and update GGF and RMM	Complete for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010

## B1.2 Work Progress against Key Milestones

No.	Descriptions of key Milestones	Action to be undertaken		Remarks
		Started Date	Completed Date	
1	Conduct Baseline study	Dec 09	April 10	Delay; expected to complete at the end of July 2010
2	Conduct study on demand for AC services in different areas	Feb 10	April 10	Delay, expected to complete at the end of July 2010
3	Convene Stakeholder Advisory Group	Feb 10	June 10	Complete
4	Convene Project Collaboration Committee	March 10	Dec 10	Complete (for the first meeting)
5	Select NGOs for Study to Quantify the Economic Value of AC Service	March 10	May 10	In progress, the deadline for submission of expression of interest is at late July 2010.
6	Conduct Study to Quantify the Economic Value of AC Service	May 10	July 10	Delay, expected to get the contract awarded in mid Sep 2010
7	Update GGF/RMM	Mar 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
8	Select Firm for sustainability study	April 10	June 10	Delay, expected to start selection process in Nov 2010
9	Conduct sustainability study	July 10	Sept 10	Delay, expected to be done by early of 2011
10	Organize capacity building sessions of AC	Feb 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
11	Convene governance sessions of AC	Feb 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
12	Select consultant for Fundraising Activity	Nov 10	Dec 10	
13	Conduct awareness raising and knowledge building training for AC stakeholders	Feb 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
14	Select firm to produce soap opera/PSA/training	April 10	June 10	In progress, expected to award

	video/media consultant			the contract in mid-Sep 2010
15	Develop soap operas, public services announcements, training video <sup>(7)</sup>	June 10	Dec 10	Delay, expected to be done by late Sep 2010
16	Develop/update legal system and tool for labour dispute resolution work of AC	Jan 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
17	Develop/update training curriculum/material for AC stakeholders	Jan 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
18	Organise and conduct National Industrial Relations Conference	Sept 10	Nov 10	
19	Form/maintain partnerships	Jan 10	Dec 10	Completed for 1 <sup>st</sup> & 2 <sup>nd</sup> quarter 2010
20	Conduct media briefing on labour dispute resolution	March 10	Dec 10	In process

## **B2. Results/Outcomes**

No project outcomes to be reported within this quarter.

## **C. Emerging Concerns and Divergences from AWP**

### **C. 1. Emerging Concerns**

There is no significant emerging concern for implementing project activities within ACF during the reporting quarter.

#### D. Provisional Results Indicators

Project Outcome Indicators	Baseline	2010		Data Collection and Reporting		
		Target Values	Actual Values (As at Q1-Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
Number of labour dispute cases handled by AC*  <u>Note: the figure is for 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2010 (from case 01/10 to 6/10)</u>	148	10% increase (or 170 cases)	67 cases (or -21% lower compared to target number for first half of 2010)	Quarterly collection and reporting	ACF case log and data base.	ACF/SAC/LSD
% of labor dispute cases successfully resolved through AC process*  <u>*Note: This figure represents the whole cases registered from 2003 to 2<sup>nd</sup> quarter of 2010</u>	Approx 68%	Actual value	69.02% (or +1.5% higher)	Quarterly collection and reporting	ACF case log, database, case follow-up	ACF/LSD
Percentage of cases from outside the greater Phnom Penh area*  <u>[* AC Specific</u>	4%	10%	8.96% (or -10.4% lower)	Quarterly collection and reporting	ACF/SAC files/database	ACF/SAC/LSD

<p><i>Indicator for ACF Management Use; NOT for Overall DFGG Aggregation]</i></p> <p><i>Note: the figure is for 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2010 (from case 01/10 to 67/10)</i></p>						
<p>Percentage of cases from outside the garment sector*</p> <p>[* AC Specific Indicator for ACF Management Use; NOT for Overall DFGG Aggregation]</p> <p><i>Note: the figure is for 1<sup>st</sup> and 2<sup>nd</sup> quarter of 2010 (from case 01/10 to 67/10)</i></p>	6%	12%	15% (or 25% higher)	Quarterly collection and reporting	ACF/SAC files/database  <i>Note: This figure represents the whole cases registered from 2003 to 1<sup>st</sup> quarter of 2010</i>	ACF/SAC/LS D
<p>Number of partnerships between AC and SAs and NSAs established or continued under the project—disaggregated by type 1 and 2*</p>	TBC	<p>24 partners</p> <ul style="list-style-type: none"> <li>• Two Memorandum of Understanding has been signed with MONSARI and RNK</li> <li>• Memorandum of Understanding with the Australian Institute of Mediators and Arbitrators (AIMA)</li> </ul>	Actual value	Annual; recorded in annual report	Compiled from progress report	ACF

[\* The project will use the following definition for partnerships - "A partnership is a collaborative relationship between entities to work toward shared objectives through a mutually agreed division of labor". Strictly, by this definition commercial relationships should not be regarded as partnerships. Recognizing, however, that in the specific context of the project and given the lack of such relationships between SIs and NSAs in Cambodia, some direct commercial relationships that reflect elements of 'partnership' will be separately tracked as well. The total number of partnerships will be the sum of these two forms of relationships. The PCO will make a case-by-case determination of whether a particular relationship should be categorized as a partnership or not.]

- Ministry of Labour and Vocational Training (MoLVT),
- Community Legal Education Center (CLEC),
- International Labour Organization – Workers Education Project (ILO-WEP), ILO-Labour Dispute Resolution Project, ILO-Better Factories Cambodia
- Cambodian Federation of Employers and Business Associations (CAMFEBA),
- Garment Manufacturers Association in Cambodia (GMAC),
- Royal University of Law and Economics (RULE),
- Pannasastra University of Cambodia (PUC),
- University of Cambodia (UC),
- Royal Academy of Judicial Professions (RAJP),
- Lawyers Training Center,
- American Center for International Labour Solidarity (ACILS),
- Fair Work Australia (formerly known as Australian Industrial Relations Commission);
- National Academy of Arbitrators (NAA);

		<ul style="list-style-type: none"> <li>• American Arbitration Association (AAA);</li> <li>• University of Macquarie,</li> <li>• National League of Commune/ Sangkat (NLC/S);</li> <li>• Australian Business Volunteers (ABV);</li> <li>• Worker Information Center;</li> <li>• Australian Volunteers International</li> <li>• University of Boston, School of Law (Boston, MA, USA.)</li> <li>• Northeastern University (Boston, MA, USA)</li> </ul>				
Revenue generated through tri-partite contributions by AC as % of projected costs*	0	3% of \$909,309 (or \$24,159)	0	Annual; recorded in annual report	ACF Financial Records	ACF

## **E. Procurement Status**

### **Procurement of Goods:**

- Revised Project Procurement Plan 2010 for Goods – from NCB to National shopping with Advertising by separated the Office equipment to Server and Software and to Computers, Printers and Audio Visual Equipment. Each package costs less than \$20,000.00. This was agreed by IPA/CKP.
- Drafted the Bidding Document (Shopping with advertisement) for 1) Supply, Delivery and Installation of Server and Software and 2) Computers, Printers and Audio Visual Equipment.

### **Procurement of Services:**

- Revised the Project Procurement Plan 2010 for “Study to Quantify the Value of the AC Service” from NGO to Firm; it was already approved by the World Bank. This package is under the responsibility of the IPA/CKP. The Request for Expression of Interest (REOI) for Production of Broadcast Media Tools was printed on local media, and the deadline for submission of EOI was on 06 July 2010. As there was only one applicant, CKP extended the deadline for REOI for another 14-day.
- ACF prepared a Request for Proposal (RFP) for Auditing Services, which is a prior review contract, and sent to Bank for NOL and received the approval on 20 May 2010. Deadline for submission of Technical and Financial Proposal was on 22 June 2010. The financial opening will be on 19 July 2010.
- The amendment to two contracts of Baseline Study and Study on Demand for AC Services were done, the new ending contract will be respectively on 20 July 2010 and 23 July 2010.
- ACF recruited an officer for the position of “Legal Education and Translation” to replace the resigned staff; job advertisements were posted on local media on 26 April 2010. The position was filled on 12 July 2010.
- ACF is also recruiting two positions- it is on process. The position of Senior Procurement Officer, to replace the resigned staff, was printed on local news on 06 July 2010 and the deadline is on 20 July 2010; the advertisement for Driver position was printed on 05 July 2010, deadline on 19 July 2010.

## **F. Financial Status**

During the reporting quarter of 2010, ACF’s expenditure was at US\$122,796.22, which US\$ 117,794.93 of the total expenditure was from International Development of Association (IDA) and another US\$ 5,001.29 was from other donors of ACF. The expenditure of IDA was pre-financed by the Australian Agency for International Development (AusAID). The comparison of the budget plan and actual expenditure for the quarter is shown below:

	<b>Expenditures By Categories</b>	<b>Budget</b>	<b>Actual</b>	<b>Difference</b>
1A.1	Goods	34,735.00	-	34,735.00
1A.2	Consulting Services	82,831.50	8,749.31	74,082.19
1A.3	Training and Workshop	57,275.78	37,754.20	19,521.58
1A.4	Incremental Operating Cost	56,449.09	25,987.80	30,461.29
1A.5	ACF Operating Costs	51,004.75	50,304.91	699.84
<b>Total</b>		<b>282,296.12</b>	<b>122,796.22</b>	<b>159,499.90</b>

As shown in the table, the discrepancy between the budget plan and actual expense was at US\$159,499.90; this indicated that ACF's expenditure was at 43% of the total plan budget for the second quarter of 2010. This was due to: (i) delay in the procurement of office equipment package (Server and Software, and Computers, Printers and Audio Visual Equipment); (ii) extension of the completion date of the two consulting services of Baseline Study and Study on Demand for AC Service; (iii) and other delays.

## SECTION II: INTERIM FINANCIAL REPORT (IFR)

### 2.1 Financial Report

#### A. Project Balance Sheet

	<u>As at June 10</u>	<u>As at Mar 10</u>
Cash and Cash at Bank		
Petty Cash Float	2,396.85	3,746.89
Bank-AusAID	142,823.13	97,358.93
Bank-Stakeholders	24,089.65	28,287.11
Advance	10,022.00	13,672.50
Retension and security	-	-
Deposit	8,709.00	8,709.00
Payable	(37.89)	(89.48)
	<b>188,002.74</b>	<b>151,684.95</b>
Project Expenditures		
Goods	28,595.11	28,595.11
Consultants' Services	32,699.38	23,950.07
Training	69,316.03	31,561.83
Incremental Operating Costs	167,990.55	142,002.75
ACF Operating Costs	207,402.77	157,097.86
	<b>506,003.84</b>	<b>383,207.62</b>
<b>Total Assets</b>	<b>694,006.58</b>	<b>534,892.57</b>
Funds Received from IDA	431,849.87	272,770.78
Fund Received from AusAID	199,785.01	199,785.01
Fund Received from Stakeholders	62,371.70	62,336.77
	<b>694,006.58</b>	<b>534,892.56</b>
<b>Surplus/ (Deficit):</b>	<b>0.00</b>	<b>0.00</b>

**B. Sources and Uses of Funds by Category**  
**Cambodia: Demand for Good Governance Project**  
**Sources and Uses of Funds by Category**  
**For the quarter ended June 30, 2010**

Component 1A	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>Opening Balance</b>										
AusAID Account	97,358.93	125,461.33	-							
ACF Saving Account	24,737.98	28,173.79	-							
ACF Current Account	1,722.45	953.29	-							
AC Riels-Account	1,826.68	155.60	-							
Advance	13,672.50	520.00	-							
Deposit	8,709.00	8,709.00	-							
Payable	(89.48)	(313.29)	-							
Petty Cash	3,746.89	4,026.22	-							
<b>Total</b>	<b>151,684.95</b>	<b>167,685.94</b>	<b>-</b>							
<b>Add Sources:</b>										
<b>Receipt of Funds</b>										
- From IDA	159,079.09	254,219.43	431,849.87							2,341,685.00
- From AusAID	-	-	199,785.01							200,000.00
- From Stakeholder	34.93	4,121.11	62,371.70							217,605.00
- Other Income (document bidding fees..., etc.)	-	-	-							0.00
<b>Total Funds Received</b>	<b>159,114.02</b>	<b>258,340.54</b>	<b>694,006.58</b>							<b>2,759,290.00</b>
<b>Total Sources</b>	<b>310,798.97</b>	<b>426,026.48</b>	<b>694,006.58</b>							<b>2,759,290.00</b>
<b>Less Expenditures by Category</b>										
- Goods and Equipment	-	1,330.71	28,595.11	34,735.00	74,285.00	74,285.00	34,735.00	72,954.29	72,954.29	119,950
- Consulting Services	8,749.31	23,063.17	32,699.38	82,831.50	144,633.50	144,633.50	74,082.19	121,570.33	121,570.33	376,313
- Training and Workshops	37,754.20	46,965.70	69,316.03	57,275.78	71,111.48	71,111.48	19,521.58	24,145.78	24,145.78	446,187
- Incremental Operating Costs	25,987.80	63,098.85	167,990.55	56,449.09	116,248.59	116,248.59	30,461.29	53,149.75	53,149.75	908,595
- ACF Operating Costs	50,304.91	103,565.31	207,402.77	51,004.75	104,379.50	104,379.50	699.84	814.19	814.19	908,245
<b>Total Expenditures</b>	<b>122,796.22</b>	<b>238,023.74</b>	<b>506,003.84</b>	<b>282,296.12</b>	<b>510,658.08</b>	<b>510,658.08</b>	<b>159,499.90</b>	<b>272,634.34</b>	<b>272,634.34</b>	<b>2,759,290.00</b>
<b>Closing Balance (I)</b>	<b>188,002.74</b>	<b>188,002.74</b>	<b>188,002.74</b>							0.00
<b>Represented by:</b>										
Balance at Designated A/C										
AusAID	142,823.13	142,823.13	142,823.13							
ACF Saving Account	20,415.97	20,415.97	20,415.97							
ACF Current Account	1,430.19	1,430.19	1,430.19							
AC Riels-Account	2,243.49	2,243.49	2,243.49							
Advance	10,022.00	10,022.00	10,022.00							
Deposit	8,709.00	8,709.00	8,709.00							
Payable	(37.89)	(37.89)	(37.89)							
Petty Cash	2,396.85	2,396.85	2,396.85							
<b>Total (II)</b>	<b>188,002.74</b>	<b>188,002.74</b>	<b>188,002.74</b>							
<b>Surplus/(Deficit): (I)-(II)</b>	<b>(0.00)</b>	<b>(0.00)</b>	<b>(0.00)</b>							

**C. Uses of Funds by Category and by Sources of Funds**  
**Cambodia: Demand for Good Governance Project**  
**Uses of Funds by Category and by Source of Funds**  
**For the quarter ended June 30, 2010**

	Current Quarter				Year to date				Cumulative to date				PAD			
	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	Bank - AusAID	Other Donors	Total	IDA Grant	AusAID	Stakeholder	Total
<b>Payment by category</b>																
Goods	-		-	-	1,330.71	0.00	0.00	1,330.71	28,595.11		0.00	28,595.11	109,950		10,000	119,950
Consulting Services	8,447.70		301.61	8,749.31	22,401.12	0.00	662.05	23,063.17	31,961.14		738.24	32,699.38	351,313		25,000	376,313
Training, Workshops, Seminars	37,080.10		674.10	37,754.20	46,220.94	0.00	744.76	46,965.70	67,149.92		2,166.11	69,316.03	359,187		87,000	446,187
Incremental Operating Costs	22,023.90		3,963.90	25,987.80	54,192.26	0.00	8,906.59	63,098.85	135,623.25		32,367.30	167,990.55	732,990	100,000	75,605	908,595
ACF Operating Costs	50,243.23		61.68	50,304.91	101,541.64	0.00	2,023.67	103,565.31	202,757.54		4,645.23	207,402.77	788,245	100,000	20,000	908,245
<b>Total Payments</b>	<b>117,794.93</b>		<b>5,001.29</b>	<b>122,796.22</b>	<b>225,686.67</b>		<b>12,337.07</b>	<b>238,023.74</b>	<b>466,086.96</b>		<b>39,916.88</b>	<b>506,003.84</b>	<b>2,341,685</b>	<b>200,000</b>	<b>217,605</b>	<b>2,759,290</b>

**D. Uses of Funds by Project Activity**  
**Cambodia: Demand for Good Governance Project**  
**Use of Funds by Project Activity**  
**For the quarter ended June 30, 2010**

Project Component	Actual			Budget			Variance				PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Jan-Mar 10	Current Quarter	Year to Date	Cumulative to Date	
<b>1A Support to the Arbitration Council (AC)</b>											
<b>a AC Institutional Integrity and Sustainability</b>	<b>710.67</b>	<b>1,958.03</b>	<b>3,711.80</b>	<b>42,028.00</b>	<b>63,861.00</b>	<b>63,861.00</b>	<b>20,585.64</b>	<b>41,317.33</b>	<b>61,902.97</b>	<b>60,149.20</b>	<b>169,410.00</b>
1 Selection/recruitment of arbitration	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2 Arbitration Council Governance	710.67	1,958.03	3,711.80	2,028.00	3,861.00	3,861.00	585.64	1,317.33	1,902.97	149.20	69,410.00
3 Sustainability	0.00	0.00	0.00	40,000.00	60,000.00	60,000.00	20,000.00	40,000.00	60,000.00	60,000.00	100,000.00
<b>b Labor Dispute Solution</b>	<b>80,456.99</b>	<b>132,140.12</b>	<b>242,021.98</b>	<b>87,486.50</b>	<b>153,767.00</b>	<b>153,767.00</b>	<b>14,597.37</b>	<b>7,029.51</b>	<b>21,626.88</b>	<b>-88,254.98</b>	<b>999,536.00</b>
1 Resolution of labour dispute cases	43,238.65	89,213.54	187,176.84	50,630.50	104,461.00	104,461.00	7,855.61	7,391.85	15,247.46	-82,715.84	754,974.00
2 Capacity building of AC/F and SAC	35,401.34	39,755.08	51,673.64	36,056.00	37,706.00	37,706.00	-2,703.74	654.66	-2,049.08	-13,967.64	208,627.00
3 Expansion of AC services	1,817.00	3,171.50	3,171.50	800.00	11,600.00	11,600.00	9,445.50	-1,017.00	8,428.50	8,428.50	35,935.00
<b>c Partnerships and Stakeholders Outreach and Training</b>	<b>10,174.69</b>	<b>21,314.56</b>	<b>49,283.57</b>	<b>64,018.12</b>	<b>85,034.32</b>	<b>85,034.32</b>	<b>10,376.83</b>	<b>13,426.82</b>	<b>63,719.76</b>	<b>35,750.75</b>	<b>467,770.00</b>
1 ACF support to AC outreach and training	5,932.50	12,054.06	21,723.25	6,828.00	14,566.50	14,566.50	1,616.94	895.50	2,512.44	-7,156.75	112,320.00
2 Establishing and maintaining partnerships	150.00	690.40	6,714.52	2,014.67	2,514.67	2,514.67	-40.40	1,864.67	1,824.27	-4,199.85	39,940.00
3 Dissemination of publications and other information to	3,215.80	4,623.71	15,680.53	13,882.45	24,090.65	24,090.65	8,800.29	10,666.65	19,466.94	8,410.12	118,218.00
4 Media relations and promotion	150.00	150.00	150.00	30,918.00	31,275.00	31,275.00	357.00	30,768.00	31,125.00	31,125.00	124,380.00
5 Stakeholder training	726.39	3,796.39	5,015.27	10,375.00	12,587.50	12,587.50	-857.50	9,648.61	8,791.11	7,572.23	72,912.00
<b>d General Operations and Project Management</b>	<b>31,453.87</b>	<b>82,611.03</b>	<b>210,986.49</b>	<b>88,763.50</b>	<b>207,995.75</b>	<b>207,995.75</b>	<b>68,075.10</b>	<b>57,309.63</b>	<b>125,384.72</b>	<b>-2,990.74</b>	<b>1,122,574.00</b>
1 Salaries	20,355.52	40,772.88	81,027.43	20,775.00	41,370.00	41,370.00	177.64	419.48	597.12	-39,657.43	448,440.00
2 Benefits	1,777.55	4,394.50	7,044.13	1,529.75	4,559.50	4,559.50	412.80	-247.80	165.00	-2,484.63	32,743.00
3 Occupancy	2,676.57	11,368.66	50,813.11	14,236.23	31,136.23	31,136.23	8,207.92	11,559.66	19,767.57	-19,676.88	245,400.00
4 Supplies	1,680.62	7,151.13	12,243.97	2,540.00	8,130.00	8,130.00	119.49	859.38	978.87	-4,113.97	32,760.00
5 Equipment	0.00	1,321.20	27,210.60	33,985.00	34,785.00	34,785.00	-521.20	33,985.00	33,463.80	7,574.40	74,750.00
6 Communications and postage	2,859.59	4,840.22	12,114.21	3,950.00	8,035.00	8,035.00	2,104.37	1,090.41	3,194.78	-4,079.21	64,880.00
7 Vehicle and Transportation	31.00	155.83	1,807.86	1,590.00	42,180.00	42,180.00	40,465.17	1,559.00	42,024.17	40,372.14	68,400.00
8 Contractual services	1,816.48	7,438.04	11,056.20	8,210.00	17,620.00	17,620.00	3,788.44	6,393.52	10,181.96	6,563.80	69,201.00
9 Project monitoring and evaluation	0.00	3,982.00	5,973.00	1,598.76	19,598.76	19,598.76	14,018.00	1,598.76	15,616.76	13,625.76	86,000.00
10 Hospitality (Reception/farewell)	256.54	1,186.57	1,695.98	348.76	581.26	581.26	-697.53	92.22	-605.31	-1,114.72	
<b>Total Project Expenditure</b>	<b>122,796.22</b>	<b>238,023.74</b>	<b>506,003.84</b>	<b>282,296.12</b>	<b>510,658.07</b>	<b>510,658.07</b>	<b>113,634.94</b>	<b>119,083.29</b>	<b>272,634.33</b>	<b>4,654.23</b>	<b>2,759,290.00</b>

**SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT**

**A. Physical Progress Report by Civil Works**

**Cambodia: Demand for Good Governance Project  
Physical Progress Report by Civil Works  
For the quarter ended June 30, 2010  
(In US Dollar)**

Component/Activity No.	Project Component Output	Original Plan to Completion		Progress to date		Cost to date as a % of Planned Total Cost	Comments
		Cost in US\$	Completion Date	Cost in US\$	Physical Progress		
Civil works							

**B. Contract Monitoring Report**  
**Cambodia: Demand for Good Governance Project**  
**Contract Monitoring Report**  
**For the quarter ended June 30, 2010**

**List of Contracts**

Contract		Contract Description	Supplier	Contract Value		2009 to Marc 1	Amount Paid		Balance to be Paid
No.	Date			Curr.	Amount		This period	Cummulative	
<b>A</b>	<b>Goods</b>								
107325	28/Aug/09	Office Vehicle 4x4 (Ford Everest)	UNOPS	USD	25,164.28		-	-	25,164.28
01/09	23/Sep/09	Supply and delivery of office equipment	Narita Distribution Cambodia Co., Ltd.	USD	13,874.80		-	13,874.80	-
02/09	30/Sep/09	Motorcycle	Yamaha Motor Cambodia Co. Ltd	USD	1,345.00		-	1,345.00	-
03/09	28/Oct/09	Audio Visual Equipment	Sunsomexco	USD	2,385.00		-	2,385.00	-
	23/Dec/09	Office Furniture	LEECO	USD	2,189.00		-	2,189.00	-
			MFC	USD	4,525.00		-	4,525.00	-
<b>Total</b>					<b>49,483.08</b>		<b>0.00</b>	<b>24,318.80</b>	<b>25,164.28</b>
<b>B</b>	<b>Consulting Services</b>								
	<b>Employment Services</b>								
01/09	1/Aug/09	Time Based Payment	IC- Mr. Tep Chenda	USD	10,532.00	7,222.12	2,792.31	10,014.43	517.57
05/09	11/Nov/09	Time Based Payment	IC- Ms. Chum Charya	USD	10,280.00	4,023.99	2,565.00	6,588.99	3,691.01
04/09	4/Jan/10	Time Based Payment	IC- Mr. Vandeth Dararoath	USD	6,500.00	1,622.46	1,575.00	3,197.46	3,302.54
	<b>Consulting Services</b>								
02/09	9/Sep/09	Short Term Technical Advisor (International Consultant)	IC- Ms. Juanita L. Rice	USD	6,000.00	4,200.00	-	4,200.00	1,800.00
03/09	15/Dec/09	Baseline Study	NGO- Economic Institute of Cambodia (EIC)	USD	19,910.00	5,973.00	-	5,973.00	13,937.00
04/09	17/Feb/10	Study on Demand for AC Service	NGO- Economic Institute of Cambodia (EIC)	USD	9,085.00	908.50	1,817.00	2,725.50	6,359.50
<b>Total</b>					<b>62,307.00</b>	<b>23,950.07</b>	<b>8,749.31</b>	<b>32,699.38</b>	<b>29,607.62</b>

C. Procurement Monitoring Report – Goods  
 Cambodia: Demand for Good Governance Project  
 Procurement Monitoring Report – Goods  
 For the quarter ended June 30, 2010

No.	Description of Goods/Works	Contract Ref. No.	Prior (P) or Post Review (PR)	Procurement Method	Bidding Documents (BD) and Bidding Process							Bid Evaluation/ Contract Award Recommendation		Contract			
					ACF sent draft BD to Bank for approval (date)	Approval to draft BD by PRC (date)	ACF sent draft BD to the Bank's NOL (Date)	No object to the draft BD by the Bank (Date)	BID Invitation issued (Date)	Bids Opened (Date)	ACF Sent Evaluation report/award recommendation to the Bank (Date)	No objection to evaluation report/award recommendation by the bank (Date)	Project signed Contract with the Contractor (Date)	Contractor's Name	Contract Amount	Completion date	
<b>I. Goods</b>																	
1	Planned	Office Vehicle		Prior	ICB	1/Jun/09	1/Jun/09	1/Jun/09						1/Jul/09	UNOPS	38,000.00	
	Actual	Ford Everest	107325	Prior	ICB	Jun-09	Jun-09	NIL	NIL	NIL	NIL	1/Jun/09	6/Jul/09	28/Aug/09	UNOPS	25,164.28	15/May/10
2	Planned	2-lot; Lot1-computer, printer and LCD Projector; Lot 2: Audio Visual		Post	SH					20/Apr/10				10/Jun/10		15,488.50	10/Jul/10
	Actual	Equipment (Microphone, amplifier and speaker)															
3	Planned	Sever Computer set, software 2 lots ( lot 1- Sever computer and lot-2 software)		Post	SH					15/Mar/10				15/Jun/10		17,910.20	30/Jul/10
	Actual																
4	Planned	Office Furniture (Office desks, meeting table (set), Filing cabinets, miscellaneous Furniture		Post	SH					1/Jun/10				10/Jul/10		1,420.00	31/Jul/10
	Actual	(lounge Reception)															



**E. Procurement Monitoring Report - Individual Consultant  
Cambodia: Demand for Good Governance Project  
Procurement Monitoring Report – Individual Consultants  
For the quarter ended June 30, 2010**

No.	Description of Services	Contract No.	Prior (P) or Post Review (PR)	Procurement Method	ToR/EOI						Evaluation		Contract							
					ACF sent ToR and EOI Advertisement to PRC (date)	Approval to ToR and EOI advertisement by PRC (Date)	ACF sent ToR and EOI advertisement to the Bank (Date)	No objection to ToR and EOI advertisement by the Bank (Date)	Advertisement by ACF (Date)	Submission of EOI (Date)	ACF sent Evaluation Report to the Bank (Date)	No objection to Evaluation Report by the Bank (Date)	PRC and ACF negotiate contract with consultant	ACF sent draft contract to the Bank (Date)	No objection to the Draft Contract by the Bank (Date)	Project signed contract with consultant (Date)	ACF sent signed contract to the Bank (Date)	Consultant's Name	Contract Value (US\$)	Contract/Delivery Completion Date
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
<b>A International Consultant/Specialist</b>																				
1	Planned	Legal Expert Audit (International)		Post	IC - SSS					1/Sep/10						15-Oct-10			5,000.00	31/Dec/10
	Actual																			
2	Planned	Fund raising consultant (Int.)		Post	SSS					1/Nov/10						15-Jan-10			50,000.00	31/Dec/11
	Actual																			
<b>B National Consultants</b>																				
3	Planned	Deputy Executive Director		Post	SSS					1/Jan/10						15-Jul-10			12,000.00	31/Dec/10
	Actual																			
4	Planned	Short term legal expert		Post	SSS					1/Mar/10						20-Apr-10			12,000.00	30/Dec/10
	Actual																			
5	Planned	Interim Training Coordination Officer		Post	IC - SSS					1/Mar/10						1-Jun-10			1,400.00	31/Dec/10
	Actual																			
6	Planned	Media and Communication Consultant		Post	IC - SSS					15/Jun/10						15-Aug-10			17,000.00	30/Dec/10
	Actual																			
7	Planned	Senior Procurement Officer		Post	SSS					6/Jul/10						13-Aug-10			10,657.00	31/Aug/11
	Actual																			
8	Planned	Legal Education and Translation Officer		Post	SSS					10/Apr/10						30-Apr-10			1,980.00	31/Dec/10
	Actual									26/Apr/10										11/Jul/10

#### **SECTION IV: CONCLUSION AND RECOMMENDATION**

By the second quarter, ACF has implemented project's core activities planned for 2010 in supporting to the Arbitration Council (AC). The success rate at 69.02% indicates that AC plays significant roles in resolving the labour disputes between employees and employers at a very satisfactory level. In regard to maintaining a good and close relationship with Ministry of Labour, ACF organised a study tour to the United States which includes the senior representative of the Ministry in the delegations. The sessions are for capacity building of arbitrator, staff of SAC and ACF in field of labour dispute resolution through discussion and shared experiences with US's arbitrators, conciliators, and law students during the study tour. In addition, ACF convened a session for each of Project Collaboration Committee (PCC) and Stakeholder Advisory Group (SAG) during the reporting quarter toward the more collaboration within its direct stakeholders for industrial relations and the DFGG project. However, ACF is challenging with some delays of completion of Baseline Study, Demand for AC Service Study, development of training video and public announcement, and Study to Quantify the Value of the AC Service. ACF expects that the Baseline and Demand Study be completed by the end of July 2010.

## **Annex: B. Ministry of National Assembly-Senate Relations and Inspection (MONASRI)**

### **SECTION I: PROJECT PROGRESS REPORT**

#### **A. Project Introduction**

##### **A. 1. Project Background**

Good governance has been considered as one of challenges facing by the Royal Government of Cambodia. To tackle this challenge, MONASRI-DFGG project will contribute to promoting good governance in Cambodia by enhancing stakeholders' demand through strengthening capacity and supporting programs which promote, mediate, and respond to citizens demand, as well as monitoring and providing feedback on good governance initiatives of the Royal Government of Cambodia. This project is to promote good governance through disseminating land law to the citizens and handling public complaints relating land disputes.

##### **A. 2. Project Development Objectives**

The Demand for Good Governance Project of Ministry of National Assembly Senate Relations and Inspection is one of components of Demand for Good Governance Project, financed by the World Bank. The project development objectives are:

- (i) to promote and mediate demand for good governance through MONASRI's own executed programs, and through its partnerships with other state institutions and CSOs, aimed at increasing citizens' awareness of their rights and obligations under the Land Law and helping citizens raise their concerns through an enhanced CH mechanism and
- (ii) to strengthen the capacity of MONASRI at the national and provincial levels to coordinate and manage LD and CH activities using a combination of its own staff and partnerships.

##### **A. 3. Project Components**

The MONASRI-DFGG has two main components:

- (1) Land Law Dissemination and Complaints Handling; and
- (2) Capacity Building.

#### **B. Summary of Key Activities and Completed Milestones undertaken**

##### **B.1. Project Outputs**

###### **1. Land Law Dissemination Campaign**

MONASRI/DFGG planned to pilot its land law dissemination campaign via public forums, covering all the 14 communes of Chhouk district, Kampot province in the second quarter of 2010. Before kicking off the campaign, the situational analysis of this district was conducted in April 2010 in order to gather updated data related to land issues and key messages and its report has been recently drafted and will be finalised. Building on key findings and recommendations from the 8 district baseline study and the situational analysis, in combination with suggestions and comments from the Ministry of Land Management, Urban Planning and Construction, a raising

awareness Land Law campaign plan, including key messages, locations, dates and expected number of audiences was developed and was submitted to the Ministry's top management for approval in early June 2010. Finally, it was approved on June 17, 2010. The campaign, which planned to kick-start from early July 2010, based on the approved plan, is expected to launch from early July to late August 2010.

## **2. National Land Law Campaign**

The National Land Law Campaign, in cooperation and partnership with MLMUPC, RNK and TVK, is planned to start in April. However, the first Round Table Discussion and Tack Back Radio Programs have not begun yet but in the meantime progresses have been made in terms of discussions with RNK and TVK on detail schedule, topics, cost and broadcasting hours. The project has drafted the RTD and TBR programs and submitted to MLMUPC for comment on key messages. The project has discussed the plan with the MLMUPC. As a result, the MLMUPC commented 5 key messages of land law for dissemination. Based on these comments, the project staff have prepared detailed implementation plan which will be submitted to Minister for approval.

## **3. Partnership**

MONASRI-DFGG has been working and seeking for partnership with Non-State Institutions. It plans to sign at least three Memorandums of Understanding with them by July this year. Nonetheless, no agreement has been reached yet. Without partnership agreement, MONASRI/DFGG planned to invite state institution partners (DFGG partners and MLMUPC) and Non state Institution partners (identified TAC members, local NGOs to the pilot land law dissemination campaign. At present, officials in charge of partnership have developed proposal for stakeholders mapping and network building for provincial levels. Simultaneously, the project management team is on the process of re-establishing Advisory Committee since several members of the committee were transferred to different agencies. The project has met with CHEMS to provide comment on its concept note of partnership grant released by The Asia Foundation.

## **4. Procurement**

- Procurement of Goods: The purchase of vehicles through UNOPS is being handled and procured by PCO which is expected to complete in early July. The other procurements goods have been processing based on the 2010 approved Procurement Plan.

- Procurement of Services: Upon the handover of consulting services, including National Baseline Study, Communication Advisor Firm and Complaint Handling Study, the Project has revised the TORs and submitted them along with relevant documents to CKP to resume the procurement processes. The CKP submitted to the project, on 5 May 2010, the note for contract negotiations for Complaint Handling Study. The negotiation with the first ranked firm was done on June 14, 2010. The minutes of the negotiation has been drafted. Baseline study and Communication Advisor are under procurement processes by CKP

Procurement of Individual Consultant including local Procurement Consultant and Communication Consultant are under processes. Request for Expressions of Interest for these consultants has been issued. PRC are short listing Expressions of Interest of candidates. The

project planned to sign the contract with financial consultant in late May 2010 but the consultant proposed to sign the contract in late June 2010. Unfortunately, he refused to sign the contract since he has found better new job.

## 5. Complaint Handling Study

Complaints handling study has not been started yet. The minutes of contract negotiation has been drafted. It is expected sign the contract in early August 2010. .

## 6. Website Establishment

The project has been uploading project information as specified in the GGF. The project issues request for expression of interest for individual consultants and inform the public of planned land law dissemination campaigns. The project will upload Ministry's information after approval of the content by the top management.

## 7 Monitoring and Evaluation

The draft M&E system has been re-submitted to the Bank for further comments and guidance based on its first comments. The project M&E team has also developed a Post Public Forum Survey Methodology and submitted to WB for comments. Revision was made based on WB comments on its first draft. The situational analysis was conducted in early April in conjunction with law dissemination unit.

### Component 2: Capacity Building

The eleven project staffs are now being trained at Australian Centre for Education (ACE) conducted training on public speaking skills, and also sent whereas another has been arranged by the World Bank on Media and Communication skills.

#### B.1.1. Work Progress against PIP

No	Key Activities	Description of Activity	Remarks
<b>I.</b>	<b>Law Dissemination &amp; Complaint Handling</b>		
<b>1</b>	<b>Law Dissemination Campaign</b>		
<b>1.1</b>	<b>IEC Materials and Media Production</b>		
	<b>a. Publishing communication materials</b>	Finalize developing key IEC materials	Complete
		<a href="#">Seek comment on key messages</a>	<a href="#">Complete</a>
		Finalize IEC materials	After comments/advice from MLMUPC, IEC materials have been being reviewed and revised.
	<b>b. Mobile Video</b>		
		Finalize TOR for educational drama production	Complete
		Procure NGO to produce the dramas	Issued expression of interest to seek NGO to produce the dramas. At first issue, there were only two

			NGOs submitting their EOIs. But the second issue of EOIs, In total there were three NGOs submitting EOIS. We are evaluating them.
	<b>c. National Baseline Study</b>		
		Procure Firm or NGO to conduct baseline study	RFP was submitted to PRC by CKP for review on 11 May 2010. PRC held a meeting to review and sent comment to CKP on 31 May 2010. PRC gave comment on the RFP and sent clarification note to CKP for releasing to firms.
	<b>d. Printing Media</b>		
		Feature articles in newspapers	N.A
		Media consultation	Initial consultation has been made with RNK information Officer and TVK
	<b>e. RNK-Talkback Radio</b>		
		Consult with RNK for planning the talk back radio program	Completed
		Contact speakers	After getting approval of the planned program, It will be sent to MLMUPC to appoint its representatives to programs.
		Implementing and Broadcasting	The implementation of this program is potstone to August 2010.
	<b>f. TVK-Roundtable Discussion</b>		
		Discuss with TVK about broadcasting hours and costs	Completed
		Contact speakers	After getting approval of the planned program, It will be sent to MLMUPC to appoint its representatives to programs.
		Implementing and Broadcasting	The implementation of this program is potstone to August 2010.
<b>1.2</b>	<b>Website Management</b>		
		Ask for the domain from the Ministry of Telecommunications and Post	Completed
		Asking permission for web hosting through NIDA	Completed
		Update new information of each content	Completed for 2 <sup>nd</sup> quarter
		Maintenance	Completed for 2 <sup>nd</sup> quarter. (On website officer is undertaking maintenance and updating information).
<b>1.3</b>	<b>District Public Forums</b>		
		Conduct situation analysis of 14 communes in Chhouk District	Completed
		Conduct 14 public forums covering 14 communes in Chhouk district	Land Law Dissemination Plan was drafted and approved by Minister in June 2010. The first two public forums are expected to kick off on 8-9 July 2010.

<b>1.4</b>	<b>Partnership</b>		
		Discuss possible partnership activities with NSIs	Seeking partnership with NSIs is in progress
		Stakeholder Mapping Exercises and building Networking	Developed Proposal for stakeholders mapping exercise and building networks at provincial levels.
<b>1.5</b>	<b>Complaints Handling Study</b>		
		Procure firm/NGO to conduct CH study	CKP has informed the first ranked firm to re-submit their technical and budget proposal. CKP has submitted the first ranked candidate for contract negotiation. PRC negotiated with the first ranked firm on 14 June 2010. The Negotiation Minutes has been drafted.
		Contract signing	Contract signing is expected in early August 2010.
<b>1.6</b>	<b>Monitoring and Evaluation</b>		
		Reports be made	Complete
<b>1.7</b>	<b>Organization and Staffing Structure</b>		
		Remaining 37 staff recruitment for year 2009 complete	Complete
		Staff recruitment (Provincial staff) for 2010 four additional new provinces complete	Since LD strategy changes, the project will not recruit new staff at new provinces.
<b>1.8</b>	<b>Financial Management System</b>		
		Procure accounting software installation firm	PCO is responsible for this procurement.
<b>1.9</b>	<b>Risk Management and GGF</b>		
		Update Risk Management and GGF	Completed for the 1 <sup>st</sup> & 2 <sup>nd</sup> Quarter
<b>1.10</b>	<b>1.10. Advisory Committee</b>		
		Update memberships of AC	The project has drafted invitation letters and sent them to identified members. The project is looking forward to their representative sending to TAC. It will be complete in Early August 2010.
<b>II</b>	<b>CAPACITY BUILDING</b>		
<b>1</b>	<b>Training</b>		
		i. Public speaking and media relations	Completed
		iii. English, specialised courses and computer	Completed for the 1 <sup>st</sup> and 2 <sup>nd</sup> term

### B.1.2. Work Progress against Key Milestones

	Description of Key Milestones	Remarks
<b>I</b>	<b>Land Law Dissemination Campaign</b>	
	1. Develop Printing materials, including coloured posters, colored brochures, leaflets, land law summaries, bulletins and law books	Completed
	2. Seek comment on key messages of IEC materials	Completed
	3. Finalize IEC materials	On-going
	4. Conduct a situation analysis of 14 communes in Chhouk district	Complete
	5. Pilot 14 public forums at Chhouk district, Kampot Province	On-going
	6. Procure NGO to produce educational dramas	On-going
<b>II</b>	<b>Nationwide LD Campaign</b>	
	1. Consult with RNK to plan round table discussion and talk back radio programs	Completed
	2. Conduct Round Table Discussion program (once per month)	On-going
	3. Conduct Talk Back Radio Program (once a month)	On-going
<b>III</b>	<b>Partnership</b>	
	1. Discuss possible partnerships with non-state institutions	On-going
	2. Stakeholders mapping and building network	On-going
<b>IV</b>	<b>Procurement</b>	
	1. Procurement of Goods will be conducted based on the approved procurement plan for second year 2010	On-going
	2. Procure consulting service of unfinished procurement from 2009 including communication advisor firm, complaining handling study, baseline study firm, production of educational dramas and PSA spots and 2010 consulting service	On-going
<b>V</b>	<b>Complaint Handling Study</b>	
	1. Procure firm or NGO to conduct CH study	On-going

### B.2 Project Results/Outcomes

The project implementation has been moving slowly to meet the expected project outcomes since the law dissemination campaign via public forums and the media has not been embarking as of June of this year. This mainly results from the time-consuming processes commencing seeking on key messages of land law for dissemination from MLMUPC and from slow staff performance of the assigned tasks and partially from retard of procurement processes, particularly the consulting services (communication advisor firm) to assist in the project implementation and mentoring. However, with time and effort of the project management team the challenging tasks have been partially accomplished. Hopefully, the campaigns are expected to kick off in early July 2010 as in its approved plan. Fundamentally, prior to the start of these campaigns, MONASRI has attained lots of key activities, including IEC materials development, situation analysis and certain consulting service recruitment to assist the project team. In the meantime, however, MONASRI

has made progresses in terms of development key establishing building blocks which are the foundations to effective project implementation. Based on the situational analysis, the project has identified key messages and land issues. The respondents are very happy to attend the land law dissemination campaigns in their localities. MONASRI-DFGG staff has definitely been on board, material development has been completed based on findings from the baseline study and the situational analysis as well as comments and recommendations from Ministry of Land Management, Urban Planning and Construction. Similarly, concerning Complaints handling, enhancing CH mechanism has yet been in place, awaiting the result and recommendation from the complaint handling study.

Additionally, capacity building is well under way through the sending project staff to attend the English classes in ACE, other trainings and participate in various workshops to strengthen their skills, as well as building their confidence through lesson learning and experience sharing.

### **C. Emerging Concerns and Divergences from AWP**

#### **C. 1. Emerging Concerns**

- **Timely project specific implementation:** Several activities such as land law dissemination campaign, round table discussion and talk back radio programs, and procurement of Goods and Services have been delayed behind the panned schedules requiring the project to speed up its implementation and have full participation of the project staff.
- **Procurement Processes:** The slow processes of procurement for Consultancy Services (i.e., Baseline study firm, Communication Advisor, Complain Handling Study, and Video Product) remains a major concern to timely project implementation and its effectiveness. Unfortunately, Individual communication advisor resigned in February 2010. Therefore, Recruitment to replace the vacant position is being proceeded. Since the local procurement coordinator finished his contract, the procurement of Goods and Consulting have been slow due to limited experience of procurement officer. Recruiting local procurement consultant is under process by the project.
- **Priority Operating Costs:** Since the removal of MBPI&PMG, the speed of the staff's performance has been undeniably a main concern on the slowness of project implementation. However, a solution between Royal Government of Cambodia and development partners has been reached to replace MBPI&PMG with POC, which is currently drafting and developing sub-decree and POC manual by CAR. At the same time, the project has been prepared to develop POC scheme based on the sub-decree and Manual. There is no doubt that fast speed of preparation and implementation of POC will be very beneficial for the success of achieving the project objectives.

## D. Provisional Results Indicators

### Provisional Results Indicator for 2010

No.	Project Outcome Indicators	Baseline	2010 (Q1)		Data Collection and Reporting		
			Target Value	Actual Value	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>Development Objective 1</b> : To promote and mediate demand for good governance through MONASRI's own executed programs, and through its partnerships with other state institutions and CSOs, aimed at increasing citizens' awareness of their rights and obligations under the Land Law and helping citizens raise their concerns through an enhanced CH mechanism.							
<b>Promoting DFGG in priority reform areas</b>							
1	% of people aware <sup>34</sup> of land law and their rights under the law through MONASRI dissemination campaign in: <b>- At district level</b>  1.1. % of people who can correctly name true conditions of land ownership (district level)  1.2 % of people who know what land registration means (district level)  1.3 % of people who know where and to whom to apply for land title (at district level)  1.4 % of people whom know where to go for dispute resolution	13%  11-30%  49%  21%  18%	20% increase in LD targeted districts and national <b>15.5%</b>	TBD after post evaluation survey to be conducted in August 2010	Annual; recorded in Annual Report	Household (HH) survey and FGDs with separate groups of targeted citizens in sample of 8 districts per year	MONASRI in conjunction with contracted consultants
2	% of people covered by MONASRI land law dissemination who find information useful and who used the information <sup>35</sup> . <b>- At district level</b>	<b>84%</b>	5% increase in LD targeted districts and national <b>84%</b>	TBD after post evaluation survey to be conducted in August 2010	As Above	As Above	As Above
<b>Mediating DFGG in priority reform areas</b>							
3	Number of land disputes and complaints received and handled by MONASRI	<b>75</b>	20% increase	<b>35</b>	Quarterly collection and reporting	Complaints database in enhanced system	<b>MONASRI</b>

<sup>34</sup> See footnote 1 and 2 on the Table 1.

<sup>35</sup> See footnote number 3 on Table 1.

4	% of disputes and complaints resolved directly by MONASRI or by relevant Ministry to which they were forwarded	22%	30% increase	8	Annual; recorded in Annual Report	Complaints database in enhanced system	MONASRI
<b>Monitoring to inform DFGG in priority reform areas</b>							
5	MONASRI introduces independent monitoring through NSAs	0	Yes	Not yet in place	Annual Working Plans	Agreed in project proposal tracked in progress reports	MONASRI
6	MONASRI uses independent monitoring through NSAs to take management and/or corrective actions	0	Yes	Not yet done	Annual; recorded in Annual Report	Agreed in project proposal tracked/explained in progress reports	MONASRI
<b>Supporting State &amp; Non-State partnerships</b>							
7	Number of partnerships between MONASRI and other SIs and NSAs established under the project	0	4	4	Annual; recorded in Annual Report	Compiled from progress reports	MONASRI
<b>Development Objective 2:</b> To strengthen the capacity of MONASRI at the national and provincial levels in law dissemination, complaints handling, business planning and project management.							
<b>Capturing and Sharing Lessons</b>							
8	Policies and procedures for new business model developed, applied and in use.	Not undertaken	Yes	Yes	Annual reporting	This should be evident in annual business (implementation plans for the MONASRI project.	MONASRI Planning and M&E staff
9	A sound Financial Management System in (place) that ensures efficient use and accountability of resource.	No	Yes	The system not yet in place, but IFR & external audit report is available	Quarterly reporting, Annual audits(internal and external)	Quarterly financial reports. Audit reports.	MONASRI Office of Finance
10	Reorganization completed and MBPI implemented for the approved positions.	No	Yes	Yes	Annual reporting. MBPI annual performance appraisals	Annual 'business' (implementation ) plans for MONASRI project. MBPI annual performance appraisals as part of MBPI strategy.	MONASRI planning and HRM&D staff
11	Annual evaluation report on learning outcomes under the Learning and Mentoring Plan to build staff skills	Not undertaken	Yes	TBC after annual evaluation	Annual evaluation report	Annual evaluations based on training participant scores and perceptions	MONASRI HRM&D

## **E. Procurement Status**

MONASRI-DFGG has two different types of things to be procured—goods and consulting services. Some Procurement has to go through the IPA and some done by the project itself. A brief summary of the procurement status is highlighted below:

### **1. Procurement of Goods**

Since the 2010 procurement plan was approved by the World Bank on June 10, 2010, the procurement of Goods has been under active processes. The only one package, purchase of vehicles left from 2009, is being handled by PCO. (See Table C1. Planned Activities against Work Plan for details of the updated status)

### **2. Consultancy Services**

There are four national consultants (land law, communication, procurement and finance consultants) to be recruited in 2010. The land law and communication consultants were successfully recruited and signed contracts on January 2010. Unfortunately, local communication consultant, who resigned in February 2010, is under selection. It is expected to sign contract in late July 2010. The financial specialist was expected to sign contract in late June and started working in early July 2010. But he withdrew himself because he has found another new job. Therefore, the project has been issuing Request for Expressions of Interest for. The local procurement consultant, who is needed by the project, is under the process of recruiting.

Procurement of consulting firms (National Baseline study, Communication Advisor Firm and Complaint Handling Study) has been being conducted by CKP. On 21 June 2010 World Bank approved proposed short-list and draft RFP for the Communication Advisor. EOIs evaluation report with recommended short-list and RFP document were sent by CKP to the WB prior review on 8 June. The WB approved the proposed short-list and RFP subject to incorporation of comments. For baseline study, Monitoring & Evaluation, the WB issued NOL on 4 June for RFP and the RFP issued to 4 originally short listed firms/organizations on 4 June. Concerning Complaint Handling Study, negotiation with the first ranked firm was held on 14 June, 2010. The minutes of negotiation has been drafting.

## **F. Financial Status**

Financial progress report of the second quarter ended in June 30, 2010, MONASRI-DFGG received disbursement with amount USD 67,814.48 from IDA Grant No.H4410-KH. In total, MONASRI-DFGG had its total balance of US 106,097.34 for the ended June 30, 2010.

At the end of this quarter, MONASRI-DFGG spent only USD 10,806.70 of IDA. The IDA fund was spent on three categories: USD 5,400 for Consultant's Services, USD 2,040 for Training and Workshop and 3,366.70 for Incremental Operating Costs.

By the end of the quarter, the total balance at the National Bank of Cambodia IDA Designated Account: 000000001348 was USD 97,200 and USD 189.65 was Petty Cash. The balance for counterpart fund at NBC was USD 8,707.69.

According to the annual budget plan, the second quarter proposed the budget is USD 281,775, which was divided into four categories: USD 55,620 for Goods, USD 138,340 for Consulting Services, USD 68,060 for Training and Workshop and USD 19,755 for IOC. By project components, the planned LD and CH's budget was USD 210,340 and CB's budget was USD 71,435. However, the actual expense was less than the planned budget. The variance between planned and actual cost were as follows:

1. **Goods:** USD55,620 has not been spent because 6 packages of goods have been been procuring
2. **Consulting Services:** Only one Land Law consultant has worked for the project. Others Individual consultants and firms/NGOs have not been recruited with amount budget USD 132,940.
3. **Training and Workshops:** Training English was paid with amount USD 2,040. Main activities stay in these categories such as public forums, round table discussion and talkback programs, media, mobile video, and workshop and training workshops. All this activities have been delayed with amount USD 66,623.35.
4. **IOC:** IOC was spent less than the plan because most of activities have not been implemented.

**SECTION II: INTERIM FINANCIAL REPORT (IFR)**

**2.1 Financial Report**

**A. Project Balance Sheet**

<i>AS at June 30, 2010</i>		
	<u>As at June-10</u>	<u>As at Mar-10</u>
<b>ASSETS</b>	-	
DA-IDA	97,200.00	38,949.48
Counterpart Funds Account	8,707.69	8,707.69
Advance	-	1,300.00
Petty Cash	189.65	132.39
	<u>106,097.34</u>	<u>49,089.56</u>
<b>Cumulative Project Expenditures</b>		
Goods	99,482.20	99,482.20
Consultants' Services	24,100.00	18,700.00
Training and Workshops	21,157.77	19,117.77
Incremental Operating Costs	10,532.75	7,166.05
MBPI	14,532.50	14,532.50
PMG	5,002.40	5,002.40
	<u>174,807.62</u>	<u>164,000.92</u>
<b>TOTAL ASSETS</b>	<u><b>280,904.96</b></u>	<u><b>213,090.48</b></u>
<b>FUNDS</b>		
Sources of IDA Financing	270,243.96	202,429.48
Sources of RGC Financing	10,661.00	10,661.00
Others	-	-
	<u>280,904.96</u>	<u>213,090.48</u>
<b>TOTAL FUNDS</b>	<u><b>280,904.96</b></u>	<u><b>213,090.48</b></u>

**B. Sources and Uses of Funds by Category**

<i>For the Second Quarter Ended June 30<sup>th</sup>, 2010</i>											
<b>Component 1B</b>		<i>Actual</i>			<i>Budget</i>			<i>Variance</i>			<b>PAD</b>
		<b>Current Quarter</b>	<b>Year To Date</b>	<b>Cumulative to Date</b>	<b>Current Quarter</b>	<b>Year To Date</b>	<b>Cumulative to Date</b>	<b>Current Quarter</b>	<b>Year To Date</b>	<b>Cumulative to Date</b>	
	<b>Opening Balance</b>										
	DA - IDA	38,949.48	10,935.47								
	Counterpart Funds Account	8,707.69	8,919.78								
	advance	1,300.00	-								
	Petty Cash	132.39	298.40								
	<b>Total</b>	<b>49,089.56</b>	<b>20,153.65</b>								
<u>Add</u>	<b>Sources:</b>										
-	<b>Receipt of Funds</b>										
	- From IDA	67,814.48	156,580.61	270,243.96	-	-	-	-	-	-	
	- From Government (RGC)	-	-	10,661.00	-	-	-	-	-	-	
	- Other Income (document bidding fees..., etc.)	-	-		-	-	-	-	-	-	
	<b>Total Funds Received</b>	<b>67,814.48</b>	<b>156,580.61</b>	<b>280,904.96</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
	<b>Total Sources</b>	<b>116,904.04</b>	<b>176,734.26</b>	<b>280,904.96</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
<u>Less</u>	<b>Expenditures by category</b>										
	1B.1- Goods	-	38,390.00	99,482.20	55,620.00	94,010.00	353,380.00	55,620.00	55,620.00	253,897.80	
	1B.2 - Consulting	5,400.00	14,100.00	24,100.00	138,340.00	150,340.00	443,390.00	132,940.00	136,240.00	419,290.00	

Services								0	0		
1B.3 - Training and Workshops	2,040.00	8,846.65	21,157.77	68,060.00	75,470.00	178,297.00	66020.00	66,623.35	157,139.23		544,248.00
1B.4- Incremental Operating Costs	3,366.70	7,177.59	10,532.75	19,755.00	25,530.00	59,050.00	16,388.30	18,352.41	48,517.25		330,680.00
3a- MBPI	-	2,122.68	14,532.50	-	2,122.68	14,532.50	-	-	-		233,568.00
4a - PMG	-	-	5,002.40	-	-	5,002.40	-	-	-		256,512.00
<b>Total Expenditures</b>	<b>10,806.70</b>	<b>70,636.92</b>	<b>174,807.62</b>	<b>281,775.00</b>	<b>347,472.68</b>	<b>1,053,651.90</b>	<b>270,968.30</b>	<b>276,835.76</b>	<b>878,844.28</b>		<b>2,502,865.00</b>
<b>Closing Balance</b>	<b>106,097.34</b>	<b>106,097.34</b>	<b>106,097.34</b>								
<b>Represented by:</b>	-	-	-		-	-	-	-	-		
Balance at Designated A/C	-	-	-		-	-	-	-	-		
DA - IDA	97,200.00	97,200.00	97,200.00								
Counterpart Funds Account	8,707.69	8,707.69	8,707.69								
Advance	-	-	-								
Petty Cash	189.65	189.65	189.65								
<b>Total</b>	<b>106,097.34</b>	<b>106,097.34</b>	<b>106,097.34</b>								

### C. Uses of Funds by Category and by Sources of Funds

For the Second Quarter Ended June 30<sup>th</sup>,  
2010

No	Payment by Category	Current Quarter			Year to Date			Cumulative to Date			PAD		
		IDA Grant	RGC	Total	IDA Grant	RGC	Total	IDA Grant	RGC	Total	IDA Grant	RGC	Total
1	Goods	-	-	-	38,390.00	-	<b>38,390.00</b>	99,482.20	-	99,482.20	<b>500,507.00</b>	-	<b>500,507.00</b>
2	Consulting Services	5,400.00	-	<b>5,400.00</b>	14,100.00	-	<b>14,100.00</b>	24,100.00	-	<b>24,100.00</b>	<b>637,350.00</b>	-	<b>637,350.00</b>
3	Training and Workshops	2,040.00	-	<b>2,040.00</b>	8,846.65	-	<b>8,846.65</b>	21,157.77	-	<b>21,157.77</b>	<b>544,248.00</b>	-	<b>544,248.00</b>
			-	-	-	-	-	-	-	-	-	-	-
4	Incremental Operation Costs	3,366.70	-	<b>3,366.70</b>	7,177.59	-	<b>7,177.59</b>	10,532.75	-	<b>10,532.75</b>	<b>330,680.00</b>	-	<b>330,680.00</b>
5	MBPI	-	-	-	1,910.59	212.09	<b>2,122.68</b>	13,079.42	1,453.07	<b>14,532.49</b>	<b>192,694.00</b>	<b>40,874.00</b>	<b>233,568.00</b>
6	PMG	-	-	-	-	-	-	4,502.17	500.24	<b>5,002.41</b>	<b>210,031.00</b>	<b>46,481.00</b>	<b>256,512.00</b>
<b>Total Payment</b>		<b>10,806.70</b>	-	<b>10,806.70</b>	<b>70,424.83</b>	<b>212.09</b>	<b>70,636.92</b>	<b>172,854.31</b>	<b>1,953.31</b>	<b>174,807.62</b>	<b>2,415,510.00</b>	<b>87,355.00</b>	<b>2,502,865.00</b>

### D. Uses of Funds by Project Activity

For the Second Quarter Ended June 30<sup>th</sup>, 2010

Project Component		Actual			Budget			Variance			PAD
		Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>1B</b>	<b>Support to the MONASRI</b>										
	<b>a</b>										
	Law Dissemination and Complaints Handling										
	Law Dissemination	7,230.00	11,830.00	22,362.00	144,040.00	153,140.00	427,107.00	136,810.00	141,310.00	404,745.00	1,086,349.00
	Complaints Handling	-	4,100.00	4,100.00	36,300.00	41,900.00	142,250.00	36,300.00	37,800.00	138,150.00	201,150.00
	M&E	-	-	-	30,000.00	30,000.00	74,000.00	30,000.00	30,000.00	74,000.00	131,000.00
	Sub-total	7,230.00	15,930.00	26,462.00	210,340.00	225,040.00	643,357.00	203,110.00	209,110.00	616,895.00	1,418,499.00
<b>b</b>	<b>Capacity Building and Project Management</b>										
	Capacity Building	2,040.00	8,846.65	25,275.77	26,700.00	34,110.00	89,910.00	24,660.00	25,263.35	64,634.23	116,136.00
	Project Management	1,536.70	43,737.59	103,534.95	44,735.00	86,200.00	300,850.00	43,198.30	42,462.41	197,315.05	478,150.00
	Sub-total	3,576.70	52,584.24	128,810.72	71,435.00	120,310.00	390,760.00	67,858.30	67,725.76	261,949.28	594,286.00
	MBPI	-	2,122.68	14,532.49	-	-	43,779.00	0.00	-2,122.68	29,246.51	233,568.00
	PMG	-	-	5,002.41	-	-	36,162.00	-	-	31,159.59	256,512.00
<b>Total Project Expenditure</b>		<b>10,806.70</b>	<b>70,636.92</b>	<b>174,807.62</b>	<b>281,775.00</b>	<b>345,350.00</b>	<b>1,114,058.00</b>	<b>270,968.30</b>	<b>274,713.08</b>	<b>939,250.38</b>	<b>2,502,865.00</b>

**SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT**

**A. Physical Progress Report by Civil Works**

**For Second Quarter ended June 30, 2010  
( In US Dollar )**

Component/Activity No.	Project Component Output	Original Plan to Completion		Progress to date		Cost to date as a % of Planned Total Cost	Comments
		Cost in US\$	Completion Date	Cost in US\$	Physical Progress		
Civil works							

No procurement Plan

## B. Contract Monitoring Report

### List of Contracts

(in USD)

Contract Ref.				Contract Description	Supplier	Contract Value		Amount Paid		Balance to be paid
Contract No.	Date Signed	Date Start	Date Completion			Curr.	Amount	This Period	Cumulative	
<b>I-Goods</b>										
MONARI/DFGG01/G-03	22-Oct-09			LAO SRENG SHOP	Com	USD	2,560.00	-	2,560.00	-
MONARI/DFGG01/G-07	22-Oct-09			Sunsimexco Co.,Ltd	Com	USD	600.00	-	600.00	-
MONARI/DFGG01/G-06	23-Oct-09			Leang Hong Import & Export Co.,Ltd.	Com	USD	6,885.00	-	6,885.00	-
MONARI/DFGG01/G-05	26-Oct-09			Micro TEG Co.,Ltd	Com	USD	12,410.00	-	12,410.00	-
MONARI/DFGG01/G-02	18-Nov-09			OMC Co.,LTD	Com	USD	11,601.00	-	11,601.00	-
CAKH548	12-Oct-09			Apsara Business Solutions Cambodia Co.,Ltd	Com	USD	27,036.20	-	27,036.20	-
MONARI/DFGG01/G-04	12-Oct-09			Supply and delivery of office equipment (Lot I)	Com	USD	38,390.00	-	38,390.00	-
<b>Total I</b>							<b>99,482.20</b>	<b>-</b>	<b>99,482.20</b>	
<b>II-Consultant Services</b>										
DFGG/CQS-02/09	14-Jul-09	15-Jul-09	30-Oct-09	Manich Enterprice, Designing Website	Firm	USD	5,000.00	-	5,000.00	-
DFGG/MOI/PCO/09-003	28-May-09	01-Jun-09	31-Jan-10	Mr. Yan Samrith, Procurement coordinator Time Based payment for 8 months*	IC	USD	9,600.00	-	8,400.00	-
MONASRI/DFGG01/CS/04	12-Jan-09	15-Jan-10	14-Sep-10	Mr. Pal Preach, National Land Law Specialist Time Based payment for 8 months	IC	USD	14,400.00	5,400.00	9,000.00	5,400.00
MONASRI/DFGG01/CS/11	12-Jan-10	15-Jan-10	14-May-10	Mr. Ly Moniroth, National Communication Consultant**	IC	USD	6,800.00	-	1,700.00	5,100.00
<b>Total II</b>							<b>35,800.00</b>	<b>5,400.00</b>	<b>24,100.00</b>	<b>10,500.00</b>
<b>Total I+II</b>							<b>135,282.20</b>	<b>5,400.00</b>	<b>123,582.20</b>	<b>10,500.00</b>

**Notes:**

\* For June 2009 paid by PCO

\*\* Resigned from the office on Feb 2010

**C. Procurement Monitoring Report – Goods**

For the quarter ended June 30,2010

**Report 6.1**

No.	Description of Goods	Estimate Cost (USD)	Contract Ref. No.	Prior (P) or Post Review (PR)	Procurement Method	Bidding Documents (BD) and Bidding Process						Bid Evaluation/contract award recommendation		Contract				
						IPA sent draft BD to PRC for approval (Date.)	Approval to Draft BD by PRC (Date)	IPA sent Draft BD to the Bank's NOL (Date)	No object to the Draft BD by the Bank (Date)	Bid invitation issued (Date)	Bid Opened (Date)	IPA sent evaluation report/award recommendation to the Bank (Date)	No objection to evaluation report/award recommendation by the bank (date)	Project signed Contract with the contractor (Date)	Contractor's Name	Contract Amount	Completion date	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
1	Planned	Motorcycles (4 units)	6,000.00	MONARS/DFGG02/G-01	Post	Shopping	10-May-10	20-May-10	-	-	1-Jun-10	20-Jun-10	-	-	10-Jul-10			30-Jul-10
	Actual																	
2	Planned	Office Equipments (4 Desktop computers, 4UPS,4 Auto Voltage Regulator, 4 Laser	17,720.00	MONASRI/DFGG01/G-08	Prior	Shopping	20-May-10	30-May-10	5-Jun-10	15-Jun-10	20-Jun-10	20-Jul-10			6-Sep-10			29-Feb-00

	Actual	Printers, 4 Scanners, 4 Digital Photocopy Machines, 4 Fax/Phon Machines)																	
3	Planned	Audio Visual Equipments (4 Digital Camaras, 4 Digital Vioce Recorders)	3,400.00	MONASRI/DFGG02/G-03	post	Shopping	25-May-10	7-Jun-10				29-Jun-10	20-Jul-10				14-Aug-10		14-Sep-10
	Actual																		
4	Planned	Office Furniture( 4 Office Desks, 4 Standard Chairs, 4 Photo copy Tables, 4 Filling Cabinets)	2,000.00	MONASRI/DFGG02/G-04	post	Shopping	24-May-10	8-Jun-10				29-Jun-10	14-Jul-10				22-Jul-10		30-Jan-00
	Actual																		
5	Planned	Water Dispenser (4 units)	600.00	MONASRI/DFGG02/G-05	post	Shopping	26-May-10	30-May-10				15-Jun-10	30-Jun-10				15-Jul-10		29-Feb-00
	Actual																		
6	Planned	Publishing (Colored Posters, Colored Brochures, Leaflets, Summary Laws, Law Books & Bulletins)	52,500.00	MONASRI/DFGG02/G-06	post	NCB	3-Jun-10	10-Jun-10				15-Jun-10	15-Jul-10				23-Jul-10		30-Jan-00
	Actual																		

### D. Procurement Monitoring Report - Consulting Firm

For the quarter ended June 30,2010

Report  
6.2

No.	Description of Services	Estimate Cost (USD)	Contract Ref: No.	Prior (P) or Post Review (PR)	Procuring Agency's Name	Procurement Method	Short list and Draft Requirement for Proposal (RFP)							Technical Evaluation		Final (Technical-Financial) Evaluation			Contract						
							IPA sent Short list to the Bank (Date)	No objection to the Short List by the Bank (Date)	IPA sent Draft RFP to PRC (Date)	Approve to draft RFP by PRC (date)	IPA sent draft RFP to the Bank (date)	No object to Draft RFP by the Bank (date)	IPA issued RFPs (date)	IPA received proposal from firms (date)	IPA sent Tech, evaluation report to the Bank(date)	No objection to Tech, evaluation report by the Bank (date)	IPA open Financial Proposal publicity (date)	IPA completes final evaluation	PRC and IPA negotiate contract with consultant	IPA sent draft contract and final evaluation report to the Bank (date)	No objection to Draft Contract by the Bank (date)	Project signed contract with consultant	IPA sent signed contract to the Bank (date)	Consultant's name	Contract value (US\$)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
1	Planned	Educational Video Product	18,000	Post	MONASRI	CQS						5-May-10	15-Jun-10			29-Jun-10					10-Aug-10				9-Jan-11
	Actual																								



#### **IV. Conclusion and Recommendation**

MONASRI-DFGG made a remarkable progress in terms of carrying out the project activities, although the project results/outcomes have not been satisfactorily reached. Importantly, some of the inputs and outputs relevant to project implementation during the second quarter of the year have been significantly met. The project implementation plan has been somewhat affected by the new direction of the World Bank Second Supervision Mission. This results in the revision of the plan and a new recommended task. The slow flow of the procurement processes remains a major concern for MONASRI to undeniably affect the timely and effective implementation of the project. Besides, the cancellation of the MBPI/PMG program without immediate resolution also affects staff morale and full participation. The project proposes that the World Bank tries to find the way for offering the incentive for project staff from January to June 2010 as a means of staff motivation.

## **Annex: C. One Window Service Office/District Ombudsman (OWSO/DO)**

### **SECTION I: PROJECT PROGRESS REPORT**

#### **A. Project Introduction**

##### **A. 1. Project Background**

One Window Service Office and Ombudsman Office Project (OWSO) is a four-year project from 2009-2013 which will be executed under overall management of NCDD. The DST will manage the project on day-to-day basis on behalf of the NCDD. The project builds on experience of pilot project on OWSO in Battambang and Siem Reap districts and expands to 22 provincial town and urban districts in the whole country. One Window Service Office (OWSO) project is a component of Demand for Good Governance (DFGG) project financing by grant of the International Development Association (IDA) represented by World Bank (US\$ 3,531,428) and by the Royal Government of Cambodia (US\$ 1,230,287); the estimated cost is US\$ 4,761,715 for 4 years, 2009-2013.

The most visible and well-known result of the district reform is the OWSO that has made a name for itself well beyond the borders of the two districts. The OWSO, as the name suggests, is a single office for delivery of certain administrative services commonly required by citizens and small business at the local level. It consists of a 'front office' for interacting with citizens, giving out forms and collecting documents, and a 'back office' which consists of 'competent agents' who are delegated here from the 6 line ministries that have transferred functions to the OWSO. The OWSO provides around 30 different services among others the registration of motorbikes, small shops and licenses for constructions for houses up to 500 square meters. The OWSOs in Siem Reap and Battambang have been in operation since early 2005

The thing that makes the OWSO unique in Cambodia is that the fees for the various services are transparent and are publicly displayed for all to see in the OWSO and the service is provided in a timely and consistent manner.

Be noted that, to study and develop the project proposal of OWSO/DO, and to continue to support the project that will be implemented from 2009-2013, National Committee for Sub National Democratic Development (NCDD) has formed the District Support Team according to decision No. 008 ssr/NCDD dated 22nd, January, 2008.

##### **A. 2. Project Development Objective**

The objective of this project is to strengthen demand for good governance in selected districts in all provinces in the country by (a) responding to the needs of citizens and small businesses for certain administrative services to be delivered in an efficient, transparent, and accountable manner, (b) providing an avenue for mediating complaints and concerns of citizens and small businesses regarding the district administration, and (c) promoting awareness and participation of citizens in decisions, policies, and programs of district governments. It will achieve this objective through:

Establishment of a well functioning OWSO in one urban district of each province (likely the provincial capitals) of Cambodia (except Phnom Penh) and one pilot rural district in the

country that will provide citizen friendly administrative services in a professional, efficient, transparent and corruption free manner,

Setting up of a DO office in each of the above districts to provide opportunities for citizens to voice concerns, complaints and ask for clarifications to a neutral and democratically elected mediator between them and the District Government,

Delegation of a wide range of appropriate services to the OWSOs, and enhancing the mandate and powers of the DO, and

Introduction of a range of citizen's participation and information mechanisms such as annual citizen's forums, an OWSO website, monthly office hours with the district governor, and quarterly business and community representative forums in each of the target districts.

### **A. 3. Project Component**

To attain its objectives mentioned and taking into account the lessons learnt, the project activities will be focused on five main components. The first three of these represent the three core reforms that the project will introduce – introduction of the OWSO, DO, and new forms of people's participation – and the results framework for the project are based on these. The fourth and fifth components relate to monitoring & evaluation, and learning, and project management respectively. These are the supporting components that would help to operationalize the reforms. These components are described in more detail below.

Component 1: Expansion and Strengthening of the OWSO

In response to the high demand for setting up OWSOs similar to that in Siem Reap and Battambang, the first component deals with extending the OWSO to one additional district in all provinces of the country. In addition, there will be two studies to look into the options for the Phnom Penh Municipality and a rural district and based on the findings of the latter a pilot rural OWSO will be attempted in year 3 of the project.

However, the intention is not to just copy the existing OWSO in Battambang and Siem Reap during the expansion, but rather it is to significantly improve and strengthen the OWSO in the new districts through a number of measures. These include a comprehensive training and capacity building program, expansion of competencies, delegation of competencies from at least three new ministries, and including a website and added information available at the OWSO.

**The detailed activities involved in this component are as follows:**

**Activity 1: Establishment of Legal Framework for setting up and extending the competencies of the OWSOs.**

The DST under NCDDDS will handle the drafting of the legal framework for the extension and improvement of OWSOs and DOs to other districts. The table in Appendix 11 provides a list of all the legal decisions and Prakas that will be required at different stages of the project. Some of these will be covered during the pre-implementation phase of the project. For instance:

The Establishment of Inter-Ministerial Technical Advisory Group and OWSO District Support Team;

Sub-decree or decision of the RGC on the extension to targeted districts;

Prakas on the set up and structure of OWSO of MOI;

Prakas on the transfer of competences of the relevant Ministries to the district OWSOs.

The sub-decree on the extension and the Prakas on the set up and structure of the OWSO will be approved by the end of 2007 itself. After project implementation commences, the work on the legal and policy side will be undertaken by the DST along with the TAG and will focus on:

Extension of competences. Together with the experts of OWSO Siem Reap and Battambang the NCDD will draft a concept of extension of competencies that have already been delegated. The NCDD will handle the drafting of the required parkas and the negotiations with the Ministries to extend these competencies as necessary to the new districts through the TAG and NCDD decisions.

Provision of new competences. In year 1 the NCDD will draft a concept on the transfer of new competencies in the area of health, education and agriculture. The concept will be developed in cooperation with representatives of business, NGOs and experts of the line departments. The NCDD will handle the drafting of the parkas and the negotiations with the ministries.

Expansion number of ministries. Expand the existing numbers of involved ministries from 7 to 10 (include Agriculture, Health and Education).

Depending on the passing of the Organic Law, modifications or additional legal requirements may be considered by the DST.

#### **Activity 2: Preparation and Renovation of OWSO buildings and Equipping of Offices.**

Prior to the start of the project, as well as before each phase of expansion, the DST will assess all offices needs regarding constructions and renovations in each targeted district.

The OWSO buildings will be centrally located and be within easy reach. Each office will be renovated so that it has at least four rooms, two very large (front office and back office), a room for the head of the OWSO, and one for the DO. These specifications will be discussed with the Provincial and District Governors of all provinces and the target districts so as to ensure that they are able to release an adequate building for the OWSO's purposes. As all OWSO buildings are meant to be on existing government property or renovations of existing buildings, no involuntary resettlement or relocation issues are anticipated.

The internal appearance of the OWSOs will be uniform and a common 'symbol' for all OWSOs will be developed. They will be, wherever possible, uniformly furnished as well. To ensure this, the internal architect and national and provincial infrastructure specialists in the NCDD (which handled construction of the ExCom Offices) will be used along with suggestions from the district governments themselves to help prepare this common look for the OWSOs prior to the effectiveness of the project. Design of new construction and renovation and preparation of bidding documents will be completed before project effectiveness, while actual construction and renovation will begin after implementation starts.

In order to ensure ownership and financial sustainability, the renovations and additional constructions of buildings of the OWSO facilities during year 1 and 2 will be covered by the project cost. In year 3 the costs will be covered by the RGC.

Each OWSO office will be well furnished and modern and it will get enough technical equipment for delivering the services in a professional way. Soon after the building

renovations are complete, the furnishings and equipment for the OWSOs will be procured through the agreed procurement system and delivered to each office. Bidding documents for these will also be prepared prior to project effectiveness.

As was the case with the buildings, the recurrent costs of the OWSOs will gradually be transferred over to the RGC to ensure financial sustainability of these offices. It has been agreed that the project will cover only 50% of recurrent costs in year 3, and 0% in year 4 so that there is a complete transfer of budget to the RGC before the close of the project.

### **Activity 3: Staff training and Capacity Building.**

As mentioned above, the OWSO model is a radical change from the current state of local service delivery in most districts in the country. Therefore, a very critical element of the project and the success of the OWSOs themselves, relates to training, generating awareness and capacity building of the OWSO staff, the district administration, and the Provincial administration as well in all the new districts and provinces to which the OWSO will expand. This training will be done in a phased manner – part of it conducted prior to the opening of the OWSO (during the construction phase), and part of it later as part of on-the-job mentoring as well as peer learning and exchange. Appendix 4 provides a complete list of the various training events that will be conducted as part of this capacity building program.

The training activities are to be handled by the MOI/NCDD's DST, although an international curriculum development specialist and national advisor will be recruited to help design the materials and a series of 'training of trainer' (TOT) events will be taken up to ensure the smooth roll out of the capacity building program.

The specific steps involved in this activity include the following:

Designing the Training Programs and Manual. The training programs and manual for prospective officers and staff of the OWSOs as well as for local authorities and officials of the line departments will be prepared. These activities will be completed before the start of the project.

Identification of Trainers. The DST will identify the trainers that will carry on the training programs for the subsequent years of establishment of the OWSO/DO.

Conduct TOT training. After the designing of the training programs and identification of the trainers, TOT training will be conducted for selected stakeholders of national level and all target provinces and districts. Refer to appendix 1 for subject and budget.

Conduct training of OWSO staff. Direct or cascaded training methodology will be applied depending on various subjects.

Organize study tour, internship and on-the-job training. During year one the Siem Reap and Battambang OWSOs can function as resource while year two and three the newly established OWSOs can host study tour and internship as well.

In addition to the above there will be some preliminary 'sensitization' that will be undertaken with the Provincial authorities in each of the targeted provinces by year. Learning activities will continue through annual forums and peer exchanges in later years of the project as well.

#### **Activity 4: Provision of Additional Information at OWSO and Design of OWSO Website.**

As part of the efforts to strengthen the OWSO so that it becomes more useful for citizens, efforts will be made to have available in the OWSO additional information available at the offices which could be of use to them. This would include information, forms, and fees for both services which can be delivered by the OWSO as well as services which will be provided at provincial level. Obtaining this information is not an easy task for citizens, nor it will be for the DST to get it from the relevant Ministries. Therefore efforts through the TAG and NCDD will be undertaken to make the information on other services available at the OWSO so that citizens can at least conduct a 'limited transaction' on these.

This activity will also set up a website for the OWSO with links to individual districts so that there is an opportunity for citizens to have access to all this information on the web. Since the OWSOs will be completely equipped with computers, some selected workplaces will be networked so that procedures can be electronically executed as much as possible paving the way for future digitalization of transactions. A databank will also be constructed in which all registrations are saved and where possible, the communes' registry of residents will also be incorporated in this databank so that OWSO customers can get a back-up access to their registry documents (like marriage and birth certificates) through this office.

In this way, the specific elements of this activity are:

Information on other services. DST will work with the TAG and partner with other ongoing initiatives (such as the Council of Administrative Reform-GTZ study to produce a 'Yellow Pages' for Government Services) to find relevant information on fees, forms, and procedures for other services that are not offered through the OWSO available for easy access by citizens. Hard copies of forms and fees for all these services that are not delegated functions will be available to the citizens at OWSO. The OWSO Website. During the first year of implementation, a Website for OWSO will be set up. All information on the OWSO, DO and other data related to situation of target districts will be made available in the Website, including the fees that are required and the necessary forms. In addition, the information, forms, and fee tables for the services, which are still under the responsibility of the provinces and departments, will be presented in the website as well.

#### **Activity 5: Study on Potential OWSO Model for Phnom Penh.**

The decision on opening an OWSO in Phnom Penh must be deferred because of a lack of basic information on the adequate model to use in a city that size, since the district/khan unit of operation may not be cost effective there. Therefore, the project will fund a study on the existing service delivery mechanism and structure of the Phnom Penh Municipality to find out the options for the establishment of OWSO. This will include an assessment of costs of operation and study of other city level models being used in neighbouring countries.

Based on these results the possibility of funding the implementation of an OWSO in Phnom Penh will be considered after the mid-term evaluation at the end of year 2 of the project. The funding for this will either require supplemental financing of the project or a re-allocation of budget away from other districts or cost categories.

#### **Activity 6: Study on Potential Pilot OWSO Model for Rural Districts.**

Similar to the above case, for piloting the OWSO in a rural district, the project will finance a study on the existing service delivery mechanism and structure of the rural districts to find out the options for the establishment of OWSO in year 2 of the project. This study will include

the “demand side” analysis of what key services really require a OWSO as well as a “supply side” analysis of what would be the best system, for example a “mobile front office”. Lessons from other developing countries like India that have experimented with rural OWSO models will be drawn in and the support of other development partners such as GTZ, who may be working in this area will be sought.

Based on the findings, a pilot OWSO will be launched in a rural district in year 3 of the project and a budget for this that includes supplemental resources for the possibility of a mobile office has been allocated in the overall project costs.

#### Component 2: Extending and Strengthening the Capacity of the DO

The second component of the project deals with the replication and enhancement of the DO model to all the targeted districts of the project where OWSOs are being set up. As outlined in section 3.3, there are serious deficiencies in the way that the current DO model has been operating in the two pilot districts of Siem Reap and Battambang, and therefore the project will try and address these through various innovations, and then include a mid-term evaluation of progress and consider further options (including the possibility of disbanding the institution if it continues to not be considered effective based on citizen surveys).

As mentioned in the earlier recommendations, the DO will now become a “Citizen’s Advisor” for citizens of the targeted districts. In addition to the existing functions of the DO in Siem Reap and Battambang, following functions will be included:

Linked with the MONASRI function of law dissemination in the DFGG project, the DO will assist in dissemination and clarification of laws (starting with the Land Law) to the public.

Facilitate citizen’s participation activities, quarterly forum, annual forum, citizen’s hour, radio talkback programs, TV spots and information dissemination strategies

Receive and consider complaints of people regarding services which are disseminated at the OWSO outside their competences. Facilitate these complaints with the relevant line departments and provide feedback to the citizens

Facilitate legal complaints for the citizens within the district administration

Monitor the functioning of the OWSO (already within current mandate).

To facilitate the extension of the DO with the above expanded role to the new target districts, the following key activities would be undertaken:

#### **Activity 1: Design of a New Election System for the Ombudsman and Amendments to Existing Prakas**

Given that the existing DOs in Siem Reap and Battambang were elected by the District Council, which is not included in the current project, an alternative method for DO elections needs to be devised. This should not, however, be a difficult task since the District Councils in the two pilot districts constituted of already elected officials and some nominated representatives. Therefore one can replicate the system and procedure by forming a ‘local election committee’ to elect the DO. This committee would include representatives of district, communes, NGOs, local business and other related associations. In effect, the committee would look the same as the ones that were set up in the pilot districts.

To establish this new election procedure as well as to allow for the expanded role of the DO, the Prakas and decisions regarding their set up would have to be amended. This will be done by the DST in cooperation with the TAG during the pre-effectiveness phase of the project.

**Activity 2: Training and Election of Ombudsman**

Once the new election system has been devised and approved, all participating groups in the target districts will get a basic training on the role of the DO and the election system. The phasing of this training will be done in the same way as for the OWSOs (i.e. 6 districts in the first year, 7 in the second, and 9 in the third). The DST will provide guidance and training to the target districts on the election procedures.

After the trainings, the various groups elect their representatives for the Election Committee; the various groups name their candidates and finally the Election Committee selects the Ombudsman. According to experiences in Siem Reap and Battambang, the whole process takes at least two months. The DST and the Provincial ExCom representatives will oversee the election process to ensure that it is fair and transparent.

**Activity 3: Setting up the Office of the DO.**

As with the case of the OWSO, the DO will be given an office which is located in a neutral area, but close to the OWSO so that he/she can provide the supervisory role there. The office will also be equipped with the necessary furnishings and stationary. Although, the existing Prakas for the DO includes the provision of an 'Assistant' to the DO, this function will only be included after the mid-term evaluation of the DO if it is seen that there is a sufficient work program for an assistant to be justified.

**Activity 4: Capacity Building and Support to the Ombudsman.**

Once the DOs have been democratically elected in the target districts, they will be given training on their roles and responsibilities. The DST will further support their capacity through regular field missions and backstopping on their additional functions. With the help of the TAG and the DFGG Project Coordination Unit, links of the DO to other state institutions such as MONASRI and RNK will be ensured so that the additional roles and responsibilities of the DO can be performed. The DST will also link the DOs to other systems of accountability at local level such as accountability working group, which are run through the MOI.

For generating awareness and publicity about the DO, a communications campaign will be run for them (see component 3) and they will also be encouraged to do pro-active outreach to NGOs, communes, and the private sector.

**Component 3: Implementing New Forms of Citizens Participation and Outreach**

In every district where the OWSO and DO will be established, new forms of participation will be introduced. These will aid in improving the relationship between citizens and the administration, and they will offer the citizens' possibilities to voice their problems, criticisms and concerns. They will thus allow for a more transparent district administration and encourage good governance and public administrative reform. What is more, in order to ensure for greater independence as well as promote state-non-state partnership, the management and running of these people's participation measures will be given to local NGOs and to the DO rather than done via the NCDD or MOI.

The various forms of people's participation and outreach envisaged are as follows:

**Activity 1: Conduct of Annual Citizen's Forum in Each Target District.**

In all the districts in which the OWSO is opened, an annual citizen's forum will be undertaken. This is a forum which is open to all citizens and covers issues related to the OWSO and DO offices and how these can be further improved, as well as other issues related

to governance at the district level. The forum will be chaired by the District Governor. The organization of the forum will be contracted out by District governors to a local NGO as mentioned above.

A pilot test of these citizen's forums is planned during the pre-effectiveness phase of the project in the two districts of Siem Reap and Battambang so that the lessons from there can be used to make these events more meaningful for citizens.

**Activity 2: Conduct of Semi Annual Forum in Each Target District.**

In order to get more sustained and targeted feedback, a quarterly meeting with business and citizen's representatives will be set up at a more informal level. These quarterly meetings with business and citizen's representatives will be organized by the District Governor, OWSO chief and DO to get periodic and frequent feedback on their operation as well as suggestions for improvement. They will become the basis for further work and research needed on issues such as management systems, licensing procedures, service fees, and extension of competencies at the OWSO, which will be fed back to the DST for discussion with the TAG and NCDD.

**Activity 3: Conduct of Annual Good Governance Forum at National Level.**

The stakeholders of OWSO and DO will participate and present the experiences and lesson learned on good governance in implementation of OWSO and DO to the good governance forum at the national level. The DFGG Project Coordination Unit is responsible to organize this Good Governance Forum. This forum will include a broad audience of all stakeholders and reflect on the Governance aspects of all components of the DFGG project.

**Activity 4: Setting up of Monthly Citizen's Hour (or Citizen's Consultation) with the District Governor in Each Target District.**

An additional mechanism to increase participation, awareness, and reduce the hurdles between the administration and the citizens is the citizen's hour of the district governor. In Siem Reap and Battambang, these citizen's hours now take place once a month, and when the district governor is busy, one of his deputies addresses this responsibility. During these sessions citizens have the opportunity to consult, ask questions, get clarification or express concern with the Governor on any issue related to the OWSO, DO, or District Administration at large. This opportunity is made use of by citizens on a regular basis. Over the course of the project, this mechanism will be applied in all target districts.

**Activity 5: Conduct of Periodic Information Campaigns on OWSO and DO.**

Directly after the opening of the OWSO, a weeklong information campaign will be executed to inform the citizens about the new institution. For this task, the districts will be provided with corresponding flyers, posters, and stickers. At the same time, in cooperation with RNK and other broadcasting stations Talk Back programs will run on the radio in which the district governor and the head of the OWSO make themselves available for questions from citizens. This information campaign will be conducted at least once per year/district, including schools, C/S Councils and other local institutions.

Wherever possible, the information campaigns for the OWSO will also be used to make the DO more widely known. In addition, there are, however, additional necessary efforts, such as Talk Back programs on the radio with the DO, a visit of the DO to all local NGOs, poster advertising with a short description of the responsibilities of the Ombudsman and stickers with a telephone number.

#### **Component 4: Monitoring & Evaluation (M&E), and Learning to Ensure High Performance Standards in OWSO and DO**

As the OWSO and DO model is relatively new in the Cambodian context and given that its success relies on it showing high business and ethical standards, the role of regular M&E and continuous ‘learning by doing’ is a core part of the project and a significant part of the project costs is being allocated to this. The M&E and Learning functions under the project will be handled both ‘internally’ and ‘externally’ through independent monitoring that is undertaken through a respectable NGO or research agency as well as a number of local NGOs (See Section 10 for the suggested tools for this purpose).

The internal M&E will be done by the monitoring and evaluation unit at the central level within NCDD, which will be responsible to document not only the achievements of the OWSO and DOs in terms of operational and performance indicators, but also to evaluate outcomes, efficiency and effectiveness and to learn lessons associated with good governance. In addition to this, at every level, there will be available staff responsible for M&E and supervision. The M & E Unit will develop a framework for regular reporting to the NCDD on the input and output targets, the progress of implementation and achievement of outcomes. Output and selected outcome indicators will be monitored quarterly. The M & E and Learning Adviser based in the project coordination unit of the DFGG will help in the development of reporting formats and tools for M&E, and train staff in their use. These will provide the basis for monitoring the inputs, outputs, and outcomes, and assessing the efficacy of the project management systems. The Adviser will also assist in data analysis, drawing conclusions and learning from the studies that will be conducted.

For the external or independent monitoring of performance of the project, a reputable NGO or research firm along with a set of local NGOs (operating at the provincial or regional levels) will be contracted to undertake a series of M&E tools including a baseline, mid-term, and end evaluation survey, annual ‘exit surveys’ and informal audits, participatory focus group discussions, and exit interviews during the different citizen and public forums. (See section 10 for a discussion of the tools envisaged).

The various activities involved in the M&E and learning part of component-4 include:

##### **Activity 1: Finalizing the Design of the M&E System and Survey Tools and Instruments.**

In cooperation with DFGG M&E advisor and a national TA advisor from the DST, the MOI will finalize the design of the M&E system for the OWSO and DO during the pre-effectiveness phase of the project. This will include the design of the various survey tools and instruments that will be used for monitoring performance. The OWSO and DO M&E system and procedures will be integrated with overall M&E framework of NCDD.

In close cooperation with PCSU, the design of the M & E and Learning Framework will be participative and will involve not only members of the Inter-Ministerial Technical Advisory Group (TAG), but also officers and staff of the existing M & E Unit of the NCDD.

##### **Activity 2: Selection of a Reputable NGO/firm to Design and Conduct Baseline Assessment.**

An external agency will be hired by the NCDD to conduct the baseline assessment for the target selected districts with the assistance of the M & E and Learning Adviser of the DFGG. In this baseline assessment, the external agency will not only gather baseline indicators on the

field using quantitative techniques, but also learning from the communities specifically those that have benefited from OWSO and DO in Battambang and Siem Reap. In addition, the assessment will also include those who have not experienced OWSO and DO services. Learning mechanisms will include qualitative methods such as focus group discussions, client exit surveys and client score cards, and case studies in the different communities to be surveyed. The indicators to be captured in the assessment will be drawn from the outcome indicators that were highlighted in the results framework for the project in section 2.

The writing of the TORs, hiring, and the actual conduct of the baseline study are all expected to take place in the pre-effectiveness phase of the project.

**Activity 3: Implementation of Internal Performance Monitoring Activities.**

With the assistance of the TA from the DFGG Project Coordination Unit, routine M & E activities will be carried out by the officers and staff of the OWSOs, the DST and M & E Unit of the NCDDS/PST based on the final M&E and learning system that is designed. See Section 10 for a list of performance indicators to be covered, responsibilities for collecting information, and the reporting system and schedule.

**Activity 4: Implementation of External Regular Evaluation Tools.**

A number of more evaluative and learning-oriented studies will be conducted by local civil society or non-government organisations (CSOs or NGOs) in each of the targeted districts. The methods and tools will be developed and tested in conjunction with PST M&E Unit staff. Support will be provided by the DFGG M&E and Learning Adviser.

These activities will cover all services provided by OWSO and DO, and methodologies will include the following:

- a voluntary client scorecard on the performance of the OWSO - these will be collected in a box in each OWSO and can be filled by any OWSO customer. They will be periodically analyzed and reported in the status reports of the office,
- an annual exit survey of OWSO customers, independent audit of OWSO efficiency and effectiveness, and review of DO actions – in this the CSO will use independent evaluators/enumerators to conduct randomized exit interviews, and do a quick audit of OWSO and DO records. One of these is expected every year in all target districts,
- a qualitative survey consisting of focus group discussions (FGD) and key informant/beneficiary interviews – this will be an annual survey carried out in only a sample of say 5 districts to provide more qualitative and analytical data on the performance of the OWSO, DO, and people's participation measures and how these can be improved, a series of exit interviews and working group discussions – these will be held as part of the citizen's forums and other people's participation events to obtain community perceptions on the performance of the district administration in general, and the new reforms (like OWSO and DO) in particular.

These learning and evaluation activities are planned in all years of the project in a process of formative or real time evaluation. The resulting recommendations and lessons will be the basis for improving implementation of OWSO and DO during the four years of the project, and may justify the funding for further expansion. Results on outcome indicators for these studies will be included in the internal annual reporting that will be done by the DST.

The different forms of external monitoring and evaluation will be contracted out to local NGOs or they could be made into a single large contract based on the feedback received in the CSO consultations that will be undertaken prior to the Project appraisal.

#### **Activity 5: Conducting Learning Activities**

To support the cross/peer-learning across the target districts, periodic learning events such as study trips and internships will be undertaken (as also mentioned in activity 3 of component 1). These will become particularly relevant in year 3 and 4 when all the new OWSOs and DO offices become operational. The Provincial ExCom and DST teams will manage this cross-learning and it will also get support from the DFGG Project Coordination Unit.

#### **Activity 6: Mid-Term Evaluation**

The Mid-term evaluation will be undertaken at the end of the second year or beginning of the third year of the project implementation period. It will also be contracted out to a reputed NGO or research firm (the possibility of the same firm undertaking the baseline, mid-term, and end evaluations is also being considered so long as it meets procurement requirements).

The mid-term evaluation will only target the districts launched in the first year of project implementation and the two existing pilots as these would have had sufficient time for operating to pick up meaningful results. The format of the survey will be the same as the one used during the baseline assessment and it will inform the project on the progress in meeting the agreed upon outcome indicators in the results framework. The mid-term assessment will be used to decide upon some critical aspects of project design and implementation – e.g. should one continue with the DO (or what enhancements are required), what further improvements to the OWSO are needed, what will be the model for the rural pilot, will there be a re-allocation of budget to cover a OWSO model in Phnom Penh, etc...

#### **Activity 7: End of Project Evaluation:**

This evaluation will be conducted at the end of the project by an independent agency (possibly the one that undertook the baseline and mid-term assessments) to enable the RGC, WB and other development partners to evaluate end of project outcomes and impacts; assess efficiency, effectiveness and sustainability of OWSO and DO services; and consider further expansion and continuation of the project.

#### **Component 5: Project Management**

General Directorate for Local Administration, Ministry of Interior as the Secretariat of NCDD (NCDDS) will act as project implementation and executing agency. The NCDD has established an Inter-Ministerial Technical Advisory Group (TAG) and a District Support Team (DST) under direct supervision of the NCDDS to coordinate policy components of the project such as, preparation of legal frameworks, training, policy monitoring and evaluation, facilitating structuring and set up on OWSO and DO, preparing annual work plan and budget (AWPB), organizing and conducting workshops with related ministries and other partners.

NCDDS will use the structures and capacities of the existing Program Support Team (PST) of NCDDS to implement and coordinate the operational components of the project such as, implementing of the procurement plan, supervision and monitoring of contract implementation, fund transfer, facilitation of administrative matters, reviewing of ExCom progress and financial reports, preparing financial and operational progress reports to NCDDS.

At the Sub-national level, the existing structures of ExCom/PRDC will be used to facilitate the operational implementation of the project such as, preparing an AWPB, preparing and contracting sub-contracts with district/OWSO (if applicable), provision of technical support to district/OWSO, managing of project funds, reporting to NCDDS through PST and DST.

Using the above structures will reduce cost and also promote harmonization. Resources that will be made available to the project management office will include coverage for external consultancy services, provision of administrative support, including the procurement of equipment, furniture, fixtures, and other requirements of the project component.

For Project Management, the following key activities are envisaged (more details on the roles of the different actors is provided in Section 9):

**Activity 1: Establishment of the TAG.**

As explained earlier, the TAG led by MOI will consist of senior officials of the related ministries and institutions. The TAG may invite the representatives of civil society to join any meeting if necessary.

Invitations for establishing the TAG have already been sent out, and it is expected that it will become operational before appraisal of the DFGG project.

**Activity 2: Establishment of DST.**

The DST will be established by the General Department of Local Administration (GDLA) and consist of officials from various departments of GDLA. The DST is meant to be the core division in the NCDD/MOI in charge of harmonizing all district level projects and initiatives that are being undertaken by the NCDD, starting with the OWSO-DO initiative under the DFGG project. It will largely be composed of permanent MOI staff, although supplemental contract staff may also be required in the initial years of project implementation to ensure that there is adequate capacity in the institution to implement all the project activities.

**Activity 3: Recruitment of support staff and TAs.**

Two staff will be recruited to work with PST and one additional staff for each ExCom/PRDC. These additional staff will support the PST and ExCom Units to assist in the additional workload of OWSO and DO project.

Two national advisers will be recruited to provide support to DST and international TA will be contracted on a need basis only.

**Activity 4: Information/ participation strategy.**

It is crucial for the entire project that people have access to information: know where they can get information and are fully aware of the mechanisms to voice their opinions, complaints or concerns. In order to facilitate this, an information/participation strategy and materials will be developed and prepared for implementation at National and Sub-National level. Both strategy and dissemination materials will be developed in a participatory way including OWSO/ DO, Province and national level.

The national level will provide technical support to the provinces and districts OWSO/DO to implement the information campaigns and participation strategies.

Referring to activity 5 in component 3, the information strategy will be implemented in close cooperation with other project components such as RNK, MONASRI etc.

**Activity 5: Managing Procurement.**

NCDDS/PST will be responsible for the procurement of goods and services of the central project office as well as for the OWSOs and DOs to be established in the target districts according to the procurement plan. Where possible, the procurement at the sub-national level will be handled by PRDC/ExCom.

**Activity 6: Coordination and harmonization.**

The OWSO and DO is one of the 5 DFGG components. In addition there are a number of other Governance related NGO and other projects operational in the various provinces. Coordination and harmonization will be an important aspect both at the national and sub-National level. The TAG and DST will assist NCDDS to coordinate all projects related studies, evaluations, missions, trainings, workshops and seminars. At the Sub-National level, the PRDC/ExCom as well as the district OWSO/DO will coordinate all activities to ensure a harmonized approach at the District and local levels.

The TAG and DST are also responsible to assist the NCDDS to harmonize other district-focused projects and programs supported by development partners such as district initiative, and the inter-commune program.

**B. Summary of Key Activities and Completed Milestones undertaken in 2nd Quarter 2010****B. 1. Outputs****Establishment of Legal Framework**

- 3 Prakas on delegation of competencies to target municipalities and districts were issued formally under the coordination of DST, Ministry of Culture and Fine Arts (07 October 2009), Ministry of Public Works and Transport (26 March 2010), and Ministry of land management, urban planning and construction ((26 March 2010), and other 6 Ministries are waiting for the final decision;
- Has identified and surveyed 8 OWSO-target areas in year 2 and submitted to DPM to make decision;

**Staff Selection**

- Review and replicate the system and procedure by forming a 'local election committee' to elect the DO were completed.
- Selected and contracted 7 additional staff for 7 ExCom/PRDC, except KDL and PVG are in the selection process ;
- Completed the staff selection for each 7 target areas in Y1

**Training and Capacity Building**

- The first and second TOT trainings on management, roles and responsibilities, administration affairs, finance and budgeting were completed;
- Trained, organized study tour and internship to BAT and SRP for all officials and DO of 7 new target areas;
- Build Capacity of DST staff on Procurement, Gender Mainstreaming, Social accountability, Complaints Handling Mechanisms;
- Promote OWSO/DO project with Social Accountability Group of PECSA organized by SILAK on 8 June 2010;

- Participate in the National Event on Social Accountability organized by Star Kampuchea/PECSA, 23 June 2010
- Participated in the NCDD team in preparation of the sub-national Plan Development and investment program, personnel integration from old structure into the new structure;
- Meeting with the OWSO/DO building contractors, District/ Municipality governors and Infrastructure advisors on technical specification and agreement implementation;

#### **Information and Communication**

- Information materials such as sticker, leaflet posters, etc, for disseminating at National and Sub-National levels is going to produce ;
- Meeting and discussion with Asia Foundation on the key activities required as partnership with OWSO/DO for NGOs applying for Partnership Grant from Asia Foundation, 11 June 2010.
- Guest speaker on the public service through One Window Service Office in Press Conference at Cleb Nek Kaset Kampuchea, on 18 June 2010;
- Produced and distributed five training manuals such as 1) One Window Service Office, 2) DO Office, 3) Guideline on DO's election procedure, 4) Guideline on Procedure and Process of Organizing Annual Forum, 5) Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Forum, and Information Campaign;

#### **Procurement**

- Baseline Study is in the process of renegotiation with Indochina firm;
- National procurement advisor is in the waiting process from WB advise on the budget \$3,000 raised by the consultant;
- Follow up the Building constructions and formal assigned the Infrastructure advisor, PSDD and Municipality governor
- The construction of 6 building areas is 30%-45% completed (estimated).
- Most of the procurement items carried over from year 2009 were completed;

#### **Finance**

- DO salary was disbursed.
- The back payment for the period of Oct-Dec 2009, PMG has been done.
- Operation budget/contracts of 9 target areas were transferred and used;

#### **Monitoring & Evaluation**

- Reporting Format have been developed and in used. The M&E Manual is 60% completed.

### B.1.1 Work Progress against PIP

Ref. No	Key Activities	Description of Activities	Remarks
1	Establishment of Legal Framework for setting up and extending the competencies of the OWSOs	1.2 Facilitate and coordinate the relevant ministries to finalize the Prakas on functions delegated to OWSOs and DOs, 9 districts - year 2009	Complete
2	Preparation and Renovation of OWSO buildings and Equipping of Offices	2.1 Study and identify the 2010- OWSO/DO target districts	Complete
		2.2 Survey and Assess all offices needs regarding constructions and renovations in each targeted district	Complete
		2.3 Finalize the bidding process for 7 building from year 1	Complete
3	Staff training and Capacity Building	3.2 Conduct TOT training on development concept and good governance, administration affairs, planning and budgeting	Completed
		3.3 Conduct training of OWSO staff ( for 7 areas in Y1)	Completed
		3.5 Organize study tour, internship and on-the-job training	Completed
4	Update and Provision of Additional Information at OWSO Website and information on other services	4.1 DST will work with the TAG and partners to collect information on the relevant website	Complete for Q1 & Q2
		4.2 Update and Post all relevant information of OWSO/DO in OWSO Website	Complete for Q1& Q2
		4.3 Find and produce the relevant information related to the functions were not delegated to OWSO for citizen access at OWSO	Complete for Q1& Q2
6	Update of a New Election System for the Ombudsman and Amendments to Existing Prakas	6.1 Review and replicate the system and procedure by forming a 'local election committee' to elect the DO	Completed
7	Training and Election of Ombudsman	7.1 The Election Committee selects the Ombudsman (for 7 areas in Y1)	Complete
9	Capacity Building and Support to the Ombudsman	9.1 Provide training on their roles and responsibilities. Support their capacity through regular field missions and backstopping on their additional functions (for 7 areas in Y1)	Completed
		9.3 Link the DOs to other systems of accountability at local level which are run through NCDD/MOI (old and new OWSO/DO)	Complete for Q1& Q2
12	Setting up of Monthly Citizen's Hour (or Citizen's Consultation)	12.1 Conduct monthly citizen's hour	Complete for Q1& Q2

	with the District Governor in Each Target District.		
13	Conduct of Periodic Information Campaigns on OWSO and DO	Posters, Leaflets, Stickers (for 7 areas in Y1)	Complete for Q1
14	Finalizing the Design of the M&E System and Survey Tools and Instruments	Finalize the design of the M&E system for the OWSO and DO	Complete for Q1 & Q2
17	Recruitment and staffing	17.2 Select and contract an additional staff for each ExCom/PRDC (7 areas in Y1)	Complete for Q1
		<a href="#">17.4 Select OWSO officials for each OWSO (7 areas Y1)</a>	<a href="#">Completed</a>
18	Information/ participation strategy	18.1 Develop an information/participation strategy and materials for implementation at National and Sub-National level	Complete material development
21	Linkages to the National Program	21.1 Participate with the policy team of NCDD in the survey/studies, preparation, and analysis of priority roles and functions which will be transferred to the sub national levels.	Complete for Q1

### B1.2 Work Progress against Key Milestones

No.	Descriptions of key Milestones	Remarks
1.0	OWSO Staff recruitment procedures for 7 districts in Y1	Complete
2.0	Election of DO (for 7 in Y1)	Complete
3.0	<a href="#">Training manuals completed for OWSO and DO (for 8 new)</a>	<a href="#">Complete</a>

## **B. 2. Results/Outcomes**

### **Establishment of Legal framework:**

- 3 Prakas on delegation of competencies to the target municipality/district were adopted and used formally under the coordination of DST, from Ministry of Culture and Fine Arts, from Ministry of Public Works and Transport, and from Ministry of land management, urban planning and construction, and other 6 Ministries are waiting for the final step.

### **Strengthening the capacity of OWSO/DO and DST officials**

- TOT trainings on development and good governance concept, administration affairs, planning and budgeting were conducted. And the TOT has better understand of the training course. Their knowledge was disseminated to the municipality/district officials through the training courses which have been organized.
- The training courses to OWSO staff and DO were conducted from 07 to 11 June 2010 at Kratie, Kampong Thom, and Preah Sihanuk provinces. There were 106 trainees from 7 target areas. The topics of the training are:
  1. OWSO/DO project
  2. The roles and responsibilities of One Window Service Office
  3. The roles and responsibilities of District Ombudsman Office
  4. The procedure of handling complaints of DO
  5. Good Governance
  6. The procedure and process of organizing Annual Citizen Forum,
  7. The procedure and process of organizing Semi-Annual Public Forum
  8. The procedure and process of Citizen's Hour
  9. The procedure and process of information campaign

The training assessment shown that 90% of 106 trainees have better understand of this course.

### **Staff management:**

- DST and OWSO/DO officials come to work as usual even though the MBPI and PMG were cancelled as many achievements were made happened at national and municipality/district levels.

## **C. Emerging Concerns and Divergences from AWP**

### **C. 1. Emerging Concerns**

- Late of full staffing because of MBPI&PMG cancellation;
- The Baseline study was late because of the budget proposed by Indochina firm is far different from the estimated cost. And now the baseline survey is renegotiating with Indochina firm;

## D. Provisional Results Indicators

No.	Project Outcome Indicators	Baseline	2010		Data Collection and Reporting		
			Target Value	Actual Value (As of Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>Summary Outcome Indicators</b>							
<i>Core Indicators (to be aggregated at the overall DFGG project level)</i>							
1	% of OWSO and DO office staff that report an increased effectiveness of their offices	To be calculated in pre-impl. Period	60% for new districts	N/A	Bi-annual; recorded in applicable Annual Report	Sample survey of DST, OWSO, and DO office staff and ratings from KIIs and FGDs	PCO in MOI through contracted NGO/firm/research institute
2	% of targeted experts reporting an increased effectiveness of the OWSO and DO offices	To be calculated in Yr2	40%	N/A	Bi-annual; recorded in applicable Annual Report	Sample survey of D&D experts, donors (e.g. GTZ, UNCDF, DFID, etc.) and NSAs using KIIs & FGDs.	PCO in MOI through contracted NGO/firm/research institute
3	% of citizens in targeted districts giving high satisfaction rating on quality and performance of the OWSO and DO offices	To be calculated in YR 2	70%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term & end term (citizen report card) surveys in sample of targeted districts. Data from clients will be collected separately through the annual exit surveys at each OWSO (see below).	NGO/research firm contracted by NCDDDS
<b>Outcome Indicators for Each Component</b>							
<b>Component-1: Expansion and Strengthening of One-Window Service Office:</b>							
<b>Objective:</b> To <i>respond</i> to the needs of citizens and small businesses in targeted districts for certain local administrative services to be delivered in an efficient, transparent and accountable manner through the opening of OWSOs).							
<i>Core Indicators (to be aggregated at the overall DFGG project level)</i>							
4	Number of citizen service delivery transactions completed in OWSOs across targeted districts (total and by type)	6000 transactions over 2 districts	50% increase (target 14,400 over 17 dist.)	N/A	Annual compilation from OWSO reports from BAT and SRP	OWSO records; aggregated by DST each quarter and then summed up annually	NCDDDS (DST) compiles using OWSO officer reports

5	% of clients satisfied with quality of services provided at OWSOs across targeted districts	To be calculated in YR 1	5% increase	N/A	Annual; recorded in Annual Progress Report	Annual OWSO exit surveys and mid-term and end term evaluation studies (in form of citizen report cards). Exit survey to also ask clients to compare situation prior to OWSO and DO regarding their confidence in the same administrative services provided at the various provincial offices of the participating Ministries.  Baseline, mid-term, and end-term evaluations will further collect data on this.	NGO/research firm contracted by NCDDS. Tools developed and tested in conjunction with PST M&E Unit staff. Support provided by the DFGG M&E Adviser.
6	Average cost recovery ratio (in %) of OWSOs (i.e., service fee revenue as proportion of operating costs)	To be calculated for SR and BB	60%	Service Revenue (BAT&SRP)= 118,420,600.00 riel  BAT= 67,354,000.00 riel  SRP= 51,066,600.00 riel	Annual; recorded in Annual	OWSO financial records; compiled by DST	NCDDS (DST)
<b><i>OWSO-DO Specific Indicators for NCDDS/DST Management Use</i></b>							
7	No. clients served at OWSOs	To be calculated in baseline	unquantified increase (as no. services increases & community awareness increases)	N/A	Quarterly compilation and reporting in Quarterly Reports	OWSO records – should register all clients who visit the office	OWSO officers report and DST M&E staff compile

8	No. of new and extended competencies available at OWSO	0 in new 20 in SR and BB	23	N/A	Annually compilation and reporting in Annually Reports	DST and TAG data and OWSO records	OWSO officers report and DST M&E staff compile
9	No. cases of unofficial fees demanded	Baseline plan prior to OWSO start	At least 90% decreased for new  At least 95% decreased for existing	N/A	Baseline, Mid-term, and End Evaluations  Annual OWSO exit surveys of clients to investigate transparency (no 'extra fees')	Baseline, Mid-term, and End Evaluations  Annual exit surveys (of 5 days duration) at each OWSO.  Exit survey also to investigate situation prior to OWSO/DO regarding 'extra fees' to provide baseline information	Responsible research agency/NGO  Conducted by independent CSO/NGO. Tools developed and tested in conjunction with PST M&E Unit staff. Support provided by the DFGG M&E Adviser.
10	Lower (unofficial) Costs in accessing administrative services	Baseline planned prior to OWSO start	Targets need to be filled after baseline	N/A	Bi-annual; recorded in applicable Annual report (some may also be documented as case studies)	Mid-term & end term (citizen report card) surveys in sample of targeted districts. Data from clients will be collected separately through the annual exit surveys at each OWSO (see below).	NGO/research firm contracted by NCDDDS
11	Faster time to clients in accessing administrative services	Baseline planned prior to OWSO start	Targets need to be filled after baseline	N/A	Bi-annual; recorded in applicable Annual report (some may also be documented as case studies)	Mid-term & end term (citizen report card) surveys in sample of targeted districts. Data from clients will be collected separately through the annual exit surveys at each OWSO (see below).	NGO/research firm contracted by NCDDDS
<p><b>Component-2: Extension and Strengthening of District Ombudsmen:</b>  <b>Objective:</b> To providing an avenue for <i>mediating</i> complaints and concerns of citizens and small businesses regarding the district administration through the election of a neutral District Ombudsman in targeted districts.</p>							
12	Number of local disputes or complaints received and mediated by DOs across all target districts	2 over 2 municipalities (SRP and BAT)	30 over 17 districts	(BTB= 31 complaints, SRP=17 complaints)	Annual; recorded in Annual Progress Report	DO records and independent audit by CSO	NCDDDS (DST) and independent local NGO/CSO

13	% of local disputes or complaints successfully resolved by DOs across all target districts (where possible/feasible)	0%?	25% Increase (target 25%)	(BTB: 93.5% of complaints successful resolved, SRP: 80.2% of complaints successful resolved)	Annual; recorded in Annual progress Report	DO records and independent audit by local CSO	NCDDDS (DST) and independent local NGO/ CSO. Methodology developed and tested in conjunction with PST M&E Unit staff. Support provided by the DFGG M&E Adviser where necessary.
<b>OWSO-DO Specific Indicators for NCDDDS/DST Management Use</b>							
14	% of OWSO clients filing complaints to DO related to graft and corruption[1]	0	Less than 5% of OWSO clients filing corruption complaints	N/A	Quarterly compilation and reporting in Quarterly Reports.	DO records FGDs and Independent Review of DO	DOs report and DST M&E staff compile CSO/NGO
<b>Component-3: Introduction of New forms of citizen's participation:</b>							
<b>Objective:</b> To <i>promote</i> awareness and participation of citizens in decisions, policies, and programs of district governments by making them more transparent through the provision of new information channels for the citizens and new measures for people's participation.							
<b>Core Indicators (to be aggregated at the overall DFGG project level)</b>							
15	% of citizens aware of local administration and services, and existence of OWSO, and DO (once established) in targeted districts	To be calculated in pre-impl. period	30% increase in new districts 10% increase in 'old' districts	N/A	Bi-annual; recorded in relevant Annual Progress Report	Baseline, mid-term and end surveys in a sample of targeted districts	NGO/research firm contracted by NCDDDS
16	% of citizen and business representatives reporting high value/relevance of information on local administration, OWSO, and DO shared through people's participation measures in targeted districts	To be calculated in pre-impl. period	5% increase	N/A	Annual; recorded in Annual Progress Report	FGDs and KIIs with citizen and business representatives undertaken at the conclusion of annual citizen forum in each targeted district	NCDDDS through the NGO hosting the Annual Citizen Forums
<b>OWSO-DO Specific Indicators for NCDDDS/DST Management Use</b>							

17	Numbers of participants attending (by socio-economic group, sex etc) the annual citizen forum and semi-annual public forums.	# and breakdown of participants in 2 citizen forums (in SR and BB)	Actual # and breakdown of participants	N/A	Annual; recorded in Annual Progress Report	DST and PST records (to include no. events, no. participants [disagg], issues raised, resolutions/actions proposed)  Key issues, resolutions and lessons will be extracted from district forums to be discussed at national level forum.	DSTs report on district activities, DST on national events and DST M&E staff to compile
18	Number of people attending monthly district governor citizen's hours	To calculate # and breakdown in SR and in BB	Actual # and breakdown of participants	BTB=1734 persons (Jan-June)	Quarterly; recorded in Quarterly Progress Reports	District Governor Office to maintain records for submission to DST and PST noting issues raised, resolutions, follow-up etc.	District Governor Office; DST M&E Staff
19	Accountability perception rating scales/scores by both senior government staff and civil society representatives	Baseline should collect	unquantified increase	N/A	Baseline, Mid-term, and End Evaluations  Annual focus group discussions by independent CBO/NGO and reporting in Annual Progress Reports	Baseline, Mid-term, and End Evaluations  Separate focus group discussions (govt & CS) at sample of target districts. Using perception scales /scores of changes in accountability and performance in delivery of admin. & registration services. This may involve a permanent panel approach.	Responsible research agency/CSO  Independent CBO/NGO/contractor. Methodology developed and tested in conjunction with PST M&E Unit staff. Support provided by the DFGG M&E Adviser where necess.
<b>Component-4: Monitoring &amp; Evaluation (M&amp;E), and Learning to Ensure High Performance Standards in OWSO and DO</b>							
<b>Objective:</b> To ensure that a continuous process of 'learning by doing' is embedded in project design so as to ensure that the OWSO and DO offices maintain high business standards for performance.							
<b>Core Indicators (to be aggregated at the overall DFGG project level)</b>							
20	NCDDS/DST introduces independent monitoring of OWSO and DO offices through NSAs (non state actor)	0	Yes	N/A	Annual Working Plans	Agreed in project proposal tracked in Annual Work Plans of the DST	NCDDS/DST

21	NCDDS/DST and individual OWSOs and DOs use independent monitoring through NSAs to take management and/or corrective actions	0	Yes	N/A	Annual; recorded in Annual Progress Report and Annual Work Plan	Agreed in project proposal tracked in Annual Work Plans of the DST and reports of OWSO chiefs	NCDDS/DST and Provincial ExCOMs
<b>Component-5: Project Management</b>							
<b>Objective:</b> To ensure effective management of the project, with increased institutional capacity and effectiveness, as well as greater participation and partnerships.							
<b>Core Indicators (to be aggregated at the overall DFGG project level)</b>							
22	% of DST, OWSO and DO office staff that report an increased understanding and institutional capacity to undertake their functions	To be calculated in pre-impl. period	60% for new districts	N/A	Bi-annual; recorded in Annual Report	Sample survey of DST, OWSO, and DO office staff and ratings from KIIs and FGDs	PCO in MOI through contracted NGO/firm/research institute
23	% of targeted experts that report an increased institutional capacity of the OWSO and DO office to undertake their respective functions	To be calculated pre-impl. period	40%	N/A	Bi-annual; recorded in applicable Annual Report	Sample survey of D&D experts, donors (e.g. GTZ, UNCDF, DFID, etc.) and NSAs using KIIs and FGDs.	PCO in MOI through contracted NGO/firm/research institute
24	Number of partnerships between DST/OWSO/DO and other SIs and NSAs established under the project	0	TBD	5 (AMARA, COWS, PSAB, KYA, CEDAC)	Annual; recorded in Annual Report	Recorded by DST at national level and aggregated from OWSO-DO reports	NCDDS/DST
25	% of relevant stakeholders (including DST/OWSO staff, DO, partner agencies involved, donors, etc.) rating high effectiveness of the partnerships established under project	To be calculated in YR 2	50%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of staff of involved institutions, experts, and other stakeholders relevant to these partnerships	PCO in MOI through contracted NGO/firm/research institute

26	Number of new or existing partnerships for which DST/OWSO/DO (i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to continue engagement beyond life of project.	To be calculated in YR 4	-	N/A	One-off; recorded in Final Completion Report for project	Validated through KII with DST management, OWSO and DO representatives, etc. Recorded in final annual progress report	NCDDS/DST
27	NCDDS/DST (i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to undertake new or continue existing DFGG activities beyond the life of the project.	To be calculated in YR 4	-	N/A	One-off; recorded in Final Completion Report for project	End term survey, FGDs, and KIIs, of SI and NSA management and leadership; IA progress reports	PCO in MOI

[11] Note that OWSO hopes that citizens will feel free to make complaints while at the same time it hopes that there will be no graft and corruption to complain about.

[12] 'Old' districts refer to those that have an existing OWSO-DO office.

## **E. Procurement Status**

### **E.1 Good**

- The OWSO/DO computer equipments including photocopy machines for 9 target areas in year 1 were completed;
- Five training manuals such as 1) One Window Service Office, 2) DO Office, 3) Guideline on DO's election procedure, 4) Guideline on Procedure and Process of Organizing Annual Citizen Forum, 5) Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Public Forum, and Information Campaign were completed;
- OWSO Furniture is re-procured as the bidders submitted the unresponsive bids; Motorcycles in year 1 and year 2 are in the procurement.

### **E.2 Civil Work**

- Completely conducted the Geotechnical Investigation and Pile Foundation Design for OWSO/DO building in Takhmao Municipality, Kandal Province;
- The construction of 6 buildings is 30%-45% completed (estimated). They might be completed at the end of August 2010.

### **E.3 Consultant Service**

- The Baseline study with Indochina Research Limited (IRL) is in the process of re-negotiation.

### **E.4 Individual Consultant**

- Procurement Advisor is in the process of submission to WB for advise on the budget \$3000 raised by consultant.
- Evaluation and extend contract of DST advisor for policy

## **F. Financial Status**

### ***Project expenditure***

To achieve the several outcomes, the DST project has spent totally USD 101,932.16 as following:

- Civil work	USD 25,578.86
- Consultant's Services	USD 16,920
- Training and Workshops	USD 42,927.45
- Incremental Operating Costs	USD 9,619.5
- Retroactive paid from October to December 2009 to Battambang and Siem Reap staff	USD 6,886.35

### **IFR and Variance Analysis**

During this quarter the project has replenished only one time in amount of USD 35,570.41. Meanwhile the plan to expend is USD 264,425, but actually project has spent USD 101,932.16. This variance is came from all target provinces just started their activities and spending from their designated account at the end of June 2010, but the request for replenishment from those provinces will be made in July 2010. The most of budget planned for the provinces are in IOC category, and up to now all the new target provinces did not have

building for working yet, so this budget will not be used until next quarter. Moreover, it is due to the delay of the civil works and goods procurements.

**Project Cash Balance**

As of June 30<sup>th</sup>, 2010 cash balance represented by:

- DA - IDA	US\$6,462.01
- Counterpart fund account	US\$15,067.25
- Petty Cash	US\$965.03
- Advance	US\$18,000.00
<b>TOTAL:</b>	<b><u>US\$40,494.29</u></b>

**SECTION II: INTERIM FINACIAL REPORT (IFR)**

**A. Project Balance Sheet**

<b>Ministry of Interior</b> <b>Cambodia: Demand for Good Governance Project</b> <b>Component 1: One Window Service and Ombudsman Project</b> <b>PROJECT BALANCE SHEET</b> <b>As of 06/30/10</b>		
	<u>As of June 30, 2010</u>	<u>As of Mar 31, 2010</u>
<b>ASSETS</b>		
<b>Cash at Bank A/C</b>		
DA - IDA	6,462.01	73,100.01
Counterpart Funds Account	15,067.25	15,067.25
Petty Cash	965.03	688.78
	<b><u>22,494.29</u></b>	<b><u>88,856.04</u></b>
<b>Advance</b>	18,000.00	18,000.00
	<b><u>18,000.00</u></b>	<b><u>18,000.00</u></b>
<b>Cumulative Project Expenditures</b>		
Civil Work - OWSO Office construction and renovation	26,802.68	1,223.82
Goods	1,950.00	1,950.00
Consultants' Services	47,249.27	30,329.27
Training/Workshops	54,420.23	11,492.78
Incremental Operating Costs	21,126.69	11,507.19
MBPI - IDA	14,093.89	14,093.89
PMG	6,886.35	0.00
	<b><u>172,529.11</u></b>	<b><u>70,596.95</u></b>
<b>TOTAL ASSETS</b>	<b>213,023.40</b>	<b>177,452.99</b>
<b>FUNDS</b>		
Sources of IDA Financing	196,554.40	160,983.99
Sources of RGC Financing	16,469.00	16,469.00
Sources of Other Donors	0.00	0.00
<b>TOTAL FUNDS</b>	<b>213,023.40</b>	<b>177,452.99</b>

## B. Sources and Use of Funds by Category

**Ministry of Interior  
Cambodia: Demand for Good Governance Project  
Part A.3: One Window Service and Ombudsman Project  
Sources and Uses of Funds by Category  
For the quarter ended June 30<sup>th</sup>, 2010**

Component 1	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>Opening Balance</b>										
DA - IDA	73,100.01	74,455.63								
Counterpart Funds Account	15,067.25	15,067.25								
Advance	18,000.00	999.60								
Petty Cash	688.78	2,000.00								
<b>Total</b>	<b>106,856.04</b>	<b>92,522.48</b>								
Add <b>Sources:</b>										
<b>Receipt of Funds</b>										
- From IDA	35,570.41	80,614.54	196,554.40							3,531,428.40
- From Government		0.00	16,469.00							1,230,287.00
- Other Income	0.00	0.00	0.00							0.00
<b>Total Funds Received</b>	<b>35,570.41</b>	<b>80,614.54</b>	<b>213,023.40</b>							<b>4,761,715.40</b>
<b>Total Sources</b>	<b>142,426.45</b>	<b>173,137.02</b>	<b>213,023.40</b>							
Less <b>Expenditures by Category</b>										
- Civil Works	25,578.86	25,578.86	26,802.68	10,000.00	10,000.00	11,223.82	-15,578.86	-15,578.86	-15,578.86	1,101,500.00
- Goods	0.00	0.00	1,950.00	142,425.00	142,425.00	144,375.00	142,425.00	142,425.00	142,425.00	637,950.00
- Consulting Services	16,920.00	32,431.00	47,249.27	24,000.00	44,000.00	58,818.27	7,080.00	11,569.00	11,569.00	544,964.00

- Training and Workshops	42,927.45	52,067.33	54,420.23	50,000.00	65,000.00	67,352.90	7,072.55	12,932.67	12,932.67	400,733.00
- Operating Costs	9,619.50	15,679.19	21,126.69	50,000.00	62,000.00	67,447.50	40,380.50	46,320.81	46,320.81	711,340.00
- MBPI	0.00		14,093.89	0.00	0.00	14,093.89	0.00	0.00	0.00	72,960.00
- PMG	6,886.35	6,886.35	6,886.35	0.00	0.00	0.00	-6,886.35	-6,886.35	-6,886.35	1,292,268.40
<b>Total Expenditures</b>	<b>101,932.16</b>	<b>132,642.73</b>	<b>172,529.11</b>	<b>276,425.00</b>	<b>323,425.00</b>	<b>363,311.38</b>	<b>174,492.84</b>	<b>190,782.27</b>	<b>190,782.27</b>	<b>4,761,715.40</b>
<b>Closing Balance</b>	<b>40,494.29</b>	<b>40,494.29</b>	<b>40,494.29</b>							
<b>Represented by:</b>										
Balance at Designated A/C										
DA - IDA	6,462.01	6,462.01	6,462.01							
Counterpart Funds Account	15,067.25	15,067.25	15,067.25							
Petty Cash	965.03	965.03	965.03							
Advance	18,000.00	18,000.00	18,000.00							
<b>Total</b>	<b>40,494.29</b>	<b>40,494.29</b>	<b>40,494.29</b>							

**C. Use of Funds by Category and by Sources of Funds**

**Ministry of Interior**

**Cambodia: Demand for Good Governance Project**

**Part A.3: One Window Service and Ombudsman Project**

**Uses of Funds by Category and by Source of Funds**

**For the quarter ended June 30<sup>th</sup>, 2010**

	Current Quarter			Year to date			Cumulative to date			PAD		
	IDA Grant	RGC	Total	IDA Grant	RGC	Total	IDA Grant	RGC	Total	IDA Grant	RGC	Total
<b><u>Payment by category</u></b>												
Works	25,578.86		25,578.86	25,578.86	0.00	25,578.86	26,802.68		26,802.68	351,500.00	750,000.00	1,101,500.00
Goods	0.00		0.00	0.00	0.00	0.00	1,950.00		1,950.00	637,950.00	0.00	637,950.00
Consulting	16,920.00		16,920.00	32,431.00	0.00	32,431.00	47,249.27		47,249.27	544,964.00	0.00	544,964.00
Training	42,927.45		42,927.45	52,067.33	0.00	52,067.33	54,420.23		54,420.23	400,733.00	0.00	400,733.00
Incrementals	9,619.50		9,619.50	15,679.19	0.00	15,679.19	21,126.69		21,126.69	493,800.00	217,540.00	711,340.00
MBPI	0.00		0.00	0.00	0.00	0.00	12,692.14	1,401.75	14,093.89	60,192.00	12,768.00	72,960.00
PMG	6,886.35		6,886.35	6,886.35	0.00	6,886.35	6,886.35		6,886.35	1,042,289.40	249,979.00	1,292,268.40
<b>Total Payments</b>	<b>101,932.16</b>	<b>0.00</b>	<b>101,932.16</b>	<b>132,642.73</b>	<b>0.00</b>	<b>132,642.73</b>	<b>171,127.36</b>	<b>1,401.75</b>	<b>172,529.11</b>	<b>3,531,428.40</b>	<b>1,230,287.00</b>	<b>4,761,715.40</b>

## D. Use of Funds by Project Activity

### Ministry of Interior

#### Cambodia: Demand for Good Governance Project

#### Part A.3: One Window Service and Ombudsman Project

#### Use of Funds by Project Activity

For the quarter ended June 30<sup>th</sup>, 2010

	Project Component	Actual			Budget			Variance			PAD
		Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>1C</b>	<b>Support to OWSO-DO</b>		-			-					
<b>1</b>	<b>Expansion and Strngthening of OWSO</b>										
	- The establishment of legal frameworks	605.00	605.00	605.00							12,500.00
	- Preparation and renovation of OWSOs	26,313.06	29,009.06	29,009.06							2,075,914.00
	- Staff training and capacity building	42,250.45	44,727.72	47,080.62							238,925.00
	- General Information			1,950.00							12,700.00
	- Study on potential OWSO model for Phnom Penh			0.00							15,000.00
	- Study on potential OWSO model for Rural District			0.00							10,000.00
	<b>Sub-total</b>	<b>69,168.51</b>	<b>74,341.78</b>	<b>78,644.68</b>	<b>132,000.00</b>	<b>152,000.00</b>	<b>156,302.90</b>	<b>62,831.49</b>	<b>77,658.22</b>	<b>77,658.22</b>	<b>2,365,039.00</b>
<b>2</b>	<b>Expansion and Strngthening the Capacity of the DO</b>										
	- Design of new election system for the DO			0.00							0.00
	- Training and election of Ombudsman		299.86	299.86							13,288.00
	- Setting up the office of the DO			0.00							0.00
	- Capacity building and support to the DO			0.00							5,500.00
	<b>Sub-total</b>	<b>0.00</b>	<b>299.86</b>	<b>299.86</b>	<b>3,000.00</b>	<b>4,000.00</b>	<b>4,000.00</b>	<b>3,000.00</b>	<b>3,700.14</b>	<b>3,700.14</b>	<b>18,788.00</b>
<b>3</b>	<b>Implementing New Forms of Citizens Participation and Outreach</b>										
	- Conduct annual citizen's forum			0.00							74,000.00
	- Conduct semi-annual public forum			0.00							29,600.00
	- Good governance forum			0.00							0.00
	- Setting up of monthly citizen's hours			0.00							0.00
	- Conduct periodic information campaign on OWSO and DO			0.00							201,000.00

	<b>Sub-total</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,425.00</b>	<b>1,425.00</b>	<b>1,425.00</b>	<b>1,425.00</b>	<b>1,425.00</b>	<b>1,425.00</b>	<b>304,600.00</b>
<b>4</b>	<b>M&amp;E and Learning and Ensuring High Performance Standards</b>										
	- Finalizing the design M&E system			0.00							0.00
	- Based line studies			0.00							0.00
	- Implementation of internal performance monitoring			0.00							0.00
	- Implementation of external regular evaluation tools			0.00							65,500.00
	- Conducting of learning activities			0.00							0.00
	- Conduct mid-term of project evaluation			0.00							30,000.00
	- End of project evaluation			0.00							30,000.00
	<b>Sub-total</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>125,500.00</b>
<b>5</b>	<b>Project Management</b>										
	- Establishment of TAG			0.00							0.00
	- Establishment of DST	12,647.30	26,063.74	35,915.06							452,960.00
	- Recruitment of support staff and TA	13,230.00	25,051.00	36,689.27							129,600.00
	- Information/participation strategy			0.00							0.00
	- Managing procurement			0.00							0.00
	- Coordination and harmonization			0.00							0.00
	<b>Sub-total</b>	<b>25,877.30</b>	<b>51,114.74</b>	<b>72,604.33</b>	<b>140,000.00</b>	<b>166,000.00</b>	<b>187,489.59</b>	<b>114,122.70</b>	<b>114,885.26</b>	<b>114,885.26</b>	<b>582,560.00</b>
	<b>Sub-total of Comp 1 - 5</b>	<b>95,045.81</b>	<b>125,756.38</b>	<b>151,548.87</b>	<b>276,425.00</b>	<b>323,425.00</b>	<b>349,217.49</b>	<b>181,379.19</b>	<b>197,668.62</b>	<b>197,668.62</b>	<b>3,396,487.00</b>
<b>6</b>	<b>MBPI</b>	0.00	0.00	14,093.89	0.00	0.00	14,093.89	0.00	0.00	0.00	72,960.00
<b>7</b>	<b>PMG</b>	6,886.35	6,886.35	6,886.35		-			-6,886.35	-6,886.35	1,292,268.40
	<b>Total</b>	<b>101,932.16</b>	<b>132,642.73</b>	<b>172,529.11</b>	<b>276,425.00</b>	<b>323,425.00</b>	<b>363,311.38</b>	<b>181,379.19</b>	<b>190,782.27</b>	<b>190,782.27</b>	<b>4,761,715.40</b>

### SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT

#### A. Physical Progress Report by Civil Works

**Cambodia: Demand for Good Governance Project**  
**Physical Progress Report by Civil Works**  
**For the quarter ended June 30<sup>th</sup>, 2010**  
**(In US Dollar)**

#### Contract/Work Progress – OWSO

Component/Activity No.	Project Component Output	Original Plan to Completion		Progress to date		Cost to date as a % of Planned Total Cost	Comments
		Cost in US\$	Completion Date	Cost in US\$	Physical Progress		
OWSO/DFGG/CW-09-01	Construction of OWSO Office in Kratie Municipality, Kratie Province	40,389.23	03/09/10	-	0%	0%	On construction
OWSO/DFGG/CW-09-02	Construction of OWSO Office in Soung Municipality, Kampong Cham Province	31,328.41	05/09/10	-	0%	0%	On construction
OWSO/DFGG/CW-09-03	Construction of OWSO Office in Stung Sen Municipality, Kampong Thom Province *	41,513.93	05/09/10	8,756.78	25%	21%	On going
OWSO/DFGG/CW-09-04	Construction of OWSO Office in Poi Pet Municipality, Banteay Meanchey Province	39,982.74	05/09/10	7,196.90	25%	18%	On going
OWSO/DFGG/CW-09-05	Construction of OWSO Office in Peam Ro District, Prey Veng Province	39,306.58	05/09/10	7,075.18	25%	18%	On going
OWSO/DFGG/CW-09-07	Construction of OWSO Office in Preah Sihanouk Municipality, Preah Sihanouk Province	40,386.09	05/09/10	-	0%	0%	On construction
<b>Total</b>		<b>232,906.98</b>		<b>23,028.86</b>			

## B. Contract Monitoring Report

### Cambodia: Demand for Good Governance Project

#### Contract Monitoring Report

For the quarter ended June 30<sup>th</sup>, 2010

Contract Ref.				Contract Description	Supplier	Contract Value		Amount Paid		Balance to be Paid
No.	Date Signed	Date Started	Date Completion			Curr.	Amount	This Period	Cumulative	
<b>I. Civil Work</b>										
1/PRO/OWSO.NCDD/PST	16/11/09	NA	NA	DST Office Renovation	Ontaracheat Co., Ltd	USD	1,223.82	0.00	1,223.82	0.00
OWSO/DFGG/CW-NS-10-04	02/04/10	NA	NA	Geotechnical Investigation and Pile Foundation Design	Khmer Build Tech Co., Ltd	USD	2,550.00	2,550.00	2,550.00	0.00
OWSO/DFGG/CW-09-03	30/04/10	05/05/10	05/09/10	Construction of OWSO Office in Stung Sen Municipality, Kampong Thom Province	Borey Kamkor Construction Co., Ltd	USD	41,513.93	8,756.78	8,756.78	32,757.15
OWSO/DFGG/CW-09-04	30/04/10	05/05/10	05/09/10	Construction of OWSO Office in Poi Pet Municipality, Banteay Meanchey Province	Borey Kamkor Construction Co., Ltd	USD	39,982.74	7,196.90	7,196.90	32,785.84
OWSO/DFGG/CW-09-05	30/04/10	05/05/10	05/09/10	Construction of OWSO Office in Peam Ro District, Prey Veng Province	Borey Kamkor Construction Co., Ltd	USD	39,306.58	7,075.18	7,075.18	32,231.40
<b>Sub-total I. Civil Work</b>							<b>124,577.07</b>	<b>25,578.86</b>	<b>26,802.68</b>	<b>97,774.39</b>
<b>II. Goods</b>										
2/PRO/OWSO.NCDD/PST	16/11/09	NA	NA	Office Equipment Supplies - LCD projector with screen	Narita OA & Supplies Center	USD	1,950.00	0.00	1,950.00	0.00
<b>Sub-total II. Goods</b>							<b>1,950.00</b>	<b>0.00</b>	<b>1,950.00</b>	<b>0.00</b>
<b>III. Consultant Service</b>										

DFGG/MoI-PCO/08-006	19/12/08	01/07/09	22/08/09	Time Based Payment - Mr. Sreng Kimsrun, DST Advisor - Policy	IC	USD	2,291.00	0.00	2,291.00	0.00
SRP/OWSO/09-001	28/12/09	28/12/09	28/01/10	LS Contract - Mr. Keo Viriya, NGO, Buddhism for Development, Siem Reap Province branch	NGO	USD	865.00	0.00	865.00	0.00
BAT/OWSO/10-001	12/01/10	14/01/10	15/01/10	LS Contract - Mrs. Oung Yok Khorn, NGO, Amara, Battobang Province	NGO	USD	956.00	0.00	956.00	0.00
DFGG/MoI-OWSO/09-001	07/08/09	10/08/09	10/08/10	Time Based Payment - Mr. Srey Polrath, DST Advisor - Operations	IC	USD	5,400.00	1,350.00	4,827.27	572.73
DFGG/MoI-OWSO/09-002	20/08/09	23/08/09	22/06/10	Time Based Payment - Mr. Sreng Kimsrun, DST Advisor - Policy	IC	USD	14,000.00	3,780.00	14,000.00	0.00
DFGG/MoI-OWSO/09-003	21/08/09	24/08/09	23/09/09	Time Based Payment - Mrs. Pong Limsan, Website and Logo Development Consultant	IC	USD	2,600.00	0.00	1,950.00	650.00
DFGG/MoI-OWSO/09-004	30/11/09	01/12/09	30/11/10	Time Based Payment - Mr. Ros Than San, DST Advisor - Policy	IC	USD	14,400.00	3,600.00	8,400.00	6,000.00
DFGG/MoI-OWSO/09-005	30/11/09	01/12/09	30/11/10	Time Based Payment - Mrs. Ith Leakhena, DST M&E Assistant	IC	USD	5,400.00	1,350.00	3,150.00	2,250.00
DFGG/MoI-OWSO/09-006	30/11/09	01/12/09	30/11/10	Time Based Payment - Nhek Borin, DST Info. & Commu. Assistant	IC	USD	4,560.00	1,140.00	2,660.00	1,900.00
DFGG/MoI-OWSO/09-007	30/11/09	01/12/09	30/11/10	Time Based Payment - Khorn Sokkhim, DST Contract Administration Assistant	IC	USD	4,800.00	1,200.00	2,800.00	2,000.00
DFGG/MoI-OWSO/10-008	24/02/10	15/03/10	15/03/11	Time Based Payment - Mr. Yin Phalleap, DST Advisor - Operations	IC	USD	18,000.00	4,500.00	5,350.00	12,650.00
<b>Sub-total III. Consultant Service</b>							<b>73,272.00</b>	<b>16,920.00</b>	<b>47,249.27</b>	<b>26,022.73</b>
<b>Grand-Total I+II+III</b>							<b>199,799.07</b>	<b>42,498.86</b>	<b>76,001.95</b>	<b>123,797.12</b>

**C. Procurement Monitoring Report – Goods (N/A)**

**Cambodia: Demand for Good Governance Project  
Contract Monitoring Report  
For the quarter ended June 30<sup>th</sup>, 2010**

No.	Description of Goods	Contract Ref. No.	Prior (P) or Post Review (PR)	Procurement Method	Bidding Documents (BD) and Bidding Process						Bid Evaluation/contract award recommendation		Contract				
					IPA sent draft BD to PRC for approval (Date.)	Approval to Draft BD by PRC (Date)	IPA sent Draft BD to the Bank's NOL (Date)	No object to the Draft BD by the Bank (Date)	Bid invitation issued (Date)	Bid Opened (Date)	IPA sent evaluation report/award recommendation to the Bank (Date)	No objection to evaluation report/award recommendation by the bank (date)	Project signed Contract with the contractor (Date)	Contractor's Name	Contract Amount	Completion date	
1	Planned Supply, Delivery and Installation of Office Equipment	DFGG-09-CKP-NCB-G-001	P	NCB					15/06/09						15/10/09	\$ 86,950	8 weeks

	Actual	Supply, Delivery and Installation of Office Equipment for Lot 1	DFGG-09-CKP-NCB-G-001	P	NCB		26/11/09	30/10/09	06/11/09		30/12/09		29/03/10	09/04/10	Neeka Limited	\$ 23,936	17/06/10
		Supply, Delivery and Installation of Office Equipment for Lot 2	DFGG-09-CKP-NCB-G-001	P	NCB		26/11/09	30/10/09	06/11/09		30/12/09		29/03/10	09/04/10	PTC Computer Co.,Ltd	\$ 42,260	4-Jun-10
2	Planned	Supply and Delivery of Office Equipment	OWSO/DFGG/NS-G-09-02	PR	NS						15/01/10			15/03/10		\$ 16,350	30 days

	Actual	Supply and Delivery of Office Equipment	OWSO/DFGG/NS-G-09-02	PR	NS				10/12/09	15/01/10	28/01/10			24/05/10	PTC Computer Co.,Ltd	\$ 16,980	25/06/10
3	Planned	Publishing Training Manuals	OWSO/DFGG/NS-G-10-06	PR	NS											\$ 5,000	10 days
	Actual	Publishing Training Manuals	OWSO/DFGG/NS-G-10-06	PR	NS				01/06/10	07/06/10				11/06/10	Sunday Publishing Co., Ltd	\$ 3,960	17/06/10

**D. Procurement Monitoring Report - Consulting Firm (N/A)**

**Cambodia: Demand for Good Governance Project  
Procurement Monitoring Report - Consulting Firm  
For the quarter ended June 30<sup>th</sup>, 2010**

No.	Description of Services	Contract Ref: No.	Prior (P) or Post Review (PR)	Procurement Method	Short list and Draft Requirement for Proposal (RFP)								Technical Evaluation		Final (Technical-Financial) Evaluation			Contract						
					IPA sent Short list to the Bank (Date)	No objection to the Short List by the Bank (Date)	IPA sent Draft RFP to PRC (Date)	Approve to draft RFP by PRC (date)	IPA sent draft RFP to the Bank (date)	No object to Draft RFP by the Bank (date)	IPA issued RFPs (date)	IPA received proposal from firms (date)	IPA sent Tech. evaluation report to the Bank (date)	No objection to Tech. evaluation report by the Bank (date)	IPA open Financial Proposal publicity (date)	IPA completes final evaluation	PRC and IPA negotiate contract with consultant	IPA sent draft contract and final evaluation report to the Bank (date)	No objection to Draft Contract by the Bank (date)	Project signed contract with consultant	IPA sent signed contract to the Bank (date)	Consultant's name	Contract value (US\$)	Contract/ delivery Completion date
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	Planned																							
	Actual																							
2	Planned																							
	Actual																							
2	Planned																							
	Actual																							













#### **SECTION IV: CONCLUSION AND RECOMMENDATION**

Overall, in the second quarter of year 2010 OWSO has pushed and achieved key activities such as (1) Three Prakas on delegation of competencies to the OWSO were issued formally (Prakas of Ministry of Culture and Fine Art, ministry of Land Management , urban and construction, and Ministry of Public Work and transport, and the legalization work); (2) Completed the staff selection for each 7 target areas in Y1; (3) TOT training on management, roles and responsibilities, administration affairs of OWSO/DO, finance, and budgeting were conducted; (4) Trained and organized study tour to BAT and SRP for all officials and DO of seven new target areas; (5) Produced and distributed five training manuals such as One Window Service Office, DO Office, Guideline on DO's election procedure, Guideline on Procedure and Process of Organizing Annual Citizen Forum, and Guideline on Procedure and Process of Organizing Citizen's Hour, Semi-Annual Public Forum, and Information Campaign; (6) the 8 OWSO-target areas in year 2 were surveyed, identified, and submitted to DPM to make decision; and (7) Operation budget/contracts of 9 target areas were transferred and used respectively.



## **Annex: D. Radio National of Kampuchea (RNK)**

### **SECTION I: PROJECT PROGRESS REPORT**

#### **A. Project Introduction**

##### **A1. Project Background**

The DFGG project is a \$20 million equivalent, IDA financed grant being provided to the Royal Government of Cambodia (RGC) for a four year period with the aim of enhancing the demand for good governance in priority reform areas by strengthening institutions, supporting partnerships and sharing lessons.

The state and non-state institutions and partnerships supported will be those that promote, mediate, respond to or monitor for the Demand for Good Governance (DfGG) (see definition of DFGG below).

The four priority reform areas, where DFGG approaches will be supported are those identified in the Governance Pillar of the World Bank-RGC Country Assistance Strategy (CAS), namely:

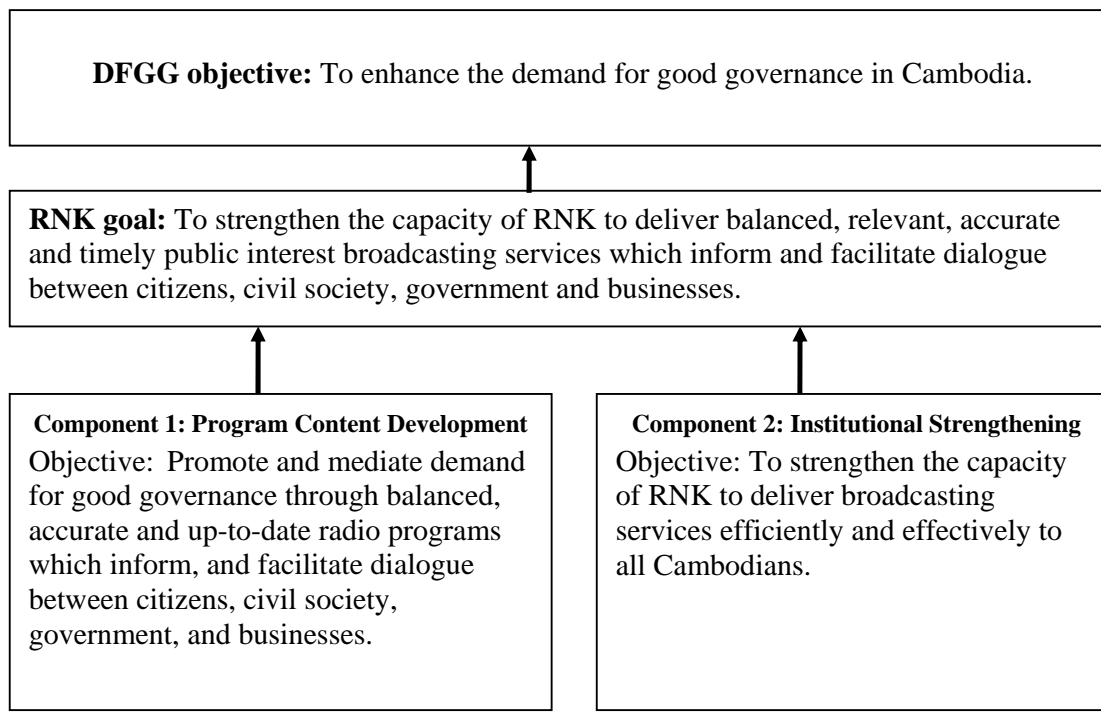
- (a) private sector development,
- (b) natural resource management,
- (c) public financial management, and
- (d) decentralization and citizens' participation.

##### **A2. Project Development Objective**

Support to Radio National of Kampuchea (RNK) is built on the AusAID-funded Cambodia Radio Development Assistance Project (CRDAP) that introduced the popular 'Talk Back Program' (TBP), *Our Life Our Society*. The TBP invites senior government officials to share information about their policies, programs and budgets, and provides opportunities for citizens to call in and directly question public officials. The project will expand TBP's coverage, introduce new feature stories on governance issues, and revamp the newsroom function in RNK, which is the only broadcaster of AM programs in the country with coverage of remote and rural areas.

To provide RNK staff with the required editorial decision, Editorial Policies have been introduced during project preparation. Additionally, through continued AusAID-funded technical assistance, the organizational capacity of RNK will be developed to produce and broadcast quality information services, manage its corporate functions, and develop and initiate a long-term sustainability strategy. These measures will help RNK increase its public interest programming and audience share, and begin its transition into a public service broadcaster engaged in promoting and mediating DFGG. In this way, the subcomponent will contribute to the Rectangular Strategy (RS) and CAS objective of promoting citizen's participation in governance by strengthening the media.

### A3. Overview of Project Components



#### Component 1: Program Content Development

Component 1 aims to:

1. strengthen talkback programming between key players (political parties and citizens, civil society organizations and other non-state actors) to enhance state responsiveness and accountability;
2. renovate news services to ensure accurate, timely and independent information for RNK listeners; and
3. establish in-depth researched, analysed and logically argued feature programs to facilitate informed decision making by Cambodians;
4. institutionalise Editorial Policies compliance across all programs to ensure information is accurate, impartial and of maximum benefit to RNK listeners; and
5. build concrete links and partnerships between civil society, state institutions, businesses and RNK to promote the voice of the Cambodian people.

The program content activities readily fit within the promotion and mediation elements of the DfGG project by disseminating information and raising citizen awareness about governments programs, and mediating DfGG by creating an avenue for feedback and dialogue between the public and public officials.

#### Component 2: Institutional Strengthening

Component 2 specifically aims to:

1. strengthen the organisational capacity of RNK so that it is well functioning and capable of delivering quality information services;

2. enable RNK to effectively manage human resources, and business and strategic planning to enhance RNK performance;
3. ensure RNK's assets are securely managed to support smooth and continuous delivery of information services to listeners; and
4. enable RNK to raise and secure revenue so that it is financially sustainable upon project completion.

In order for the program content development capability to be efficient and especially sustainable, RNK requires parallel improvements and re-design in a number of departments and offices. Institutional strengthening is focusing on organisational structures, marketing and business development, securing annual revenue from MOInf, financial management, human resource management, and transmission capability and physical asset management.

## **B. Summary of Key Activities and Completed Milestones undertaken in Quarter**

The absence of a salary incentive scheme is beginning to weigh more heavily on RNK's DfGG staff. While there has been progress made during the quarter, and current production levels have been maintained, RNK has not been able to expand production according to the workplan due to motivational factors.

Although an Organisational Development Adviser (ODA) was not in place during the quarter, some progress was made with the assistance of the five national specialists. A new Content Development Adviser (CDA) began with the project in May, revitalising the radio production staff and bringing a fresh new perspective to the programming with particular emphasis on content quality.

The following report provides a status update on these activities and milestones.

### **Component 1: Content Development Talkback Program (TBP)**

The new CDA has begun establishing regular meetings including a weekly meeting with the talkback team which includes the Deputy Director General of RNK. This meeting is designed to cover editorial issues, topic selection and guest selection.

Regular listening and feedback sessions to the talkback program have also been established. These sessions have established a greater awareness of the roles and responsibilities of the members of the team. They have also offered the opportunity to make some changes in presentation to provide more air time to callers and more discussions on the topic of the day. The team has been given technical assistance in finding more topics related to the DfGG priority themes.

A brainstorming session was held to consider new program ideas and one that has been given consideration is the opportunity to do an outside broadcast (OB). The team will look to an appropriate topic, venue and financial support to bring this to fruition later in the year.

On 17<sup>th</sup> June, the program focussed on women and governance. This idea came about in an effort to increase the number of female callers to the program. The program differed from others in that there were two female presenters rather than a male and a female. In addition, one of the two

guests was a female. This was a successful initiative that attracted many female callers to the program. Indeed, the vast majority of callers to the program were female and all of the callers who were put to air were female. The talk back team will build on the success of this initiative by making it a regular part of the talkback programming.

It should be noted that the uncertainty surrounding additional payments to staff continues to be a major issue which impacts on morale and staff attendance.

#### *Key achievements*

- The talk back program has maintained frequency of five sessions per week;
- The program coverage is exceeding targets for Decentralization and Citizens Partnerships and Private Sector Development. However, the program is still falling short of the targets for Public Finance Management and Natural Resource Management. The current levels and targets are as follows: Public Finance Management (current = 7.5%, target = 15%), Natural Resource Management (current = 11.5%, target = 20%), Private Sector Development (current = 21%, target = 20%), Decentralization and Citizens' Partnerships (current = 22.5%, target = 20%). Other programmes fell under 'other' sectoral topics, outside of the DfGG four priority themes. As in previous quarters, more programmes need to focus on Public Finance Management – a sensitive but integral part of good governance.
- The successful broadcast of a 'women and governance' program which featured female presenters, guests and callers.
- Weekly editorial meetings established

#### **News Services**

Regular, daily editorial meetings have been established. These meetings, running for around forty five minutes, are best described as 'mini' on-the-job training sessions. Participants discuss not only the stories that reporters are working on, but also the craft skills of journalism.

Over the past six weeks, the main focus has been on story angles; what makes a good news story; writing for radio and news reading tips. This meeting is frequently attended by the Director of News Department of RNK. The Chief Editor is being encouraged to take greater control in these meetings.

Regular weekly feedback meetings have also been established to look at how stories might be improved. These sessions are proving to be thought provoking and very popular. This process allows the new team to go beyond theory and in a very practical way, help in the process of improving the craft skills of journalism including writing skills; what to use as 'clips' in news stories and keeping stories as brief as possible; and above all adherence to the editorial policies.

Additionally, there have been discussions with RNK's Human Resource staff about establishing a roster for news staff. The initial focus will be rostering staff on Saturdays and Sundays. Examples of how this can work have been discussed and agreed to in principle. However, as with all staff working on the DfGG project, the issue of additional payments needs to be resolved before any rostering can be implemented.

Weekly news reports from Provincial Information Services (PIS) field reporters have increased slightly from an average of 30 per week in the last quarter to approximately 32 per week. This demonstrates significant progress, especially as there were no reports at all being filed at the end of 2009. PIS in Kampong Cham, Siem Reap and Battambang are the most prevalent reporters. This reportage from outside Phnom Penh gives RNK's news a point of difference from all other news services. However, further training of PIS staff, which is planned for the next quarter, is required to ensure the consistent quality of the content.

#### *Key achievements*

- Producing and broadcasting four live news bulletins, four repeat and one news wrap daily
- PIS reporters contributing an average thirty-two stories per week
- Establishment of daily editorial meetings and weekly feedback meetings
- Reinforcement of compliance with the Editorial Policies.

#### **Feature Programs**

The broadcast of Feature programmes began in late April, however, at this stage only two or three new programs are being broadcast each week, rather than the planned five per week.

The CDA conducted two training workshops with the eight staff employed in the Features unit in the last week of May. The feedback from these workshops was very positive. Two regular weekly meetings have been established with the Features unit to discuss a range of issues including editorial matters and feedback.

#### **Policy Environment**

Whilst there have been no formal training sessions for staff on the editorial policies, the new CDA has instigated the daily editorial meetings with the news production staff, which are often like 'mini' training-sessions, where editorial policy issues are frequently discussed.

The RNK Advisory Committee (AC) met on 7<sup>th</sup> May 2010. The AC is a very important advisory and monitoring body for the DfGG project, and all members are kept abreast of RNK activities through quarterly reports and information on the weekly talk back program topics, in addition to detailed updates during the quarterly AC meetings.

During the AC meeting, the members followed up on outstanding tasks including the requested meeting between the AC and the Minister of Information, and the requested informal meeting between the AC and DfGG radio production staff. H.E Tan Yan agreed to arrange these meetings as soon as possible. The next AC meeting will be held in August 2010.

Please see AC minutes for more information at [Appendix 1](#).

#### **Support for Training and Talkback Production in Battambang**

*This initiative is supported by AusAID and ABC.*

Since 2005 the Battambang Provincial Information Services (BB PIS) has been a major partner in the CRDAP, the precursor project to RNK-DFGG. BB PIS has been provided with new studio and editing equipment since March 2009, so that it will provide better broadcast services to its

communities and become a regional broadcast training centre capable of professionalising the media workers at neighbouring PIS's in addition to staff at the Battambang operation. The BB PIS, with assistance and training from the ABC, has produced news stories on a regular basis on local level governance issues to be aired both regionally in Battambang and nationwide on RNK. As a result of this training and equipment provision, the popular 'Light of the Region' TBP broadcasts four times per week on Tuesday, Wednesday, Thursday and Friday from 10 to 11am.

Although the new CDA did not start his work until May, ABC's local project officer and content support officer continued to provide story ideas, potential topics and guests to the TB team via email and phone prior to the CDA starting. In the past quarter they have broadcast programs focusing on diverse issues such as food safety, deforestation, unemployment, robbery cases and marriage registration.

The ABC's Team Leader (TL) Mr Ta Rath and Project Director on the DFGG programme, Mr. Domenic Friguglietti, visited Battambang on 19<sup>th</sup> May to discuss the progress of BB TBP. They observed and listened to the regular Battambang TBP and gave feedback on how to make technical and stylistic improvements. This feedback was taken very enthusiastically and incorporated within the next week. Discussions about developing a weekly youth program (which would increase the production up to 5 sessions a week) were also initiated during the visit.

On 24<sup>th</sup> June, the ABC TL, CDA, and ABC support staff travelled to Battambang to conduct a workshop with the Battambang Talkback team, representatives from a number of youth groups from Universities, NGOs as well as representatives from the Provincial Department of Youth and Education at the Battambang PIS Radio Station. The aim of the workshop was to further discuss the possibility of establishing a weekly youth Talkback program. There was enthusiastic support for the idea and a range of issues were put forward as suitable topics for the program.

BB PIS management will identify members of these organisations to act as co-presenters and contribute to discussion of future topics. Further training will be provided by the ABC early in the next quarter to ensure the team is well prepared and able to utilise a more youth-friendly format and style before the first program goes to air. The young people engaged to work on the program will get an inside view on how the media works. The BB radio station plans to commence this new venture from Friday 20<sup>th</sup> August.

## **Component 2: Institutional Strengthening**

The Organisational Development Adviser (ODA) finished her contract in February 2010, and the recruitment for her replacement took place during this quarter. A new ODA has been recruited on a short-term contract and began work with the project in late June.

## **Human Resources and Administration**

### ***Progress and Achievements***

#### **3. Staff Recruitment and Staffing**

Based on existing recruitment policies and procedures, eight qualified candidates have been selected and appointed for open posts in the DfGG programme. Five have commenced work during the quarter and three more will commence with the project from July 01, 2010.

Of the 61 projected DfGG staff positions, as of end of June there are 56 staff now on board. Whilst four new staff have been registered and have begun work, one staff member from the Features team has resigned from the project. Of the 56 staff, 17 (30%) are female and 39 (70%) are male.

#### **4. Other Human Resources (HR) Activities**

- All position description reviews and revisions have been completed and are awaiting review and authorisation by RNK/DfGG staff and the Deputy Director General responsible for Finance and Administration.
- The Performance and Evaluation Management System Manual has been submitted to DfGG Management for review and approval.
- The Performance and Evaluation Review Form has also been developed and submitted for approval.
- A meeting between the News Department Director, HR Manager, HR Specialist and ABC CDA was held in mid June to discuss the Saturday and Sunday rotation work schedule for staff in the Newsroom unit. It was agreed that the HR unit will be responsible for developing a weekend roster which will be implemented in the next quarter following implementation of the Priority Operation Costs (POC) Scheme.
- In response to the new information received from the Cabinet of the Council of Ministers regarding the POC scheme, the HR unit and DfGG senior management have reviewed the associated documents and prepared the proposed pay grade request. Additionally, HR has prepared the request for salary supplementation for the six months interim-period to be submitted to the Minister of Information for review and approval.
- HR data has been regularly entered into the HR recording systems, including weekly time and attendance records, recruitment data, staffing and contracts.

### ***Capacity Building***

During the quarter a number of training courses and workshops have been provided to DfGG staff, including the following:

- Five national specialists have been working closely with their RNK counterpart staff with the aim of transferring professional knowledge and assisting staff to fulfil their duties. On-the-job training has been provided to the HR Manager regarding Job Description Preparation, Recruitment Administration, Employment Contract Renewal Processes, Staff Performance Evaluation Process and HR Report Writing. The other four national specialists are also providing on-the-job training to their counterpart staff, including Procurement Shopping Procedures, Physical Asset Management, Financial Management and Marketing Management.
- The CDA delivered a training course to all of the Feature programme staff in May covering the production of quality short feature programmes.

- RNK's National Marketing Specialist provided training on Sales Promotion and Public Relations to all Programming and Liaison staff.
- Gender Main-Streaming training was conducted by local NGO, SILAKA in cooperation with the PCO. Five RNK DfGG staff attended this training in May 2010.
- Training on Procurement of Goods Shopping Procedures was held in May 2010, conducted by the National Procurement Specialist. Eight participants from HR, Programming, Physical Assets, Finance, the Project Coordinator and the M&E Coordinator attended the training.
- Three staff have been provided English language training throughout the quarter at the Australian Centre for English (ACE).
- A training session on the Performance and Evaluation Management System was conducted by the national HR specialist in June. All DfGG Senior Management members attended.
- A workshop on procurement processes was also conducted in June by the World Bank. Two RNK/DfGG staff attended this training – the Procurement Manager and Finance Manager.

### ***Challenges/Issues***

- DfGG is awaiting the arrangement of a standard performance template for documents such as Anukret, Notice Letters and Guidelines from the RGC. These documents will form the basis for developing the HRM manual and the rules for RNK/DfGG and are important to support the preparation of policies for implementation within each IA.
- The short notice from PCO regarding training and workshops has made it very difficult to arrange and prepare associated necessary documentation for RNK staff to attend the workshops.
- The numbers of applicants received in the RNK/DfGG recruitment process were low and therefore the selection processes was less competitive. It is likely the low response was due to issues associated with the salary supplement provision.
- Increased training for the HRM team is required as further professional knowledge and skills are needed.

### ***Recommendations***

- It would be useful for the PCO to review and re-schedule the training plan for 2010 and re-notify all IAs of planned training dates. It would also be helpful if the PCO could provide at least one weeks advance notice before the conduct of any training/workshops.
- All information about training or workshops, including training outlines, should be sent to the HR Unit for the purpose of coordinating work and capacity building records management.

### **Networking and Partnerships**

#### ***Progress and Achievements***

During the reporting period, the Networking and Partnerships Department (N&P) undertook several partnership activities in close collaboration with partners that RNK has a Memorandum of Understanding (MoU) with. These collaborations demonstrate the strengthening of the partnerships and the good level cooperation that has been achieved. The partnership with Pact Cambodia on the weekly governance program remains strong and Pact have been very helpful in

providing timely and useful feedback on program topics and content. The program is broadcast on RNK every Monday at 11am.

A new partnership was also developed with the Department of Media and Communications (DMC), Royal University of Phnom Penh (RUPP). It is expected that the partnership with DMC will result in student participation and inputs into DfGG programming.

Activities carried out in the quarter also included:

- Uploading content to the RNK Website
- The N&P Manager, Marketing and Research Manager, and Community Research Officer travelling to provinces surrounding Phnom Penh to distribute leaflets and posters to promote the DfGG project for RNK.
- The N&P Manager attended monthly meetings at the PCO, also attended by Ministry of the National Assembly and Senate Relations and Inspection (MONASRI), One Window Service Office (OWSO), the Arbitration Council Foundation (ACF), RNK and World Bank representatives. Discussions have focused on:
  - Strengthening the cooperation between each implementing agency (IA)
  - Implementing work effectively to improve the DfGG project
  - Contribution of knowledge and experiences of IAs
  - Preparation and future planning to improve the effectiveness of communication between IAs; and
  - Improvement in communication and transparency between IAs

### ***Capacity building***

Members of the N&P unit attended training courses with the Research and Community unit and the Marketing and Business unit within the Programming office, facilitated by the national Marketing specialist. Training focussed on roles and responsibilities, sales, promotions and public relations. A meeting on RNK's draft Marketing Mission and Objectives was also held during the quarter to discuss the marketing and business development plan.

N&P staff participated in the development of a draft script for a RNK-DfGG promotional radio spot and attended the television spot filming and recording in RNK offices and broadcasting studio.

The N&P manager attended a study tour in Battambang with representatives from PCO, MONASRI, ACF, OWSO and the Asia Foundation (TAF). The study tour focused on strengthening partnerships with other institutions and supporting and sharing experiences with partners.

### ***Challenges/Issues***

The lack of a team vehicle has made attending regular meetings with partners and participating in partner activities difficult.

### **Marketing and Business**

#### ***Progress and Achievements***

The following marketing activities were carried out during the quarter:

1. A Special Events Campaign ran prior to Khmer New Year. During the campaign, Marketing, Networking and Partnership, and Research and Community teams actively distributed 260 leaflets, 30 RNK logos and 400 posters to 35 public locations in three provinces around Phnom Penh.
2. IEC material, including a two page newsletter, was produced to accompany the PCO news bulletin in the first quarter. Material was distributed to the public with assistance from the Communications team and other RNK-DfGG staff.
3. Seven radio spots were produced for broadcast during the talkback programme, news bulletin, and general RNK announcements. They will be broadcast on RNK in the near future.
4. A TV advertising spot is near completion and is expected to go to air in the next quarter.

#### ***Key Management Documents***

1. The Marketing strategy is in the final stages of development, pending approval from RNK management. ABC's ODA will also review the plan and suggest areas for improvement and ways to make the plan more practical and proactive.
2. The advertising and sponsorship policy is currently being drafted and will form an integral component of the overall business strategy. It is expected to be finalised in the next quarter.

#### ***Capacity Building***

1. The National Marketing Specialist facilitated a two day training session on "Media and Communication" for staff in the four offices of the Programme and Liaison Department in April and a three day training session on "Personal Selling and Public Relations" in June.
2. The Marketing and Business Development Officer participated in a workshop on "Gender Mainstreaming", facilitated by SILIKA and supported by World Bank and PCO.

#### **Physical Asset Management**

##### ***Progress and Achievements***

A new Physical Assets National Specialist began work with the project this quarter. Progress has been made in the following areas:

- Coaching the Physical Assets Officer to prepare a monthly stationary report and manage the distribution of stationary requests to all departments and training in the use of the Stock Control Card.
- Cleaning and reorganising equipment under Physical Asset storage and sending broken equipment for repair.
- Revision of forms and templates
- The 2009 Asset List was updated and submitted to the Auditor, who then conducted a random check of office equipment and furniture purchased in 2009. The Asset List for 2010 has been prepared and updated.
- A physical survey was conducted of all the office equipment and furniture under the DfGG Project within the RNK building – this survey will be conducted every three months.
- Asset numbers were registered and asset stickers posted on new items
- The Logistic, Inventory and Transportation Procedures were developed and submitted to senior management for approval. This document has been developed in both Khmer and English.

### ***Capacity Building***

- The National Specialist has worked closely with the Physical Assets Officer to provide training and coaching specific to the needs and responsibilities of the role.
- The National Specialist and the Physical Assets Officer both attended training on Procurement of Goods and Works, conducted by the National Procurement Specialist at RNK on 20 May 2010 and the National Specialist attended further training by an international procurement specialist at PCO on 15 June 2010.

### ***Challenges and Recommendations***

- Departments or requestors have not been issuing defect reports when requesting equipment repairs – all departments should submit defect reports in future.
- All departments should return any unused equipment or office furniture to the Physical Asset Office to keep in storage.

### **Monitoring and Evaluation**

#### ***Progress and Achievements***

In the past quarter the Monitoring and Evaluation (M&E) Coordinator has documented and finalized the monitoring and evaluation systems for the project. This includes descriptions, timing and frequency of data collection and reporting using a variety of internal and external methods.

Also during the reporting period, the M&E Coordinator and Research Manager have cooperated with Indochina Research Limited (IRL) on the conduct of quantitative and qualitative research by providing background information and assisting with logistics for the field research. This research will cover five provinces and will collect data on audience perception of RNK programming. Some of the activities carried out include:

- Pre-testing a sample group in Phnom Penh using the questionnaire
- Project briefing for all IRL interviewers
- Mock-up interviews
- Invited one audience for a pilot test and final briefing on interviewers and field managers
- Feedback and comments from pilot test incorporated into questionnaire
- Conduct of field work in five provinces.

IRL will finalize data analysis and reporting by mid August.

Equal Access has submitted the work plan and methodology for the Comparative News Analysis, which has been approved by RNK, and also conducted the recording period (two weeks) during June. Data entry will be processed through July and a draft report should be ready for RNK by August.

As part of PCO requirements the M&E Officer has also compiled and submitted a number of monthly reports. These include; Progress against Workplan report, Progress against Key Milestones report, Staff Attrition report, Progress against WB Aide Memoire Suggestions report,

Other general monitoring and evaluation reports generated during the quarter include; a Quarterly Progress Report, Results Framework update, Risk Management Matrix update, Good Governance Framework update, recording and reporting of radio statistics, The M&E Officer also attended; a meeting with the new PCO Monitoring and Evaluation consultant in June, field work with IRL, a study tour to Battambang to see the OWSO operations along with other IAs, and monthly Project Management Team (PMT) meetings at PCO.

### ***Challenges and Recommendations***

IRL faced some difficulties during the field work such as heavy raining hampering progress, and problems with meeting the planned quota for each province – particularly in Kompong Cham, Kandal and Phnom Penh. Some possible solutions were discussed with RNK management, including; sampling more rural populations than urban and re-visiting the same locations that the audience quantitative survey was conducted last year in order to have a greater chance of finding RNK listeners.

RNK management also suggested some key areas from which the TBP receives regular calls such as Ponhea Krek, Memot, Chomcar Leu in Kompong Cham province. However, IRL stated that these locations were too far away for them to visit.

### **Transmission**

#### *(i) AM Transmission*

RNK requires repairs for its current AM transmitter (DX200 KW) which has been experiencing intermittent difficulties for some time, and also the procurement of a standby DX25 KW transmitter. This package has now been approved by the WB as single source selection and Harris has been identified as the most suitable as technicians and supplier. RNK has sent a request NOL to the Bank for the direct purchase of the contracted amount of **\$371,650.60** with Harris. Due to the Banks procurements requirements, Harris must use the Bank's 'general condition of contract'. RNK is waiting to hear from Harris regarding these requirements. The final agreement is expected to be signed within the next quarter should Harris agree to conform with the Bank's conditions of contract.

#### *(iii) FM Transmission (funded by AusAID)*

The FM station (FM Wat Phnom), which is now up and running, currently relays a parallel broadcast of RNK's AM station on DfGG programmes. Other air times besides DfGG are being used to generate more income through advertisements and commercial broadcasting. This broadcast can be heard in Phnom Penh and surrounds.

### **RNK Management**

A cross-departmental team meets each Friday morning to discuss current issues in RNK and the DfGG including an update from representatives of each Department. It is essentially a round up regarding the status of each department and any actions taken during the week. This includes tabling of any issues or problems relating to both RNK and the DfGG project. A summary report from the meeting is sent to the Minister of Information. The meeting is chaired by H.E. Tan Yan and is attended by the four DfGG Directors (News Services, Programming & Liaison, Technical Services, and Finance and Administration), as well as other key RNK staff and ABC representatives.

## **Gender, Youth and Minorities**

There is a need for RNK to attract a more diverse share of Cambodia's population as listeners, as part of the DFGG project. Therefore some changes in programming style are required in order to attract a younger audience. This includes the continuous development of a programming style that is more inclusive of younger listeners and attractive to a youth audience (aged between 15 and 25 years), who make up a significant proportion of Cambodia's population.

With no clear indication from the Director General, it is uncertain when youth broadcasting on FM Wat Phnom will begin. In the meantime, efforts are being made to ensure youth-friendly topics are being included in the TBP. Youth related topics featured on the TBP this quarter included 'Preventing Violence amongst Youth during Khmer New Year'; 'Youth and Drugs' and 'Equity of Education Services for Children' featuring guests from the Ministry of Education, Youth & Sports, Ministry of Interior, the Cambodian Defenders Project (CDP), Pact Cambodia and Khmer Development Organisation as well as student guests (from both state and private schools). Of the 444 total on-air callers to the TBP during the quarter, 108 (24%) were aged 25 and under.

Gender equality is being built into all aspects of the DfGG project. The CDA is working to encourage the inclusion of gender issues into RNK content, including the TBP, News and Features. During the past quarter the TBP featured topics such as: 'Women and Income Generation', 'Minority Women and Health Services' and 'Cigarettes and Health' (which discussed the increasing number of female smokers). Guest speakers included representatives from the Saving Women Organization, Women and Health Department within the Ministry of Health, the World Health Organization and the Cambodian Defenders Project (CDP).

In addition, a special women's programme was broadcast about 'Women's Participation in Enhancing Good Governance' featuring guests from the Ministry of Women Affairs and Pact Cambodia. This programme utilized two female presenters, included two prominent speakers (one female, one male) and – importantly – was dominated by female callers.

The talkback team continues to try to engage female guest speakers on the TBP but still with limited success. In this quarter approximately 10.13% of all TBP guests were women (down from 18.6% in previous quarter), indicating that even more attention and effort needs to be put into sourcing female guests. This problem may stem from the fact that there are few women in positions of influence and of those women who do hold power, few are willing to join the program. Statistics for the quarter also indicate that 110 (24.5%) of the total 444 on-air callers were female. This is a healthy increase since last quarter, when only 17% of the on-air callers were female.

Whilst the previous ODA produced a gender mainstreaming policy for RNK, based on the MoWA and the Ministry of Information's (MoInf's) Gender Mainstreaming directives, the policy is awaiting review by the new ODA. This review should take place within the next quarter so that the upgraded policy can be fully implemented in RNK. Currently RNK overall has 34% female employees, with only one woman in senior management. The female ratio under DfGG component is approximately 30%; the DfGG target is 35%.

RNK staff have received some coaching on how to research and develop programming that raises awareness of minority issues amongst the general public, although with the change over in

CDA, it has probably been less of a priority in this quarter. Two examples of minority issues explored during talkback programming were: ‘Minorities and Land Management Awareness’ and ‘Minority Women and Health Services’ with guests from the Ministry of Land Management, Urban Planning & Construction, the Community Legal Education Centre, Ministry of Health and the Reproductive Health Association of Cambodia (RHAC). Further ongoing training research and discussion on how best to engage minorities with DfGG programming will be conducted by the new CDA.

## B1. Outputs

### B1.1 Progress against PIP

Ref. No	Key Activities	Description of Activities	Remarks
1	<b>Component 1: Content Development</b>		
1.1	Talkback Program Expansion	1.1.1 Program development, including the introduction of new talkback formats	Complete
		1.1.2 Broadening the range of topics covered in the areas of good governance and AusAID’s priority sectors	Complete
1.2	News Bulletins	1.2.1 Further training & development of news staff	Complete
1.3	Feature Stories	1.3.1 Assess training requirements	Complete
		1.3.2 Implement a detailed program training and support plan	Complete
		1.3.3 Begin features 1x per day	Complete
1.4	Battambang PIS Capacity Building	1.4.1 Increase TBP frequency to 4 per week	Complete
		1.4.3 Production of feature programs for RNK	Complete
1.5	Enhanced Policy Environment	1.5.2 Editorial policies published and available for the public	Complete
		1.5.3 Quarterly meetings of the AC	Complete for 1 <sup>st</sup> Quarter
		1.5.5 Staff training on EMP	Complete
2	<b>Component 2: Institutional Strengthening</b>		
	Capacity building	2.1.1 Implement capacity building plan	Complete
		2.1.4 Review M&E system	Complete for Q1
		2.1.5 Implement organizational restructure	Complete
		2.1.6 Ongoing Training of RNK staff in media liaison and communication skills	Complete for 1 <sup>st</sup> Quarter
2.2	Staff Recruitment & HR	2.2.4 JD update and Annual staff appraisal	Complete for 1 <sup>st</sup> Quarter
2.6	Website development	2.6.4 Radio schedules published on website	Complete
	Cross Cutting Issues	2.10.1 Finalize gender strategy	Complete

## B1.2 Progress against Key Milestones of RNK

No.	Descriptions of key Milestones	Remarks
2.0	100% of news journalists meet basic reporting standard and 50% meet intermediate standard	Complete
14	Gender Strategy Finalized	Complete

## B2. Results/Outcomes

Since the RNK component of the Cambodian Demand for Good Governance Project began in July 2009, RNK has made good progress towards achieving positive outcomes and results. These outcomes focus on the two main components of the project – Content Development and Institutional Strengthening.

### Component 1: Content Development

The objective for the Content Development Component is to promote and mediate demand for good governance through balanced, accurate and up-to-date radio programs which inform, and facilitate dialogue between citizens, civil society, government, and businesses.

RNK's achievements against this objective, during the reporting period (April-June 2010) include;

*Examples of the TBP promoting and mediating demand for good governance:*

- After the broadcast of a TBP on “Minority Women and Health Services”, the issues discussed became highly publicised and callers reported that many citizens in their village now understand the importance of health care - when women are pregnant, they should go to the health centre monthly to get services, and continue when their baby is born, rather than staying at home and relying on neighbours for help.
- In early May, a TBP on “Bidding for Collecting Taxes on goods at the Markets” was broadcast. During the programme, callers reported that market owners seek money from sellers who regularly sell their goods along the roads in Phnom Penh each day. After the programme was broadcast, sellers demonstrated on this issue and in early June the government issued an announcement warning the Municipality of Phnom Penh and Ministry of Economic and Finance not to take money from the sellers except for toilets and hygiene services.
- In early June, the TBP broadcast a program on the topic “Accountability of Commune-District Council”. A listener from Kandal province contacted the programme to report that the raising of such issues on the TBP can prove advantageous for communities - he said that he called the programme last year requesting the government representative to assist with rebuilding an old road in his community. Now – a year later - the commune-district council has rebuilt the road with the support of the government.
- After the broadcast of a TBP on “Cigarettes and Health” in May, a caller reported that some citizens in her village stopped smoking cigarettes because they found out that smoking can cause serious health issues, it is expensive and there are no advantages to people who smoke.

## **Component 2: Institutional Strengthening**

The objective for the Institutional Strengthening Component is to strengthen the capacity of RNK to deliver broadcasting services efficiently and effectively to all Cambodians.

Some clear examples of results that RNK has achieved in this area during the previous quarter include:

- The ABC's CDA conducted a professional training course for the Features staff in May 2010 which included training on how to make good short features – this training has resulted in a team of RNK staff producing their first-ever, professional quality feature programmes. This is a new skill for RNK, and a rare practice in Cambodia overall.
- The national HR Specialist presented a workshop on the Performance and Evaluation Management System. All DfGG Senior Management members attended and as a result, RNK's Management are now able and ready to conduct staff evaluations – another first for RNK that should assist RNK to better evaluate staff performance in the future, beyond the life of the project.

### **C. Emerging Concerns and Divergences from AWP**

#### **C1. Emerging Concerns**

##### **C.1.1 MBPI/PMG Payments**

The absence of MPBI/PMG scheme or a replacement scheme is weighing more heavily on the staff. With staff not receiving payment for six months, motivation is flagging.

It is a continuing concern that if staff do not receive payment in the near future, it may not be possible to achieve upcoming key milestones such as increasing the number of news bulletins and introduction and increasing frequency of feature programs.

Whilst there is some information circulating about the future POC scheme, staff are worried that they will not be paid for the months January-June 2010. If this proves true, it may lead to some staff (particularly younger and more skilled staff) 'cutting their losses' and leaving a project that they perceive as unpredictable or unreliable.

##### **C.1.2 Procurement**

The slow procurement of equipment for the recording booths – the booths were constructed since last year, however remain empty due to the slow process of procuring the equipment. Production staff requires these booths to be able to prepare reports more efficiently.

The extremely slow process of contracting an NGO to set up and conduct listener clubs (almost twelve months) means that the project's ability to externally monitor the programme quality is compromised. It is essential that RNK's procurement team prioritise this contract.

Similarly the slow procurement of the transmitter refurbishment and the additional emergency transmitter is a major concern – due to the operational inadequacies of the current transmitter, some areas of the country are not receiving a strong RNK signal; this may be one factor contributing to the declining audience numbers.

##### **C.1.3 Features Production**

There are still only two or three original feature programs being broadcast per week instead of the planned one per day. However, at this point of the project, it is not possible to further push production staff to produce more; the project is only able to maintain its current output. This is

due to the lack of staff motivation and commitment to the project – which is certainly understandable given that staff have worked for the past six months without payment.

#### **C.1.4 AusAID's Reduced Funding**

In early 2009 AusAID indicated that it can no longer provide the A\$4.3 million previously promised to ABC to deliver technical support to RNK in implementing DFGG from May 2009 to March 2013. AusAID has now only committed to A\$3 million, this is due to changes in aid priorities by the Government of Australia. If a solution is not found in the near future, ABC's technical assistance will only be available until the end of December 2011, which will undoubtedly lead to a major compromise in the project's ability to achieve the project objectives. ABC, AusAID and the World Bank must continue discussions on how to find a solution to this serious shortcoming.

## D. Provisional Results Indicators

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>
			<i>Targets:</i>	<b>Actual</b>	<i>Targets:</i>	<b>Actual (as at Q2)</b>			
1	(1a) % of RNK listeners and other stakeholders <sup>37</sup> who report that program is always balanced:	0		<b>Listener TBP:</b> 65% NB: 60% <sup>38</sup>  <b>Stakeholder</b> 35%	10% inc <b>Listener</b> TBP: 68% NB: 66%  <b>Stakeholder:</b> 37%	-	Annually compiled; in Annual Report	Targeted FGDs and KIIs with separate listener groups using scoring questionnaire and sample survey of noted sector experts	CSO contractors and RNK
	(1b) % of RNK listeners and other stakeholders <sup>39</sup> who report that program presenters/reporters are always unbiased:	0	5% increase	<b>Listener Neutrality:</b> TBP: 69% NB: 60%  <b>Stakeholder</b> 77%	<b>Listener Neutrality:</b> TBP: 72% NB: 66%  <b>Stakeholder:</b> 81%	-	Annually compiled; in Annual Report	Targeted FGDs and KIIs with separate listener groups using scoring questionnaire and sample survey of noted sector experts	CSO contractors and RNK
	(1c) % of RNK listeners and other stakeholders <sup>40</sup> who report that presenters/reporters are very believable:	0	5% increase	<b>Listener -Credibility:</b> TBP: 48% NB: 50%  <b>Stakeholder -Credibility:</b> 41%	<b>Listener -Credibility:</b> TBP: 51% NB: 55%  <b>Stakeholder:</b> Credibility: 43%	-	Annually compiled; in Annual Report	Targeted FGDs and KIIs with separate listener groups using scoring questionnaire and sample survey of noted sector experts	CSO contractors and RNK

<sup>36</sup> It is important to note that not all indicators included in the RNK results framework fall under the RNK's M&E responsibility. The indicators included in this framework are those that measure RNK's performance even if RNK is not responsible for data collection. Several indicators will be monitored and measured by the PCO for the evaluation of the results at the overall project level.

<sup>37</sup> This includes external targeted media, development and governance experts.

<sup>38</sup> All the news data collected by Indochina (rural sample only)

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>
			Targets:	Actual	Targets:	Actual (as at Q2)			
	(1d) % of RNK listeners and other stakeholders <sup>41</sup> providing a very high score on overall satisfaction with RNK programs <sup>42</sup>	0	5% increase	TBP: 50% NB: 36%  Stakeholder 19%	10% inc <b>Listener</b> TBP: 50% NB: 40%  <b>Stakeholder:</b> 19%	-			
2	% of RNK listeners providing a high score on usefulness <sup>43</sup> of information disseminated through RNK programs <sup>44</sup>	0	2.5% inc	Current TBP: 22% NB: 30%  -Relevance TBP: 29% NB: 27%  -Educational TBP: 71% NB: 53%	5% inc <b>Current</b> TBP: 23% NB: 32%  <b>-Relevance</b> TBP: 30% NB: 28%  <b>-Educational</b> TBP: 73% NB: 56%	-	Annual; recorded in Annual Report	Annual standardized Audience Research Survey (national)  Targeted FGDs and KIIs with separate listener groups using scoring questionnaire	CSO contractors and RNK
3	% of staff of RNK that report an increased understanding and institutional capacity to undertake DFGG programs <sup>45</sup>	To be calculated in Feb 2010	-			70%	Bi-Annual; recorded in Bi-Annual Report	Sample survey of SI staff and ratings from KIIs and FGDs and RNK staff survey	PCO in MOI and RNK

<sup>39</sup> This includes external targeted media, development and governance experts.

<sup>40</sup> This includes external targeted media, development and governance experts.

<sup>41</sup> This includes external targeted media, development and governance experts.

<sup>42</sup> This indicator refers solely to programs supported by the DFGG project, i.e. TBP, news and feature programs.

<sup>43</sup> 'Usefulness' to be defined in relation to information being relevant or useful for improving governance.

<sup>44</sup> This indicator refers solely to programs supported by the DFGG project, i.e. TBP, news and feature programs.

<sup>45</sup> This includes: staff perception ratings/scores on RNK management decisions, organisational culture and change management.

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>
			Targets:	Actual	Targets:	Actual (as at Q2)			
4	% of targeted media, development and governance experts that report an increased institutional capacity in RNK to undertake DFGG programs	0	-			-	Recorded in Bi-Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI
5	Number of requests and instances of feedback from listeners received through TBP	63 Average Callers per program (2008)	N/A	82 Average Callers per program (2009)  Examples of actions taken as the result of TBP are tabled under: B2-Results and Outcomes	N/A	76 Average Callers per program (April-June)	Quarterly collection and reporting	RNK records for each TBP. Information also to be collected through Listener Clubs from 2010.	RNK
6	% of listener satisfaction with verbal replies by RNK's guests to requests made by citizens on TBP			48%  (from baseline survey)	N/A	-	Annual; recorded in Annual Report	To be collected from annual survey and from Listener Clubs	RNK
7	% of RNK listeners who report that the RNK programs supported by the DFGG project (TBP, news and feature programs) are very educational about governance issues		5% increase	TBP: 30% NBP: 19%	10% inc TBP: 32% NBP: 21%	-	Annual; recorded in Annual Report	Annual standardized Audience Research Survey (national) and from Listener Clubs	CSO contractors and RNK

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>
			Targets:	Actual	Targets:	Actual (as at Q2)			
8	% of total RNK callers (both on air and not on air) who are women and who participated in (or attempted) dialogue through TBP	12% (2008)	Target: 14% (20% inc)	13.65% (2009)	Target: (20% inc)	17.31% (April-June)	Quarterly compilation and reporting in Quarterly Reports	RNK records for each TBP	RNK M&E staff
9	% of total RNK callers (both on air and not on air) who are youth <sup>46</sup> and who participated in (or attempted) dialogue through TBP	20% <sup>47</sup> (2008)	Target: 24% (20% inc)	25.95% (2009)	Target: (20% inc)	26.69% (April-June)	Quarterly compilation and reporting in Quarterly Reports	RNK records for each TBP	RNK M&E staff
10	% of TBP and feature programs disaggregated by four relevant sector themes <sup>48</sup>	0	Public Finance Mgmt 15%	PFM 10.91%	Target =15%	PFM 7.55%	Quarterly compilation and reporting in Quarterly Reports (TBP and features)  Twice yearly assessments of news coverage	RNK records for each TBP (TBP and features)  Comparative analysis of news coverage and balance (relative to other sources of radio news including international and other forms of media)	RNK M&E staff
	Natural Resource Mgmt 20%	NRM 14.55%	Target=20%	NRM 11.32%					
	Private Sector Dev 20%	PSD 20.91%	Target=20%	PSD 20.75%					
	Decentralization & Citizens' Partnerships 20%	D&D 21.82%	Target=20%	D&D 22.64%					

<sup>46</sup> Youth defined as population under the age of 25.

<sup>48</sup> The topics that relate to the four priority sector themes: 1) Public Finance Management; 2) Natural Resource Management, 3) Private Sector Development, and 4) Decentralization and Citizens' Partnerships.

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						Responsibility for Data Collection <sup>36</sup>
			2009		2010		Frequency and Reports	Data Collection Instruments	
			Targets:	Actual	Targets:	Actual (as at Q2)			
			Other 25%	Other 20%	Target=25%	Other 39.01%			
11	Share of % female guest speakers among all guest speakers on TBP	17.33% (2008)	Target: 21%	15.74%	Target: 21%	10.13%	Quarterly compilation and reporting in Quarterly Reports (TBP)	RNK currently records type of guest speakers per TBP	RNK M&E staff and Content Development Adviser
12	% of staff of RNK that report an increased effectiveness of their DFGG programs	To be calculated in YR 1	-				Bi-Annual; recorded in Bi-Annual Report	Sample survey of SI staff and ratings from KIIs and FGDs and RNK staff survey	PCO in MOI and RNK
13	% of targeted media, development and governance experts that report a high effectiveness of the DFGG programs RNK undertakes	To be calculated in YR 1	-				Bi-Annual; recorded in Bi-Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI
14	% of staff of RNK that report an increased understanding and institutional capacity to undertake DFGG programs <sup>49</sup>	To be calculated in YR 1	-To be reported by end Feb 10				Bi-Annual; recorded in Bi-Annual Report	Sample survey of SI staff and ratings from KIIs and FGDs and RNK staff survey	PCO in MOI and RNK
15	% of targeted media, development and governance experts that report a high institutional capacity in RNK to undertake DFGG programs	To be calculated in YR 1	-				Bi-Annual; recorded in Bi-Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI
16	% of RNK staff (within and beyond the project) reporting increased awareness and	0	At least 40%				Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using	PCO in MOI through contracted consultants/firm

<sup>49</sup> This includes: staff perception ratings/scores on RNK management decisions, organisational culture and change management.

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting							
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>	
			Targets:	Actual	Targets:	Actual (as at Q2)				
	understanding of DFGG principles and approaches							simple scoring/rating questionnaire		
17	RNK (i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to undertake new or continue existing DFGG activities beyond the life of the project.	0	-					One-off; recorded in Final Completion Report for project	End term survey, FGDs, and KIIs, of SI and NSA management and leadership; IA progress reports	PCO in MOI
18	Revenue generated and retained <sup>50</sup> by RNK as a % of operating costs	To be calculated in YR 1	-					Annual; recorded in Annual Report	RNK financial records	RNK
19	Number of partnerships between RNK, and SIs and NSAs established under the project	0	Target: 4	4 partnerships 1)MONASRI (SI) 2)PACT NGO 3)OWSO (SI) 4)ACF (SI)	Target: 2	1) RUPP-CCI/DMC		Annual; recorded in Annual Report	Compiled from IA progress reports	RNK
20	% of RNK staff rating high effectiveness of the partnerships established under project by RNK	To be calculated in YR 2	-					Bi-annual; recorded in Bi-Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of staff of involved institutions, experts, and other stakeholders relevant to SI-NSA partnerships and RNK staff survey	PCO in MOI
21	Number of new or existing partnerships for which RNK (i) expresses interest, (ii) makes a concrete plan, and (iii) takes the first steps to continue engagement beyond life of	To be determined in YR 4	-					One-off; recorded in Final Completion Report for project	End term survey, FGDs, and KIIs, of SI and NSA management and IA progress reports	PCO in MOI

<sup>50</sup> The indicator relating to revenue retention will remain included provided that the agreement regarding the revenue retention is reached with MEF. No such agreement has yet been reached with MEF.

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						Responsibility for Data Collection <sup>36</sup>
			2009		2010		Frequency and Reports	Data Collection Instruments	
			Targets:	Actual	Targets:	Actual (as at Q2)			
	project.								
22	RNK introduced independent monitoring through NSAs	0	no				Annual Working Plans	Through project proposals and implementation progress of SIs	RNK
23	RNK uses independent monitoring through NSAs to take management and/or corrective actions	0	No				Annual Working Plans	Through project proposals and implementation progress of SIs	RNK
24	The AC performance against their terms of reference is effective.	Not applicable	Yes				Annual	Annual AusAID and IDA Project Reviews	AusAID and IDA
25	% of female employees among RNK staff	0	<i>Target: 35% female DFGG employees</i>  <i>Minimum of 50% female presenters and 30% female reporters across all programs</i>	DFGG: 34% RNK: 31% (2009)	<i>Minimum of 50% female presenters and 30% female reporters across all programs</i>	DFGG: 30.35% of 56 RNK-DFGG staff  (April-June)	Reported in Quarterly Reports as new recruitment, selection and performance policies and procedures are 1. developed, 2. approved, and 3. instituted	RNK records	RNK M&E staff
26	% of RNK staff working on the DFGG project satisfied with RNK personnel policies	To be calculated in Feb 2010	<i>At least 60%</i>				Annual; recorded in Annual Report	RNK staff survey	RNK M&E staff
27	% of RNK staff who claim to understand Editorial Policies	To be calculated in July 2010	<i>At least 80%</i>				Annual; recorded in Annual Report	RNK staff survey	RNK M&E staff
28	Audience share (%) of RNK among all radio listeners	13% (2008)	<i>Target: 5% inc = 13.5%</i>	10% (Cambodia National survey 2009)	<i>Target: 5% inc: 10.5%</i>	-	Annual; recorded in Annual Report	Annual standardized Audience Research Survey (national)	CSO contractors and RNK
29	% of population with access to	70% (2008)	<i>Target: 15%</i>	70% (2009)	TBD		Annual; recorded	RNK technical	RNK Transmission

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting							
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>	
			Targets:	Actual	Targets:	Actual (as at Q2)				
			<i>inc: 80.5%</i>					in Annual Report	assessments	Office
30	Level of commercial revenue generated by RNK as a % of operating costs	To be determined <sup>51</sup>	TBD	-	-	-	Quarterly compilation and reporting in Quarterly Reports RNK published Annual Report	RNK financial records	RNK financial, and marketing and business development staff	
31	Effective implementation of the agreed systems in compliance with the Project Implementation Manual of the DFGG project <sup>52</sup>	Met:	Met	Met	Met	Met	Quarterly compilation and reporting in Quarterly Reports RNK published Annual Report	Self-reporting recorded in Quarterly Progress Reports  External evaluation by AusAID & IDA	RNK 's Senior Management  PCO & IDA	
32	RNK undertakes organizational review and prepares/adjusts organizational plans accordingly.	Not applicable	-	-	-	-	Quarterly compilation and reporting in Quarterly Reports RNK published Annual Report as new policies and procedures are 1. developed, 2.	Self-reporting recorded in Quarterly Progress Reports  External evaluation by AusAID & IDA	RNK 's Senior Management  AusAID & IDA	

<sup>51</sup> The indicator relating to revenue retention will remain included provided that the agreement regarding the revenue retention is reached with MEF. No such agreement has yet been reached with MEF.

<sup>52</sup> The Project Implementation Manual will include: (i) a Financial Management Manual for the Project incorporating policy and procedures satisfactory to the Association regarding accounting, reporting and internal control mechanisms and procedures, including the management, control and auditing of the Designated Accounts; (ii) Operations Manual as prepared by The Asia Foundation; (iii) project proposals prepared by the RIAs and PIEs; (iv) terms of references of the PCG; (v) participation, transparency and complaints handling mechanisms as well as other aspects of the Good Governance Framework; (vi) all measures required under the Environmental Management Plan; (vii) the procurement procedures; and (viii) monitoring requirements and processes.

	Outcome Indicators	Baseline (2008)	Data Collection and Reporting						
			2009		2010		Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection <sup>36</sup>
			<i>Targets:</i>	<b>Actual</b>	<i>Targets:</i>	<b>Actual (as at Q2)</b>			
							approved, and 3. instituted		
33	Physical assets of RNK are registered, and maintenance cycle developed and implemented.	Met	Met	Met	Met	Met	Quarterly compilation and reporting in Quarterly Reports	Self-reporting recorded in Quarterly Progress Reports External evaluation by AusAID & IDA	RNK 's Senior Management  AusAID & IDA

## **E. Procurement Status**

The procurement unit operated with a procurement officer and assistant from a procurement specialist due to procure all RNK-DfGG project procurement plans of the Works, Goods and Services.

Below are the major procurement activities for services undertaken in the past quarter:

### ***E.1. Services:***

- After little interest in first and second round advertisements (first advertised in August 2009) for the Listener Clubs contract, the WB has authorized RNK to precede with negotiations with the sole NGO applicant, pending on the NGO meeting the criteria in the ToR. RNK's PRC has evaluated CHEMS application and invited them to submit a full proposal on April 21, 2010. Procurement Review Committee assigned CHEMS to contract negotiations with the next PRC meeting coming soon. The expectation of contract signing will in July 2010.
- Participatory Concepts, Method and Tools: this contract is due to be procured this year. The full ToR is not yet complete, due to the exit of the ODA. It is expected that the ToR requirements can be completed within the next quarter, after which procurement can get underway.
- The completion of the three national specialist contracts will coming on August for Procurement Specialist, Human Resource Specialist and on October for Marketing Specialist. In regard to sustainable working and the assignment still need them to guide RNK counterparts staff, RNK has conduct PRC meeting on 18 June, 2010 the result of the meeting as follow:
  - Request to the Bank for NOL on Re-advertisement of the post Procurement Specialist due to Mr. Sroeung Narth not extent his contract with RNK. The specialist replace will complete before the end of July 2010.
  - Request to the Bank for NOL on Extensions contract to two specialists, Mr. Keo Malyka Human Resource and Mr. Tim Sokha Marketing to new one year assignment.

### ***E.2. Goods:***

Below are the major procurement activities for services undertaken in the past quarter:

There are numerous outstanding items in the procurement plan that has been carried over from 2009. This is mainly due to the slow processing time of the Crown Agents. The Procurement Plan for 2010 has been submitted to the World Bank since early March.

Below are the major procurement activities for goods undertaken in the past quarter:

- Audio Equipment (Telephone Hybrid, Recorder Microphone, Walkie-talkie, Quality radio sets & connection for relay, Mixer): This procurement package is prior review by the Bank and was under responsible by IPA-CKP, the bid opening shall be in middle of July, 2010 and the expected contract signing shall be August, 2010.
- Upgrading existing transmitters DX200 and new stand-by DX25: RNK has send request NOL to the Bank for the direct purchase contract amount \$ **371,650.60** with Harris Company, due to the bank commends, RNK and Harris must using the Bank general condition of contract format. The final agreement shall be sign within the next quarter.

- Office Equipment (1 Server, 3 Laptops, 8 Desktops, 8 printers Black and white, 1 Professional Camera, 4 Digital Camera, 1 Video Camera and 1 LCD projector): This package the bank had approved in 2010 project procurement plan, PRC has approved bidding document in June and the expect date to completed should be next quarter.
- Walkie-Talkie (Icom): Started invitation to get at least three quotations in June and the completion of the procurement stage should be in July.
- Office Furniture (4 Filling Cabinet, 4 Desks, 4 Office Chairs): The technical specification preparation and PRC approval on bid document in June. The procurement completion date should be in quarter 3.
- RNK air conditioning unit (17 units): Bidding invitations was sending out to the interest three air conditional suppliers, the deadline for completion date carry out to the quarter 3.

### ***E3. Works:***

There is only one work package for Toilet Repair in procurement plan 2010.

- RNK Toilet Repair: The bidding has been process through National shopping and the final deadline for the works completion date is in July, 2010.

### ***Capacity Building***

- The specialist has conducted Procurement training on National Shopping Procedure (Goods), National Shopping Procedure (Works), dated 20 May, 2010 by Mr. Sroeung Narth, the participants benefit target cam from: 1 Procurement Officer, 2 Officer from financial unit, 2 from Asset unit, 1 from HR, 1 M&E and 1 Project Officer.
- Procurement training on National Competitive Bidding Document (Goods), National Competitive Bidding Document (Works), dated 28 June, 2010, conducted by procurement specialist.
- On the job training to ensure the Procurement Manager understands the World Bank rules and regulations.
- On the job training to ensure the Procurement Manager understands the Procurement Plan and can up date it.
- Gender Man Streaming, conducted by Sileka, at Hemmavary Hotel, on 10-11-12, May 2010.
- Procurement Training, NCB documents, Shopping and Selection individual consultant/Firm conducted by World Bank and MEF on 22-23 June, 2010.

### ***Challenges/Issues***

- Unable to be arranging PRC meeting quickly, because of PRC has many workload in theirs official private duty.
- The slow delivery and supplies of the studio equipment those are impact to the delay work plan to programming, news and technical departments.
- Late responding reply mail from Harris to RNK, that course pending mail request NOL to the bank on purchase upgrade existing DX200 transmitter and new stand-by DX25 procurement process.
- Late provided NOL on procurement plan by the Bank, RNK has post phone to implement 2010 procurement package till middle of June 2010.
- Antenna Transmitter fitting: this package has post phone and moved to the year 2011 due to RNK's technical team unable to develop a detailed technical specification and other reason because of the Antenna shall be propose to work after completed the Upgrade transmitter DX200 and DX25.

## **F. Financial Status**

### **Introduction**

RNK has been entrusted by the Royal Government of Cambodia to implement the DfGG Project in the Kingdom of Cambodia. For this purpose MEF entered into a Financing Agreement with the International Development Association of the WB on January 14, 2009. The total cost of is US\$2,467,424.00 and the contribution from the Australian Agency for International Development (AusAID) is A\$ 3,000,000.00 which avails the ABC to support RNK until December 2011. The breakdown of financing contribution plan is as follows:

i)	Royal Government of Cambodia	-	US\$ 91,501.00
ii)	IDA Grant	-	US\$ 2,375,923.00
iii)	AusAID	-	A\$3,000,000.00

The project commenced its activities in the third quarter of 2009. The reporting period IMR covers the months of April to June 2010. The attached reports provide the information on the progress made in terms of financial activity, key output measures and the procurement progress during the quarter.

### **Progress and Achievements**

- 2 withdrawal applications (RNK-06 and RNK-07) prepared
- Monthly financial reports from April to June 2010 prepared
- Interim Financial Report for Quarter 1 January to March 2010 finalised
- Annual Budget for 2011 prepared for the Ministry of Economy and Finance (MEF)
- A meeting with Conical Hat Company at PCO office took place. The meeting included discussion on using accounting software to enhance the structure and format of reports
- All necessary documents were prepared for auditors
- The team worked closely with the auditing company, Ernst & Young Indochina Ltd
- An expenditure document was prepared for the MEF to facilitate random checking
- A withdrawal application for office equipment by direct payment was prepared.

### **Capacity Building**

- While finance staff waited upon accounting software to arrive, the national finance specialist took the opportunity to train them on how to prepare the financial accounting documents manually; this assisted staff in attaining a deeper understanding of the financial processes
- Accounting officers received on-the-job training in preparing the Petty Cash Books and Bank Control Books, including how to check the supporting documents and how to fill in the required information
- The Finance Manager received on-the-job training on how to prepare the Application of Withdrawals and how to prepare the monthly reports with all the necessary accounting and supporting documents.
- The Finance Manager and Finance Specialist attended a workshop on the World Bank's 'e-signature' and Disbursement procedures in May. The Finance Manager also attended a two-day workshop, organised by the World Bank and MEF, on reviewing procurement procedures.

### **Challenges/Issues**

- Some staff members are not yet familiar with the new financial accounting procedures. This will take some time and, as such, they are required to consult with the finance office on anything they are not clear on before they seek approval from the management team.
- Some requestors have misunderstood the document flow and procedures for financial-accounting and procurement.
- Some reports are not well prepared; those staff doing reporting must follow the instructions of Finance office

- The ongoing delay in the arrival of the Project cars has created some difficulty in implementing some of project's activities.
- The delay in receiving the new software accounting system created additional manual work for the Finance Office.

### **Sources of Funds**

The IDA funding source provided funds amounting to US\$58,197.46. The IDA Grant comprised two replenishment applications, Application 5 for US\$34,313.80 and Application 6 for US\$23,883.66. The project also submitted application 7 for the payments for the IDA Grant in June for US\$35,402.50. The total amount of all applications for replenishment was equal to the total amount of payments made from March to May 2010.

The balance of the RGC fund in the second quarter is still the same as the first quarter at US\$6,827.53 as no payments have been made against this so far.

AusAID provided funding to RNK-DfGG of US\$177,444.08 during the quarter. The exchange Rate for the quarter has been averaged at US\$ 0.88 per A\$1.00

### ***Use of Funds***

#### **Component – 1: Content Development**

During the quarter the project budgeted to disburse US\$ 139,841.00 from the IDA Grant and US\$94,081.00 from AusAID on the following activities: Talkback Program, News, Feature Program, Provincial Information Services, Policy Environment and ABC Technical Assistance. At the end of quarter expenditure from the AusAID grant was US\$ 87,667.36 and the expenditure from the IDA Grant was US\$ 10,910.14.

The US\$128,930.86 underspend from the IDA Grant was mainly due to the delayed disbursement of office equipment and vehicle, which was originally planned to take place in the second quarter of 2010.

#### **Component – 2: Capacity Building**

During the quarter the project budgeted to disburse US\$338,907.00 from the IDA Grant and US\$88,167.00 from AusAID on activities relating to: HR and Administration Management, Research Networking and Partnership, Marketing and Business Development, Financial management, Physical Asset Management, Transmission & Studio Refurbishment, RNK Management, Monitoring and Evaluation and ABC Technical Assistance.

At the end of the quarter, expenditure of the AusAID grant was US\$89,776.72 and the actual expenditure of IDA Grant was US\$36,917.74. The US\$301,989.26 underspend was mainly due to the delayed disbursement of studio equipment and the transmitter, vehicle and office equipment, which was a result of slow procurement procedures. Additionally, the delayed recruitment of a consultancy firm for the Monitoring and Evaluation sub-component also contributed to the total underspend.

### **Summary of Disbursements**

The disbursements from each of the project components from both funding source are summarized and included in the following spreadsheet, including:

- 1) Balance Sheet
- 2) Sources and Used of Funds by Disbursement Category
- 3) Use of Funds by Category and by Sources of Funds
- 4) Use of Funds by Project Activity

## SECTION II: INTERIM FINANCIAL REPORT (IFR)

### A. Project Balance Sheet

Cambodia: Demand for Good Governance Project

Component: PART A4-Support to RNK

PROJECT BALANCE SHEET

As of June, 2010

	As 06/30/2010	As 03/31/2010
<b>ASSETS</b>		
<b>Cash</b>		
DA - IDA	42,837.42	32,547.66
Counterpart Funds Account	6,827.53	6,827.53
Bank - AusAID	-	-
Advance	-	-
Petty Cash	479.02	399.20
<b>Total Cash</b>	<b><u>50,143.97</u></b>	<b><u>39,774.39</u></b>
<b>Cumulative Project Expenditures</b>		
Civil Work (Studio's Renovation)	4,960.00	4,960.00
Goods	63,897.20	62,351.20
Consultants' Services	62,535.31	42,303.72
Training/Workshops	2,868.80	2,868.80
Incremental Operating Costs	80,364.27	54,313.98
MBPI	30,322.86	30,322.86
PMG	15,891.76	15,891.76
AusAID TA	921,276.81	743,832.73
<b>Total Cumulative Project Expenditures</b>	<b><u>1,182,117.01</u></b>	<b><u>956,845.05</u></b>
<b>TOTAL ASSETS</b>	<b><u>1,232,260.98</u></b>	<b><u>996,619.44</u></b>
<b>FUNDS</b>		
Sources of IDA Financing	299,534.17	241,336.71
Sources of RGC Financing	11,450.00	11,450.00
Sources of AusAID Financing	921,276.81	743,832.73
<b>TOTAL FUNDS</b>	<b><u>1,232,260.98</u></b>	<b><u>996,619.44</u></b>

**B. Sources and Use of Funds by Category**  
**Cambodia: Demand for Good Governance Project**  
**Component: PART A4-Support to RNK**  
**Sources and Uses of Funds by Category**  
**For the quarter ended June 2010**

**Report 3**  
**(in US\$)**

Component B	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
Add	<b>Opening Balance</b>									
	DA - IDA	32,547.66	18,893.36							
	Counterpart Funds Account	6,827.53	6,827.53							
	Bank - Aus AID	-	-							
	Advance	-	-							
	Petty Cash	399.20	1,000.00							
	<b>Total</b>	<b>39,774.39</b>	<b>26,720.89</b>							
	<b>Sources:</b>									
	<b>Receipt of Funds</b>									
	- From IDA	58,197.46	152,263.13	299,534.17						2,375,923.00
- From Government	-	-	11,450.00						91,501.00	
- From AusAID	177,444.08	398,878.01	921,276.81						3,421,210.00	
- Other Income (document bidding fees..., etc.)	-	-	150.00							
- Money transfer to MEF Account (Document bidding Fees)	-	-	(150.00)							
<b>Total Funds Received</b>	<b>235,641.54</b>	<b>551,141.14</b>	<b>1,232,260.98</b>							<b>5,888,634.00</b>

Less	<b>Expenditures by Category</b>										
	- Civil Works	-	-	4,960.00	-	-	4,960.00	-	-	-	-
	- Goods	1,546.00	32,247.00	63,897.20	404,880.00	474,880.00	506,530.20	403,334.00	442,633.00	442,633.00	724,380.00
	- Consulting Services	20,231.59	40,231.59	62,535.31	39,828.00	90,431.00	101,884.87	19,596.41	50,199.41	39,349.56	579,760.00
	- Training and Workshops	-	2,868.80	2,868.80	4,550.00	9,840.00	9,840.00	4,550.00	6,971.20	6,971.20	215,280.00
	- Incremental Operating Costs	26,050.29	53,492.66	80,364.27	29,490.00	85,800.00	123,521.46	3,439.71	32,307.34	43,157.19	425,140.00
	- MBPI	-	-	30,322.86	-	-	30,322.86	-	-	-	431,363.00
	- PMG	-	-	15,891.76	-	-	15,891.76	-	-	-	91,501.00
	<b>- AusAIDTA</b>	177,444.08	398,878.01	921,276.81	182,248.00	336,237.00	858,635.80	4,803.92	(62,641.01)	(62,641.01)	3,421,210.00
	<b>Total Expenditures</b>	<b>225,271.96</b>	<b>527,718.06</b>	<b>1,182,117.01</b>	<b>660,996.00</b>	<b>997,188.00</b>	<b>1,651,586.95</b>	<b>435,724.04</b>	<b>469,469.94</b>	<b>469,469.94</b>	<b>5,888,634.00</b>
	<b>Closing Balance</b>	<b>50,143.97</b>	<b>50,143.97</b>	<b>50,143.97</b>							
	<b>Represented by:</b>										
	Balance at Designated A/C										
	DA - IDA	42,837.42	42,837.42	42,837.42							
	Counterpart Funds Account	6,827.53	6,827.53	6,827.53							
	Advance	-	-	-							
	Petty Cash	479.02	479.02	479.02							
	<b>Total</b>	<b>50,143.97</b>	<b>50,143.97</b>	<b>50,143.97</b>							

**C. Use of Funds by Category and by Sources of Funds**

**Cambodia: Demand for Good Governance Project**

**Component: PART A4-Support to RNK**

**Uses of Funds by Category and by Source of Funds**

**Report 3-2**

**For the quarter ended June 2010**

**(in US\$)**

Payment by category	Current Quarter				Year to date				Cumulative to date			
	IDA Grant	AusAID	RGC	Total	IDA Grant	AusAID	RGC	Total	IDA Grant	AusAID	RGC	Total
Works	-	-	-	-	-	-	-	-	4,960.00	-	-	4,960.00
Goods	1,546.00	-	-	1,546.00	32,247.00	-	-	32,247.00	63,897.20	-	-	63,897.20
Consulting	20,231.59	-	-	20,231.59	40,231.59	-	-	40,231.59	62,535.31	-	-	62,535.31
Training	-	-	-	-	2,868.80	-	-	2,868.80	2,868.80	-	-	2,868.80
IOC	26,050.29	-	-	26,050.29	53,492.66	-	-	53,492.66	80,364.27	-	-	80,364.27
MBPI	-	-	-	-	-	-	-	-	27,290.57	-	3,032.29	30,322.86
PMG	-	-	-	-	-	-	-	-	14,301.58	-	1,590.18	15,891.76
ABC-TA	-	177,444.08	-	177,444.08	-	398,878.01	-	398,878.01	-	921,276.81	-	921,276.81
<b>Total Payments</b>	<b>47,827.88</b>	<b>177,444.08</b>	<b>-</b>	<b>225,271.96</b>	<b>128,840.05</b>	<b>398,878.01</b>	<b>-</b>	<b>527,718.06</b>	<b>256,217.73</b>	<b>921,276.81</b>	<b>4,622.47</b>	<b>1,182,117.01</b>

## D. Use of Funds by Project Activity

### Component: Part A4 - Support to RNK

Use of Funds by Project Activity

For the quarter ended 30/06/10

Report 4

(in US\$)

Project Component		<i>Actual</i>			<i>Budget</i>			<i>Variance</i>			<i>PAD</i>
		Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>1C</b>	<b>Support to RNK</b>										
<b>1</b>	<b>Program Content Development</b>										
<b>1.1</b>	<b>Talkback Program</b>	1,717.75	3,710.10	10,437.46	15,823.00	28,133.00	34,860.36	14,105.25	24,422.90	24,422.90	113,740
<b>1.2</b>	<b>News</b>	5,466.81	25,019.95	49,193.42	126,614.00	144,014.00	168,187.47	121,147.19	118,994.05	118,994.05	390,960
<b>1.3</b>	<b>Features Program</b>	1,769.18	3,730.51	4,430.51	985.00	20,795.00	21,495.00	(784.18)	17,064.49	17,064.49	39,410
<b>1.4</b>	<b>Provincial Information Services</b>	-	1,359.66	1,359.66	500.00	1,775.00	1,775.00	500.00	415.34	415.34	21,760
<b>1.5</b>	<b>Policy Environment</b>	1,956.40	3,674.90	6,991.10	6,000.00	17,100.00	20,416.20	4,043.60	13,425.10	13,425.10	122,400
<b>1.6</b>	<b>ABC Technical Assistance</b>	87,667.36	197,302.27	411,843.15	84,000.00	150,976.00	365,516.88	(3,667.36)	(46,326.27)	(46,326.27)	1,540,660
	<b>Sub-total</b>	<b>98,577.50</b>	<b>234,797.39</b>	<b>484,255.30</b>	<b>233,922.00</b>	<b>362,793.00</b>	<b>612,250.91</b>	<b>135,344.50</b>	<b>127,995.61</b>	<b>127,995.61</b>	<b>2,228,930</b>

<b>2</b>	<b>Capacity Building Admin &amp; Human Resource</b>											
<b>2.1</b>	<b>Management</b>	5,732.81	11,897.81	15,925.68	8,977.00	25,127.00	29,154.87	3,244.19	13,229.19	13,229.19	84,970	
<b>2.2</b>	<b>Research, Networking &amp; Partnerships</b>	4,877.59	24,386.73	51,416.79	40,030.00	82,000.00	109,030.06	35,152.41	57,613.27	57,613.27	389,050	
<b>2.3</b>	<b>Marketing and Business Development</b>	1,644.81	5,947.83	9,523.83	9,535.00	19,080.00	22,656.00	7,890.19	13,132.17	13,132.17	91,170	
<b>2.4</b>	<b>Financial Management</b>	3,931.25	13,442.49	14,462.58	9,880.00	21,370.00	22,390.09	5,948.75	7,927.51	7,927.51	103,220	
<b>2.5</b>	<b>Physical Asset Management</b>	6,682.07	19,018.72	27,143.20	6,870.00	17,280.00	25,404.48	187.93	(1,738.72)	(1,738.72)	54,890	
<b>2.6</b>	<b>Transmission &amp; Studio Refurbishment</b>	7,313.14	8,825.67	15,313.67	238,527.00	248,567.00	255,055.00	231,213.86	239,741.33	239,741.33	465,350	
<b>2.7</b>	<b>RNK Management</b>	1,567.81	4,821.53	5,423.53	4,733.00	10,933.00	11,535.00	3,165.19	6,111.47	6,111.47	36,730	
<b>2.8</b>	<b>MBPI/PMG</b>	-	-	46,214.62	-	-	46,214.62	-	-	-	522,864	
<b>2.9</b>	<b>Monitoring and Evaluation</b>	5,168.26	5,168.26	5,168.26	24,198.00	53,971.00	53,971.00	19,029.74	48,802.74	48,802.74	358,000	
<b>2.10</b>	<b>ABC Technical Assistance</b>	89,776.72	199,411.63	507,269.55	84,324.00	156,067.00	463,924.92	(5,452.72)	(43,344.63)	(43,344.63)	1,553,460	
	<b>Sub-total</b>	<b>126,694.46</b>	<b>292,920.67</b>	<b>697,861.71</b>	<b>427,074.00</b>	<b>634,395.00</b>	<b>1,039,336.04</b>	<b>300,379.54</b>	<b>341,474.33</b>	<b>341,474.33</b>	<b>3,659,704</b>	
	<b>Total</b>	<b>225,271.96</b>	<b>527,718.06</b>	<b>1,182,117.01</b>	<b>660,996.00</b>	<b>997,188.00</b>	<b>1,651,586.95</b>	<b>435,724.04</b>	<b>469,469.94</b>	<b>469,469.94</b>	<b>5,888,634</b>	

### SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT

**Physical Progress Report by Civil Works**

**Component: Part 1D: Radio National of Kampuchea**

**Project Name: Demand for Good Government Project**

**For the quarter ended June, 2010**

**( In US Dollar)**

**Contract/Work Progress**

Component/Activity No.	Project Component Output	Original Plan to Completion		Progress to Date		Cost to date as a % of Planned Total Cost	Comments
		Cost in US\$	Completion Date	Cost in US\$	Physical Progress		
RNK-DFGG-W01	Repair to toilet	4,000	14-Jul-10	4,034	0	100%	Sovann Development Construction

## B. Contract Monitoring Report

Project Name: Demand for Good Governance Project  
 Component: Part ID- Support to RNK  
 Contract Monitoring Report for the quarter ending June, 2010

Contract		Contract Description	Supplier	Contract Value		Advance	Progress of Works	Recovery on advance	Retention Money	Balance to be paid	Amount Paid				Unpaid
No.	Date			Curr.	Amount						% IDA	% AHIF	% PHRD	Total	
<b>I. Goods and Equipments</b>															
DFGG/NCB 05/2009-02	28-Dec-09	Computer Equipment (Desktop, computers Printers) LOT B	Te Aik Hong Co., Ltd	USD	\$85,212.00	0.00	Completed	0.00	0.00	\$85,212.00	0.00	0.00	0.00	0.00	\$85,212.00
DFGG/NS 18/2009	20-Jan-10	Cleaning Material	ROUS SOPHAL H2-078	USD	\$758.00	0.00	Completed	0.00	0.00	\$758.00	\$758.00	0.00	0.00	\$758.00	0.00
DFGG/NS 19/2009	9-Feb-10	ADDITIONAL CARTRIDGES FOR FAX, PRINTER, ANDPHOTOCOPIER	Gopura co., LT	USD	\$2,904.88	0.00	Completed	0.00	0.00	\$2,904.88	\$2,904.88	0.00	0.00	\$2,904.88	0.00
DFGG/NS 22/2010	23-Mar-10	04 Vacuum Cleaners	SANYO – HITACHI – WHIRLPOOL	USD	\$796.00	0.00	Completed	0.00	0.00	\$796.00	\$796.00	0.00	0.00	\$796.00	0.00
DFGG/NS 23/2010	22-Mar-10	Headphone, Monitor, Hard disk	Extreme Shop	USD	\$1,185.00	0.00	Completed	0.00	0.00	\$1,185.00	\$1,185.00	0.00	0.00	\$1,185.00	0.00
DFGG/CQS-04/10	10-Feb-10	Quantities and qualitative Research	Indochina Research	USD	\$38,300.00	0.00	Start April' 10	0.00	0.00	\$38,300.00	0.00	0.00	0.00	0.00	\$38,300.00
DFGG/MoInf /RNK-CQS/09-02	15-Mar-10	Comparative analysis	Equal Access	USD	\$20,673.05	0.00	Start April' 10	0.00	0.00	\$20,673.05	\$5,168.26	0.00	0.00	\$5,168.26	15,504.79
<b>TOTAL 1</b>					<b>\$149,828.93</b>					<b>\$149,828.93</b>	<b>\$10,812.1</b>			<b>\$10,812.1</b>	<b>\$139,016.79</b>
<b>II. Constance Services</b>															
DFGG/MoInf /RNK/09-05	26th Apr 10	NATIONAL PHYSICAL ASSET CONSULTANT	Mr. Sam Piseth	USD	\$15,120.00	0.00	Start April' 10	0.00	0.00	\$15,120.00	\$3,133.30	0.00	0.00	\$3,133.30	\$11,986.70
<b>TOTAL 2</b>					<b>\$15,120.00</b>					<b>\$15,120.00</b>	<b>\$3,780.00</b>			<b>\$3,133.30</b>	<b>\$11,986.70</b>
<b>GRANT TOTAL</b>					<b>\$164,948.93</b>					<b>\$164,948.93</b>	<b>\$14,592.10</b>			<b>\$13,945.40</b>	<b>\$151,003.49</b>

### C. Procurement Monitoring Report – Goods

Project Name: Demand for Good Governance Project

Component: Part 1D - Support to RNK

Contract Monitoring Report for quarter ending June, 2010

No.	Description	Contract No.	Prior or Post	Proc. Method	Bidding document (BD) and bidding process						Bid Evaluation/ contract award recommendation		Contract			
					Draft BD to PRC for Approval	PRC Approved Draft BD	Sent Draft BD to WB for NOL	WB Provided NOL Draft BD	Bid invitation issued	Bid Opened	Send Bid Evaluation to the Bank for NOL	Bank NOL to the Bid Evaluation	Contractor's Name	Contract Amount	Completion	
					(date)	(date)	(date)	(date)	(date)	(date)	(date)	(date)	(Name)	(USD)	(date)	
1	Planned	Audio Equipment (Telephone Hybrid)	DFGG/NBC 07/2009	Prior	NCB/IPA	21-Apr-10	28-Apr-10	29-Apr-10	14-May-10	15-May-10	19-Jun-10	4-Jul-10	5-Jul-10			12-Oct-10
	Actual					19-Mar-10	31-Mar-10	5-Apr-10	5-May-10	2-Jun-10	14-Jul-10	N/A	N/A			
2	Planned	Upgrading existing transmitters on DX200 and new stand-by DX25	RNK/DFGG/ DC 01	Prior	Direct Contract	19-Feb-10	26-Feb-10	27-Feb-10	14-Mar-10	15-Mar-10	19-Apr-10	4-May-10	5-May-10	Harris Communication Limited		26-Aug-10
	Actual					24-Jan-10	24-Jan-10	24-Jan-10	20-Mar-10	5-Apr-10	4-May-10	27-May-10				
3	Planned	Audio Equipment Antenna	This package has post phone and moved to the year 2011 Procurement Plan due to RNK's technical team unable to develop a detailed technical specification and other reason because of the Antenna shall be propose to work after completed the Upgrade transmitter DX200 and DX25.													
4	Planned	Office Equipment (1 Server, 3 Laptops, 8 Desktops, 8 printers Black and white, 1 Professional Camera, 4 Digital Camera, 1 Video Camera and 1 LCD projector)	RNK-DFGG-G05	PR	NCB	3-May-10	10-May-10			15-May-10	14-Jun-10					
	Actual					15-May-10	17-Jun-10			22-Jun-10	17-Jul-10					
5	Planned	Walkie-Talkie (Icom) 3 unit	RNK-DFGG-G06	PR	Shopping	3-Jun-10	10-Jun-10			15-Jun-10	30-Jun-10					
	Actual					3-Jun-10	7-Jun-10									
6	Planned	Office Furniture ( 4 Filling Cabinet, 4 Desks, 4 Office Chairs)	RNK-DFGG-G07	PR	Shopping	3-Jun-10	10-Jun-10			15-Jun-10	30-Jun-10					
	Actual					3-Jun-10	7-Jun-10									
7	Planned	RNK air conditioning unit (17 unit)	RNK-DFGG-G09	PR	Shopping	3-Jul-10	10-Jul-10			15-Jul-10	30-Jul-10					
	Actual					3-Jun-10	7-Jun-10			22-Jun-10						

### D. Procurement Monitoring Report - Consulting Firm

Project Name: Demand for Good Governance Project

Component: Part 1D - Support to RNK

Contract Monitoring Report for quarter ending June, 2010

No.	Description	Contract No.	Prior or Post	Method of Selection	TOR/EOI				Shortlist and Request for Proposal				Technical Evaluation		Final (technical-financial) Evaluation				Contract						
					PIU sent to Bank for NOL	PIU received Bank for NOL	PIU issued Expression of Interest	PIU received EOI responses	PIU Sent Bank for NOL	PIU received Bank NOL	RFP Issued	Proposal Received	PIU sent to Bank for NOL	PIU received Bank's NOL	Financial Proposal publicly Opened	PIU sent to procurement review committee (PRC) for approval	Approved by PRC	PIU sent to Bank for NOL	PIU received Bank's NOL	PIU sent to PRC for approval	Approval by PRC	PIU sent to Bank for NOL	PIU received Bank's NOL	Contract Signed	Contract's Name
1	Comparative analysis	DFGG/Moln/RNK-CQS/09-02	Post	CQS	N/A	N/A	01 Jul 09	N/A	15-Jun-09	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Equal Access	\$20,673.05	31 Dec 09
					N/A	N/A	30-Jul-09	N/A	N/A	N/A	13-Oct-09	11-Nov-09	N/A	N/A	11-Nov-09	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15 Sep 09
2	Quantities and qualitative Research	DFGG/CQS/04/10	Post	CQS	N/A	N/A	01 Jul 09	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Indochina Research	\$38,300.00	31 Dec 09	
					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10-Feb-10	29-Mar-11
3	Listener Club	DFGG/Moln/RNK-CQS/09-01	Post	CQS	N/A	N/A	01 Jul 09	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			31 Dec 09	
					N/A	N/A	21-Sep-09	N/A	N/A	N/A	1-Apr-10	22-Apr-10	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15 Sep 09	

## E. Procurement Monitoring Report - Individual Consultant

Project Name: Demand for Good Governance Project

Component: Part 1D - Support to RNK

Contract Monitoring Report For the quarter ended of June, 2010

No.	Contract No.	Description	Prior or Post	Method of Selection	TOR/EOI					Shortlist			Contract							
					PRC agree TOR	PIU sent to Bank for NOL	PIU received Bank for NOL	PIU issued Expression of Interest	PIU received EOI responses	Shortlist approved by PRC	PIU sent to Bank for NOL	PIU received Bank's NOL	Approval by PRC	PIU sent to Bank for NOL	PIU received Bank's NOL	Contract Signed	Consultant's Name	Contract Amount	Completion	
					(date)	(date)		(date)	(date)	(date)	(date)	(date)	(date)	(date)	(date)	(date)	(Name)	(\$)	(date)	
1	Plan	DFGG/MoI n/RNK/09-01	NATIONAL PROCUREMENT CONSULTANT	Post	IC	16-Aug-09	N/A	N/A	16-Aug-09	31-Aug-09	15-Sep-09	N/A	N/A	30-Sep-09	N/A	N/A	15-Oct-09	Mr. Sroeng Narth	\$15,600.00	30-Nov-10
	Act					N/A	N/A	N/A	1-May-09	22-May-09	3-Jun-09	N/A	N/A	9-Jul-09	N/A	N/A	31-Jul-09			31-Jul-10
2	Plan	DFGG/MoI n/RNK/09-02	NATIONAL HUMAN RESOURCE CONSULTANT	Post	IC	1-Apr-09	N/A	N/A	1-Apr-09	16-Apr-09	23-Apr-09	N/A	N/A	30-Apr-09	N/A	N/A	1-May-09	Mr. Keo Malyka	\$12,000.00	30-Oct-10
	Act					N/A	N/A	N/A	18-Mar-09	6-Apr-09	27-May-09	N/A	N/A	3-Jun-09	N/A	N/A	10-Aug-09			16-Aug-10
3	Plan	DFGG/MoI n/RNK/09-03	NATIONAL MARKETING CONSULTANT	Prior	IC	15-May-09	N/A	N/A	15-May-09	30-May-09	6-Jun-09	7-Jun-09	14-Jun-09	17-Jun-09	18-Jun-09	25-Jun-09	15-Jun-09	Mr. Tim Sokha	\$7,200.00	15-Jun-13
	Act					N/A	N/A	N/A	18-Mar-09	6-Apr-09	3-Jun-09	N/A	N/A	9-Jul-09	20-Sep-09	27-Jan-10	21-Oct-09			27-Oct-10
4	Plan	DFGG/MoI n/RNK/09-04	NATIONAL FINANCIAL CONSULTANT	Post	IC	1-May-09	N/A	N/A	1-May-09	16-May-09	23-May-09	N/A	N/A	30-May-09	N/A	N/A	1-Jun-09	Mr. Tang Seng Ramony	\$16,800.00	30-Nov-10
	Act					N/A	N/A	N/A	15-Sep-09	8-Oct-09	21-Oct-09	N/A	N/A	21-Oct-09	11-Nov-09	10-Dec-09	30-Oct-09			13-Dec-10
5	Plan	DFGG/MoI n/RNK/09-05	NATIONAL PHYSICAL ASSET CONSULTANT	Post	IC	15-May-09	N/A	N/A	15-May-09	30-May-09	6-Jun-09	N/A	N/A	13-Jun-09	N/A	N/A	15-Jun-09	Mr. Sam Piseth	\$15,120.00	30-Nov-10
	Act					10 <sup>th</sup> Aug 09	18 <sup>th</sup> Feb 10	12 <sup>th</sup> Mar 10	12 <sup>th</sup> Mar 10	26 <sup>th</sup> Mar 10	30-Mar-10	N/A	N/A	23-Apr-10	N/A	N/A	27-Apr-10			26 <sup>th</sup> Apr 10

## SECTION IV: CONCLUSION AND RECOMMENDATIONS

The new CDA began work with the project in early May. Already the CDA has made progress with the introduction of daily editorial meetings with the News unit which also serve as 'mini' training sessions and provide newsroom staff with the opportunity to share their ideas and critique other news stories. The sessions are also a valuable motivational tool and have now become routine.

The CDA has also introduced regular meetings with the Features and Talkback units. The Features unit has two meetings per week including a listening and feedback session which provides the opportunity for staff to participate and comment on how the program could be improved. The Deputy Director General has been attending the weekly Talkback meetings which cover editorial issues, topic and guest selection.

The frequency of news bulletins has remained at four live bulletins per day, four repeats and a wrap up bulletin, which is the same as in the previous quarter. The TBP has continued to produce five programs per week, and the Features program has begun broadcasting two to three programs per week; although this is still short of the target of five per week. The TBP is continuing its popularity and the program has been receiving positive feedback from listeners.

In order for production output to be ramped up any further, the issue of staff payments from January-June 2010 must be resolved, and the new POC scheme must be introduced and clarified for staff by RNK senior management. Until these two things happen, it will be difficult to introduce further additional news bulletins or features programmes.

A workshop consisting of the Battambang Talkback team, representatives from a number of youth groups including Universities, NGO's and representatives from the Provincial Department of Youth and Education was held at the Battambang Radio Station with the aim of establishing a weekly youth Talkback program. There was enthusiastic support and the station plans to commence this new venture from Friday 20<sup>th</sup> August. The Battambang PIS greeted the training and concept of a youth programme eagerly, and adopted suggested improvements to their talk back programme. It's hoped that RNK will in the future adopt a similar approach to youth programming on Wat Phnom FM, though at this stage the Director General has not made clear if and when this may happen.

The relationship with PIS has continued to improve and RNK is now receiving an average of 32 stories per week from PIS staff. Eight PIS staff will be travelling to Phnom Penh in the coming quarter to participate in training which is being facilitated by the ABC. The Content Support office will need to pay close attention to the newly trained PIS trainees, to ensure they are practicing their new skills and contributing their regional stories to RNK. The slow procurement of equipment for the recording booths, which were constructed last year, remains an outstanding issue as staff require these booths to prepare reports more efficiently.

Staff morale is somewhat unstable, and there is an expectation among staff that they will receive a back pay for the last six months prior to the POC scheme coming into effect on 1 July 2010. If staff do not receive a compensation for the past 6 months, it is likely that morale will dip in the coming quarter and this will need to be carefully managed by DfGG management. It is essential that management update staff on what is happening as there is a feeling amongst staff of being 'kept in the dark'.

The five national specialists remained in place, working alongside their RNK counterparts. However, the Procurement and HR specialists' contracts are due for completion in the next quarter. RNK will request an NLO from the World Bank for the extension of the HR consultant and will seek to readvertise the role of the Procurement specialist. RNK Management must continue to monitor the specialists to ensure they are building the capacity of their counterparts and not carrying out the work themselves.

The procurement and contracting of an NGO to form and conduct the Listener Clubs has become a protracted activity that is compromising RNK's ability to carry out quality external audience monitoring of the DfGG radio programs. It is essential that this be completed as soon as possible so that RNK can get independent feedback on the quality of the radio programming; and take actions to improve upon any shortcomings.

Although the ODA was not in place during the last quarter, the recruitment was finalised and he began work with the programme on a part time basis from late June. The ODA will require some time to familiarise himself with the project, however it is hoped that this transition time will be minimal and that he will be able to begin working swiftly to provide effective advice and mentoring to RNK counterparts. Over the next quarter he will provide advice and support particularly around marketing, human resources and partnerships.

## Appendix 1: Advisory Committee Meeting Minutes

### Meeting held 07<sup>th</sup> May, 2010

Present: Mr. Ok Serei Sopheak; Chairman  
 Mrs. Sieng Huy; Vice Chairman  
 HE Tan Yan, Member from RNK  
 Mr Ta Rath, Member from ABC  
 Mr. Tieng Sopheark Vichea, Member from DMC  
 Mr. Yem Noy, Member from Ministry of Information  
 Mrs. Chea Sundaneth, Member from WMC  
 Mrs. Houth Rattanak, Member from Pact Cambodia  
 Mr. Chhay Sophal, Member from Club of Journalists  
 Mr. Tan Monivann; Member from Business sector

Observers:  
 Mr. Som Sarun, RNK Deputy Director  
 Mr. Tuan Sarath, RNK Deputy Director  
 Ms. Kim Molyda, ABC; Observer/Translator  
 Mr. Som Chamreun, RNK Note-taker

Absent:  
 Ms. Yvette Height, AC Executive Officer

Next meeting: TBC

Topic	Discussion	Action	Who will Action?	Date Required
1. Follow-up on actions from last AC meeting	<ul style="list-style-type: none"> <li>• RNK to organize a meeting between AC members and program production staff.</li> <li>• RNK to organize a meeting between AC and the Minister of Information to discuss issues in project implementation as a result of the cancellation of MBPI&amp;PMG and vision for RNK sustainability of programs.</li> <li>• RNK to request Minister to lobby MEF re. RNK's retention of some income.</li> </ul>	<p>A meeting will be scheduled very soon.</p> <p>The Minister will be contacted to arrange for a meeting with AC.</p> <p>HE TY said it is impossible to seek permission from MEF for RNK to retain income due to MEF's strict requirements which apply to all state departments.</p>	<p>HE TY</p> <p>HE TY</p>	<p>Within few weeks after the AC meeting</p>

<p>2. Work progress since last AC meeting: Content development – News, TB &amp; Features (reported by Mr Som Sarun)</p>	<p>The Feature program has been on air with two programs per week from late April. However, it may not fully focus on the priority areas of the WB. The number of productions per week will be increased when studios and equipments are set up and fully equipped.</p> <p>The late arrival of equipment and the vehicle have hampered the increase in production of programs. In addition, the cancellation of MBPI/PMG is causing low morale for all staff; however, they are working very hard.</p> <p>Recently RNK is producing four news bulletins plus one wrap up per day with 10mns length. Feedback on the programming has improved a lot. Balance and standardized news bulletins are becoming more common-place.</p> <p>The numbers of reports from PIS are increasing esp. from Battambang and Kratie provinces which help make RNK's news stories very up-to-date compared to other radio stations. Fees for those PIS reporters are provided on time.</p> <p>The TBP, whilst doing a good job of focusing on the priorities of the WB, are sometimes too narrow and specific, therefore only appealing to a limited audience. Attracting experts from government is still a big problem. Often the experts are busy or unavailable, so the team has little choice on who to select. However, this can be solved via suggestion from Minister of Information whilst he attended the show on Press Freedom Day. He suggests that the TBP team should send a report to the Prime Minister's Cabinet Office and to HE Mrs. Men Som about the unavailability of representatives from each ministry. Additionally, Mr Sarun suggested that when the new vehicle arrives, the TBP team will go to the field to collect a variety of outputs for the program eg. Vox pops, interview, drama, etc – these can add more variety and interest to the program if there is no expert attending.</p> <p>The numbers of callers into the program are steadily increasing, esp. from Phnom Penh. There were 535 on-air callers during last quarter, mainly from Kampong Cham province and most were farmers and public servants, with 5 different telephone lines.</p>			
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<p>Work progress since last AC meeting: Institutional strengthening – HR, Finance, procurement (reported by Mr Tuan Sarat)</p>	<p>The budget for 2010 has not been approved yet by the Bank but RNK can withdraw the money to spend on definite items.</p> <ul style="list-style-type: none"> <li>- From 27-30 April, there was an external audit of finance and procurement.</li> <li>- RNK’s spending is much lower than planned.</li> <li>- Early this month, RNK had a negotiation meeting with a representative from HARRIS Company on procuring a new standby 25 KW transmitters and fixing the current 200 KW. RNK will seek the bank’s approval on this matter.</li> <li>- A new separate FM studio will be installed with RNK’s money.</li> <li>- RNK is engaging DTV to expand its signal on satellite for other PIS Radio Stations to relay RNK’s programs.</li> <li>- Procurement of computers, furniture and printers was completed during the last quarter.</li> <li>- Procurement of audio equipment remains with the IPA.</li> <li>- Vehicle procurement is very slow; the vehicle may not arrive for another few months. HE Tan Yan has agreed to hire a car for use by RNK in implementing DFGG.</li> <li>- 57 out of 61 of RNK-DFGG staff worked on DFGG.</li> </ul>			
<p>3. AC’s feedback on RNK’s program content &amp; project implementation</p>	<p><b>Sopheak:</b> The hard work of the production staff is appreciated but, as stated in the Aide Memoire, RNK has to focus much more on program quality.</p> <p><b>Rattanak:</b> The AC acknowledged the hard work and accomplishments by RNK. However, programming quality should be further improved. She also found that there were a lot of topics covered by TBP but sometimes there was repetitiveness, a lack of variety, meaning that callers aren’t able to interact energetically. If the TBP team finds it hard to select topics, please seek assistance and suggestions from callers. She heard a few topics suggested by callers on TBP but they have not yet been included in the TBP. The topic list sent to AC members is too late (it’s sent at the beginning of the broadcast week) that is why the AC cannot provide comments and help suggest appropriate experts. She acknowledged it is very hard to find qualified people to join the show but it may help if the TBP can organize a workshop inviting all relevant stakeholders to understand the TBP purposes so they are more willing to attend the program. In the quarterly progress report, outstanding TBP topics should be included and highlighted to get readers attention and feedback. She asked if AC members could join RNK in</p>			

	<p>conducting the audience survey in the field visit.</p> <p><b>Monivan:</b> There should be two experts in every TBP to compliment each other. Important experts normally get interaction from audiences. He is working in legal, labor, investment and private sections so he can help on this matter if TBP team would like to invite him in as an expert. Other notice, with first general question, expert(s) explained a bit long and this made audiences easily get bored so TBP should refine the questions and ensure answers are succinct enough.</p> <p><b>Huy:</b> TBP should limit the time of each caller. Some callers talked too long. TBP must have expert(s) all the time to comply with the objectives of the Bank and ensure audience and caller numbers are maintained. Additionally, It would be great if TBP can follow caller's suggestions and put them in the quarterly report as it demonstrated the work achievements and successes of the programme.</p> <p><b>Vichea</b> said Presenters should help callers who came with personal problems and if can't deal, let's cut them off. TBP should have a reserved expert and leave a phone contact for listeners to call to report and seek for solution. The AC should approve on the issues raised rather than bring them up again and again.</p> <p><b>Daneth</b> said in case there is no expert in studio, TBP team should try to call him/her from office if they are not available to join directly at studio. Following up with invitation letters is very important. Sometimes, the management has to chase it up. Some callers cannot find the right word to question, so presenters have to help them by asking 'is that what you want to ask?'...etc.</p> <p><b>Sophal:</b> There should be a general rule of 2-3mns for a caller but if the caller is not good or interesting enough, the presenter should move on to another one and give more time if the discussion is interesting.</p> <p><b>Noy:</b> It would be great if RNK can invite members of the National Assembly as TBP's speakers. It is wonderful to show other government's officials to adapt themselves in the shows. Most TBP's callers are farmers so presenters have to help directing them to the right track or to find the right way to phrase their question..</p> <p><b>Rattanak:</b> RNK's website does not look good with poor content and there is not much in English page. Improvement should be done.</p> <p><b>Monivan:</b> His friend from Angkorwat.com can share advice with RNK's IT people on the website matter. A meeting will be arranged next week.</p>			
		To get an IT specialist from	Monivan	Within a couple of

		Angkorwat.com to come to meet RNK IT to assist in improving RNK's homepage.		weeks
4. WB's comments on Results Framework & Good Governance Framework	Ta said comments had been received from WB regarding M&E and Good Governance frameworks. Yvette will work with RNK to incorporate those comments and send them back to WB.	To complete and send M&E and GGF to WB	Yvette and Chamreun	Within 2 weeks
5. Discussions of actions required as per WB's Feb 2010 Aide Memoire	<p><b>Ta</b> briefed about the key points illustrated in the WB's Aide Memoire. HE TY said it was impossible to do editorial delegation at this stage as he needs to control what comes out on his station. Ta agreed with HE Tan Yan on the editorial delegation. Ta added that to prove quality of programs, RNK should focus on compliance with the editorial policies which uphold key values including balance, accuracy and impartiality. RNK's DFGG programming should focus on those values. Ta also said Paul Chadwick, ABC Ed Pol specialist, will arrive in Cambodia in July to review RNK's Ed Pol. RNK should utilize his services while he is with RNK.</p> <p>Another key action is to develop 2 indicators of editorial policy compliance, staff and AC surveys, to submit to WB by June.</p> <p>The Aide Memoire also asks for the AC to seek approval from the Minister of Information regarding any actions agreed with RNK.</p>	<p>RNK to adhere to the editorial policy.</p> <p>Development of two indicators, staff survey and AC survey, re editorial policy compliance.</p> <p>Proposed actions from AC and RNK to get Minister's endorsement in response to actions required in WB's Aide Memoire</p>	<p>HE Tan Yan to report at the next AC meeting.</p> <p>ABC and RNK</p> <p>AC and HE Tan Yan</p>	By June 2010
6. Other issues/Wrap up	<p><b>Huy:</b> The meeting with RNK's production staff is just to get to know them better.</p> <p><b>HE Tan Yan:</b> RNK is gradually reforming to ensure both government and donors accept it. Being RNK's management, he doesn't want to see his production staff facing any problem as a result of their editorial decisions. Even AC meeting is held in every quarterly, RNK got a lot of good comments but some ideas are beyond RNK's capacity. RNK will report back any points that can't be achieved.</p> <p><b>Rattanak:</b> RNK should revisit the project proposal to see what has been agreed with WB in project implementation. RNK should not say that WB is pushing RNK very hard to undertake tasks which are within the agreed framework.</p>			

RNK should report to the Bank what they can and can't do.

**Sarun:** RNK is encountering occasional difficulties in attracting government and NGO experts. TBP team proposes topics and potential experts in a period of month before to Director General and sends out the invitation letters. However, he suggested AC to help with experts from NGOs side. Right now, TBP team is sending CDs of TBPs to every ministry after they go to air. Once RNK staff get salary supplement and adequate equipment, there will be one feature program a day with the next day rebroadcast. RNK cannot push its staff too hard to fulfill what has been agreed with WB due to the issue of salary supplement. But RNK will retain the amount and quality of production.

**Ta:** A new content development advisor will be on board very soon to help look at compliance with the editorial policies. This will prove to WB that RNK can fulfill the Bank's requirements.

**Huy:** Director General is involved in TBP's topics and experts selection. Trust should be built between RNK management and TBP team. Presenters are able to adjust the discussion even though with sensitive topics. TBP Presenters have done a very good job but with limited background knowledge. They should have more training esp. on critical analysis.

**Sopheak:** the production team and RNK management should be congratulated for their commitment and progress during the difficult phase. However, RNK should ensure quantity and quality of its programming. The Bank and Minister of Information should be advised of staff's low morale which is a big problem at RNK.

Topics and experts must be the main problem for TBP but if RNK can do as what Minister of Information suggested then it is a great opportunity.

Self censorship can be an issue for RNK if the Bank conducts a survey and finds out the decreased popularity then RNK may be seen as having a problem. Production of feature program is acceptable by the Bank but RNK has to report the reasons of that challenges.

## **Annex: E. The Asia Foundation (TAF)**

### **SECTION I: PROJECT PROGRESS REPORT**

#### **A. Project Introduction**

##### **A. 1. Project Background**

The Demand for Good Governance (DFGG) project and its non-state component (NSAC) emerge directly from the reform agenda of the Royal Government of Cambodia (RGC) that emphasizes good governance in its reform strategies (such as in the *Rectangular Strategy 2004-08*, the *Governance Action Plan*, and the policies for sub-national reform). DFGG aims to increase the extent and ability of citizens, civil society organizations, and other non-state actors to hold the state accountable and to make it responsive to their needs. In turn, DFGG enhances the capacity of the state to become transparent, accountable, and participatory.

The DFGG project comprises the following **three core pillars**:

**Pillar One:** Support to state institutions (SIs),

**Pillar Two:** Support to non-state actors (NSAs), and

**Pillar Three:** Coordination and learning between SIs and NSAs

##### **A. 2. Project Development Objective**

NSAC aims to strengthen the capacity of Cambodian citizens to demand good governance by funding and scaling-up ongoing or pilot social accountability initiatives of non-state institutions and coalitions in the priority reform areas of the DFGG project.

##### **A. 3. Project Component**

NSAC, implemented by The Asia Foundation (the Foundation), supports non-state actors in mobilizing demand for good governance, promoting greater access to information on governance issues, monitoring local government, and enabling increased citizen participation in the public sphere. The project also supports local dispute resolution and projects implemented in participation with government. The total funds available for this component are approximately \$4.275 million over four years. Through its grant-making windows, NSAC builds on state-sponsored governance programs and strengthens non-state institutions to contribute to the higher-level objectives set out in both the government of Cambodia's *Rectangular Strategy* and the World Bank's *Country Assistance Strategy*. The overall goals of NSAC are to strengthen citizens' capacity to demand good governance by funding non-state institutions and coalitions for social accountability and constructive engagement initiatives in the priority reform areas of the DFGG project.

## **B. Summary of Key Activities and Completed Milestones Undertaken in this Quarter**

### ***Activity 1: Provide ongoing support to the GMC***

During the last World Bank mission in February 2010, the Foundation, the Project Coordination Office (PCO), and the World Bank decided to expand the membership of the Grant-Making Committee (GMC) by two candidates, a state and non-state representative, to ensure that the GMC was adequately staffed to review concept notes and applications. In the last quarter, the Foundation successfully recruited the new non-state member and filled a vacancy left by Ms. Chet Charya. The two positions were advertised in the Cambodia Daily, and 14 applications were received from qualified candidates. The Foundation convened the independent search committee, comprised of the PCO, the World Bank, the Foundation, and a CSO representative in early July to nominate candidates. The nominations of the search committee have been sent to the Ministry of Interior for approval. An additional short-list of candidates was prepared in case of any future vacancies. Finally, the committee also recommended a state representative to MOI for consideration.

### ***Activity 2: Organize and facilitate the DI Forum***

The Foundation has made significant progress towards organizing the inaugural Forum for Development Ideas (DI Forum). The DI Forum is one of the most important events for the non-state component, as it provides an opportunity to promote learning on successful civil society initiatives, link state and non-state actors, and promote networking. The DI Forum also helps to promote transparency in the grants selection process. The planning for this event started with drafting the terms of reference for the thematic and partnership grants based on the priority areas identified during consultations with the project's advisory body, the Project Coordination Group (PCG), civil society, and state representatives. After developing the terms of reference, the Foundation held consultations with the PCO, each of the DFGG state institutions, and the World Bank. The terms of reference were refined based on the feedback received, and the call for medium and large grants was made in June. These project proposals will be show-cased at the DI Forum.

Further, the Foundation has prepared a preliminary program for the DI Forum that will be finalized in coordination with the PCO and the World Bank. The DI Forum is envisioned to be a two day event with plenary discussions that focus on key DFGG thematic areas. Further, there will be parallel seminars scheduled during both days on topics related to good management practices, role of civil society in decentralization, and social accountability. A wide range of stakeholders will be invited, including relevant state institutions, development partners, civil society organizations, and other non-state actors; approximately 400 people will be invited to this event.

### ***Activity 3: Manage NSAC Grants***

As discussed above, the first medium and large grants round was launched in June of the last quarter. These grants will scale up successful pilots and support networking and capacity building. Both thematic and partnership grants will be offered in this grants cycle. Thematic grants are aimed to support innovative governance and social accountability projects. Partnership grants will fund non-state actors that have the necessary experience and expertise to partner with the DFGG SIs. The aim of these partnership grants is to provide capacity building, undertake outreach, and develop models of co-management.

The call for the grants was made in the Cambodia Daily and the Rasmei Kampuchea newspapers, and advertised on the project's web-site. The grants were also advertised through existing civil society networks. After the call for concept notes was launched, the Foundation organized three national

workshops to allow applicants to learn about the project's overall objectives and how to apply for grants. In total, the Foundation received 119 concept notes, far exceeding expectations, including 103 thematic grants concept notes, 11 for partnership grants, and five submissions were ineligible.

At present, the Foundation is coordinating the GMC's review of the concept notes. First, the Foundation reviewed all proposals to ensure they were eligible and prepared summaries of the eligible ones to support the GMC. The applications were then forwarded to the GMC members for review. The GMC will be meeting on August 3 to short-list the concept notes. Once the concept notes have been short-listed, the Foundation will invite all short-listed candidates to submit full applications and to participate in the DI Forum, which will be held on September 7 and 8. Further, the Foundation is in the process of compiling information on all applicants into a database, so outreach strategies can be more targeted in the subsequent rounds. The due diligence and contracting process will begin shortly after the DI Forum, when the finalists have been selected.

The Foundation is also managing 11 small grants that were awarded in the first small grants round. Details on the grant activities are discussed under section B2. The Foundation has been conducting ongoing monitoring of these grants, including random and planned visits. Further, the Foundation's finance and grants team has provided these grantees one-on-one coaching on financial management.

#### ***Activity 4: Update outreach materials and communications***

As the Foundation aims to reach a wide diversity of NSA actors for the DI Forum, the secretariat has been busy updating grant communication materials, including the brochure and web-site. The Foundation also participated in two radio shows to raise awareness about DFGG and NSAC with the PCO. The shows were hosted by the Women's Media Centre (WMC) and Voice of Democracy managed by the Cambodian Centre for Independent Media. The Foundation and the PCO discussed issues related to the overall project, definition of good governance in the Cambodian context, and discussed the upcoming DI Forum. According to WMC, it received 400 messages from the public during the show.

To promote NSAC and the DI Forum, the Foundation has been working with a communication firm to brand its communication materials, including hand-outs, the application packet, and the web-site. To that end, the Foundation prepared an application packet for thematic and partnership grants to guide non-state actors through the various stages of the competition, as the DI Forum is new to Cambodia. The Foundation has coordinated extensively with the PCO and World Bank prior to finalizing the materials.

The Foundation has also been updating its web-site to capture the breadth of partner activities, make it more navigable and interactive, and to update all the materials related to grants. The updated web-site will be launched at the DI Forum. Finally, the inaugural NSAC newsletter was printed and distributed to state and non-state actors during the last quarter.

#### ***Activity 5: Develop M&E Framework***

In this last quarter, the Foundation finalized a comprehensive monitoring and evaluation (M&E) plan that will be employed to ensure that the grants are being implemented in accordance with the terms of reference and the overall project's objectives. The system will be used to monitor both the Foundation's and the grantee's activities, and will be used to collect data systematically to update the project's results framework.

After the system was developed, Dr. David Ayres, the M&E consultant held a one-day orientation for the secretariat to train them on using the data sheets and the database. The secretariat in turn shared the tools with the DFGG small grantees, so that the tools can be tested and refined. Once the selection process for the medium and large grants round is over, the Foundation will organize a M&E orientation workshop for the new grantees.

## B1. Outputs

### B1.1 Work Progress against PIP

Description of Planning Activities	Description	Further Comments
<b>Subcomponent 1 &amp; 2</b>		
<b>1. Provide ongoing support to the GMC</b>		
1.1 Support GMC during the application process	The secretariat will backstop the GMC during the review period.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>The review process for the medium and large grants round is ongoing.</li> </ul>
1.2 Provide GMC information on the grantees	The secretariat will provide GMC members additional information on applicants if necessary.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>The review process for the medium and large grants round is ongoing.</li> </ul>
<b>2. Manage the small grants round</b>		
2.1 Review applications	The secretariat screens applications for eligibility.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>The next small grants round is planned in August 2010.</li> </ul>
2.2 Facilitate the GMC	The secretariat will backstop the GMC during the review period.	<u>Completed (Q1 &amp; Q2)</u>
<b>3. Organize and facilitate the DI Forum</b>		
3.1 Facilitate the medium and large grants competition	The secretariat will manage the grants competition.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>The GMC will meet to review the concept notes on August 3, 2010. It is anticipated that the grants will be finalized in September and October.</li> </ul>
3.2 Organize the DI Forum	The secretariat will manage the DI Forum.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>The event is tentatively scheduled for September 7 &amp; 8.</li> </ul>
<b>4. Manage NSAC Grants</b>		
4.1 Shepherd all applications through the review process	The secretariat makes sure all the grants are eligible, makes summary of the eligible ones for the GMC, and facilitates the review process.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>The concept notes are under review.</li> </ul>
4.2 Negotiate and prepare subgrant agreements	The secretariat undertakes contract negotiation and finalizes subgrant agreements.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>This will take place in September and October.</li> </ul>
4.3 Monitor grants regularly	The secretariat will undertake regular monitoring of grantees.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>The Foundation has begun regular field monitoring.</li> </ul>
<b>5. Update outreach materials</b>		
5.1 Ensure materials are up-to-date	The Secretariat updates communication materials	<u>Completed (Q2)</u> <ul style="list-style-type: none"> <li>The Foundation has prepared and disseminated materials for the medium and large grants competition. .</li> </ul>
<b>6. Facilitate awareness raising and promote learning</b>		

6.1 Organize learning workshops	The secretariat will organize learning workshops to raise awareness of grants and governance related topics.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>Learning forums will be scheduled once the medium and large grants are under implementation</li> </ul>
6.2 Facilitate networking opportunities	The secretariat will facilitate networking among state and non-state actors.	<u>Ongoing</u>
<b>7. Maintain NSAC web-site</b>		
7.1 Maintain component's web-site	The secretariat will update its web-site.	<u>Ongoing</u>
<b>8. Prepare a biannual newsletter</b>		
8.1 Develop material for the newsletter	The NSAC newsletter provides information on the project and innovative governance initiative to support a discussion among development practitioners.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>The first newsletter has been completed and printed.</li> <li>The second newsletter will come out at the end of the year.</li> </ul>
8.2 Disseminate newsletter to state and non-state partners		<u>Completed (Q2)</u> <ul style="list-style-type: none"> <li>The first newsletter was disseminated.</li> </ul>
<b>9. Develop resources on social accountability</b>		
9.1 Document and compile materials	These case-studies will help to document and disseminate innovative approaches.	<u>Ongoing</u>
<b>Subcomponent 3</b>		
<b>1. Organize and facilitate capacity building for NSAs</b>		
1.1 Assist NSAs with strategic planning and preparation of implementation plans	During the grant negotiation process, the secretariat will help grantees develop implementation plans.	<u>Completed (Q1 &amp; Q2)</u> <ul style="list-style-type: none"> <li>The implementation plans for the medium and large grants is under review.</li> </ul>
1.2 Undertake learning and knowledge sharing activities.		<u>Ongoing</u> <ul style="list-style-type: none"> <li>The Foundation has undertaken 5 learning events this year.</li> </ul>
1.3 Facilitate capacity building based on NSAC assessment	The secretariat will organize capacity building events.	<u>Ongoing</u>
<b>2. Organize field visits</b>		
2.1 Organize GMC and government visits to the field		<u>Ongoing</u>
<b>3. Undertake due diligence and provide coaching on administration and financial management</b>		
3.1 Undertake desk financial review of small grantees	This is part of the due diligence process.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>This will take place at the end of the year.</li> </ul>
3.2 Perform on-site financial reviews of medium and large grantees	This is part of the due diligence process.	<u>Ongoing</u> <ul style="list-style-type: none"> <li>This will take place in September/October.</li> </ul>
3.3 Provide financial management coaching as needed.	Over the course of the project, the secretariat aims to building capacity of grantees.	<u>Ongoing</u>
<b>4. Random spot-check of grantees</b>		
4.1 Undertake random	The secretariat will randomly	<u>Ongoing</u>

monitoring	monitor the grantees.	<ul style="list-style-type: none"> <li>Monitoring grants under implementation has begun.</li> </ul>
<b>5. Undertake cases studies</b>		
5.1 Prepare case studies	The preparation of the case studies is part of the learning strategy.	<a href="#">Completed</a>
<b>6. Internal review of grantee reports</b>		
6.1. Monitor grantees regularly		<u>Ongoing</u> <ul style="list-style-type: none"> <li>Monitoring grants under implementation has begun.</li> <li>Visits to 4 grantees in Kampong Chhnang and Battambang, May 25-27.</li> </ul>

### B1.2 Work Progress against Key Milestones

N.	Description of Key Milestones	Further Comments
	<b>Small Grant Round 1</b>	
1.	Facilitate the GMC	Completed
2.	Undertake due diligence	Completed
3.	Finalize subgrant agreements and process disbursements	Completed
	<b>DI Forum</b>	
4	<a href="#">Organize national and provincial outreach</a>	<a href="#">Completed</a>
5	<a href="#">Make call for medium and large grants</a>	<a href="#">Completed</a>
6	Organize meeting for GMC	Ongoing Organized for August 3
7	Invite short-listed applicants to submit applications	Ongoing Shortly after the August 3 meeting
8	Review applications and share them with the GMC	Ongoing End August
9	Organize the DI Forum	Ongoing Planned for September 8-9
	<b>Communication/Outreach</b>	
10	Produce NSAC newsletter I	Completed
11	<a href="#">Maintain Web-site</a>	<a href="#">Completed</a>
	<b>Reports</b>	
12	<a href="#">Quarterly Narrative and Financial Report I</a>	<a href="#">Completed Q1 &amp; Q2</a>

## **B2. Outcomes: Discussion on Progress Made by DFGG Small Grants Round I Grantees**

This section discusses progress made by the first round of DFGG small grantees. The final reports from this round of grants are due next quarter, but this section discusses implementation to date captured through monitoring visits. The 11 grantees awarded grants under DFGG have made significant progress towards their project objectives. Overall, these projects aim to support access to information by training journalists, developing local sources of information, such as community newsletters, and implementing public forums on local governance issues. Grantees have also undertaken citizen report cards (CRC) and participatory rapid appraisals (PRA) on local service delivery, and are in the process of compiling their results. Finally, the grantees are also directly working with government to improve local service delivery.

### ***Promotion of information***

Buddhism and Society Development Association (BSDA), Cambodia Institute for Media Studies (CIMS), and the Open Forum of Cambodia (OFC) are working to promote access to information using a several unique strategies. BSDA is helping the community access information on local government through notice boards and public forums in Kampong Cham. To date, BSDA has conducted trainings on social accountability concepts and tools with 66 commune councillors, youth, and monks, emphasizing the importance of public information and citizen dialogue. They've also established one notice board in each of the 10 communes where they are working. Based on empirical evidence, the notice boards are being increasingly used by community members to gain information on local administrative services.

OFC has provided training to local youth on local governance in Svay Rieng province and have helped them produce four newsletters. These newsletters focus on the activities of the commune councils, and are distributed to local communities, councillors, and others. According to OFC, while it is difficult to obtain information about government activities, they are succeeding in reporting on some local corruption issues. In addition, they have organized three community forums in each of the target districts to discuss the issues raised by their newsletters. They claim that there is a genuine demand for the newsletters, as they have been requests for additional newsletters from individuals living in other communities.

CIMS has successfully provided investigative reporting training to 60 print and radio journalists working in Battambang, Phnom Penh, Siem Reap, and Sihanoukville. CIMS has also provided ongoing mentoring to the journalists. In the next stage of the project, they will focus on getting some of the stories published. This project has been received press coverage from Radio Free Australia, Rasmei Kampuchea, Kampuchea Thimei, and Khmer Machas Srok.

### ***Monitoring public service delivery***

Five organizations—BSDA, Cambodia Community Development (CCD), Khmer Association for Development of Countryside Cambodia (KAFOC), Peace and Development Aid Organization (PDAO), and Ponleur Kumar (PK) have implemented the CRC to monitor local service delivery. Through the CRC, these NSAs surveyed local service delivery and advocated commune councils based on the results of the survey. BSDA conducted the CRC in eight communes in Kampong Cham, surveying commune councils' efforts at promoting local agriculture. Following the CRC, they conducted public meetings with local government to address the issues raised in the CRC report and to emphasize local complaints mechanisms, such as the social accountability box. According to the BSDA, the local authorities have been supportive of the project, but it is also difficult to access information related to local planning.

CCD focused on monitoring the commune councils' performance on natural resource management issues in Kratie. Unsurprisingly, they claimed that it was very difficult to gain information on sensitive topics,

related to land and forest from the government and from local communities. They ended focusing more on local infrastructure, and their final results will be presented to the provincial forum on August 9, 2010.

KAFDOC's citizen report card focused on the commune council's administrative services, such as education and health, in five communes in two districts in Kratie. They have trained approximately 30 individuals on survey design and principles of good local governance. They have also organized forums in each commune to present the CRC results to the community and commune councils. According to KAFDOC, the results were accepted by the majority of commune councils and they have agreed to incorporate recommendations in the next commune planning cycle.

PDAO monitored commune council performance on health and education in Kampot and Takeo. PDAO has developed targeted trainings for community-based organizations and commune councils to sensitize the population on good governance topics. They have also established community monitoring committees that will implement the CRC. According to PDAO, the commune councils hesitated to cooperate at first, but they have been more open after the trainings. They also mentioned that they have witnessed an increase in public participation during the in council meetings.

During PK's implementation of the citizen report card, they were able to liaise with members of the provincial local administration unit through introductory workshops. They also conducted public meetings to social accountability concepts to people and commune councils, so that the benefits of the CRC are made more tangible. The CRC was implemented in four communes on health, administrative services provided by the CC, and education. PK is now compiling the results of the CRC. One challenge they are facing is lack of data analysis skills. Finally, PK also facilitated regular public participation during commune council meetings.

The Cambodia Organization for Women's Support (COWS) implemented a PRA to evaluate the government's performance related to economic development, infrastructure, and land-use in Kampong Thom. They first implemented trainings to introduce social accountability concepts to the commune councils and members of the commune monitoring committees, comprised of local leaders. COWS facilitated the monitoring committees to conduct a PRA in each of the six target communes. They are in the process of compiling the results.

### ***Developing partnerships with government***

Some of the grantees have also designed projects to support dialogue and partnerships between NSAs and the government. Buddhism for Development (BFD) has trained and supported existing community mobilization committees (CMCs) to encourage participation in the commune planning process. Approximately 120 CMCs members were trained on issues related to social accountability and roles and responsibilities of the commune council. They launched a larger campaign, including a door-to-door outreach strategy, radio shows, and other information sessions, reaching 4,461 people. While their project was able to target many people, they recognize that participation in formal forums is still limited by lack of institutional incentives. BFD has also promoted use of the social accountability boxes as a local grievance mechanism, and are piloting accountability boxes in five pagodas.

Phnom Srey Association for Development (PSAD) is piloting a project that aims to introduce monetary incentives to improve commune council performance. PSAD has organized a monitoring committee composed of non-state and state representatives that will assess commune councils' performance on basic service delivery. High performing commune councils will be rewarded with office materials, e.g. books and office supplies. PSAD has organized workshops with technical and evaluation committees comprised of representatives from line ministries and NSAs. To help the committee members, they organized a

training session on planning and evaluation with 20 participants. Following the training, they monitored the 27 commune councils on local governance practices. It was initially difficult to coordinate among members of the various committees. However, they have received positive feedback from commune councils. PSAD was also able to connect with provincial authorities during this project.

## **C. Emerging Concerns and Divergence from Plan**

### **C. 1. Emerging Concerns**

The Foundation does not have significant concerns about the implementation of NSAC. The DI Forum was shifted from June to September to implement the stakeholder consultations recommended by the Bank. Further, the approval process for the grant terms of reference took longer than expected. However, the implementation is now on track, and we anticipate that the first medium and large grants will be made in end September and early October.

## D. Provisional Results Indicators

As there was no baseline survey conducted for NSAC, the baseline values were based on the grantee activity in the PECSA pilot grants round. Preliminary baseline values are included in the table below.

No.	Project Outcome Indicators	Baseline	Target Values				Data Collection and Reporting		
			YR1	YR2	YR3	YR4	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
1	<b>1. Promoting DFGG in priority reform areas.</b> % awareness of disseminated information among relevant stakeholders in areas covered by awareness and disclosure campaigns of relevant NSAs supported by the DM <sup>53</sup>	N.A.	-	TBD <sup>54</sup>	10% increase	10% increase	Annual; recorded in Annual Report	Annual NSA progress reports with methodology guidance from TAF M&E unit. Compiled by TAF with possibility of weighting.	NSAs supported through DM
	2	% of relevant stakeholders rating relevant NSA awareness and disclosure campaigns as relevant for their context	N.A.	-	TBD	5% increase	5% increase	As Above	As Above
3	<b>2. Mediating DFGG in priority reform areas.</b> Number of disputes and instances of feedback identified and mediated by relevant NSAs supported through the DM.	8	-	TBD	10% increase	10% increase	Annual; recorded in Annual Report	Annual NSA progress reports with methodology guidance from TAF M&E unit. Compiled by TAF with possibility of weighting.	TAF and NSA grant recipients
	4	% of disputes and instances of feedback identified and mediated by relevant NSAs supported through the DM that were satisfactorily responded to	37.5 percent	-	3% increase	3% increase	3% increase	As above	NSA recording and reporting to TAF; Compiled by TAF with possibility of weighting.

<sup>53</sup> The PDO outcome indicators for promotion and monitoring under Component 2 will be tracked for NSAs receiving grants from the DI Forum competition. For small grants, which are more in the nature of grassroots initiative, outcome monitoring will be done through individual case studies of a random sample of these during the mid-term and end-term evaluations by the independent think tank to be contracted by TAF. If possible, for Yr2 and Yr4 the results from these case studies will be incorporated in the overall outcome indicators for the component.

<sup>54</sup> As this will be determined through the baseline values.

5	<b>3. Responding to DFGG in priority reform areas.</b>								
6	<b>4. Monitoring to inform DFGG in priority reform areas:</b>								
7	Number of public sector institutions monitored through NSA initiatives supported under Component 2	18 communes	-	4	8	12	Annual; recorded in Annual Report	From database of grant recipients. Compiled by TAF with possibility of weighting.	TAF
8	Percentage of public sector institutions and activities that use the independent NSA monitoring data to take strategic management and/or corrective actions	N.A.	-	15%	25%	33%	Annual; recorded in Annual Report	From database of grant recipients, who will assess whether corrective actions were taken. <sup>55</sup> Compiled by TAF with possibility of weighting.	TAF
	<b>Intermediate Outcome Indicators</b>								
	<b>1. Strengthened Capacity and Effectiveness</b>								
9	(Average) % of NSAs supported from Component 2 that report a high (based on rating scale) achievement of their capacity targets for undertaking their specific DFGG programs and activities <sup>56</sup>	N.A.	-	50%	55%	60%	Annual; recorded in Annual report	Annual NSA self assessment questionnaire with question on progress on the degree to which they have achieved their intended capacity goals. To be reported in NSA annual progress reports and compiled by TAF.	NSAs supported under Component 2 with guidance from TAF.
10	Expert assessment of % of NSAs supported from Component 2 that have increased awareness and capacity to undertake DFGG programs and activities	To be calculated in YR 2	-	40%	-	50%	Bi-annual; recorded in applicable Annual report	Mid-term and end-term FGDs and KIIs with <u>sample</u> of NSA grantees by independent think tank to assess their capacity and awareness. They will	Independent think tank contracted by TAF

<sup>55</sup> Additionally, specific case studies will be undertaken as stand-alone exercises in cases where the financial impact of these NSA monitoring initiatives can be assessed.

<sup>56</sup> Again as the supported programs and activities of NSAs are likely to be quite different the capacity question has to be asked relative to their specific context. The averaging will be a ‘simple average’.

11	(Average) % of NSAs supported from Component 2 that report an a high (based on rating scale) achievement of their grant objectives	To be calculated in YR 2	-	50%	55%	60%	Annual; recorded in Annual report	also conduct self assessment questionnaire to check divergence with self reporting. Annual NSA self assessment questionnaire with question on progress towards achieving grant objectives with reasons. To be reported in NSA annual progress reports and compiled by TAF	NSAs supported under Component 2 with guidance from TAF.
12	Expert assessment of % of NSAs supported from Component 2 who have a high (based on rating scale) achievement of their grant objectives	To be calculated in YR 2	-	40%	-	50%	Bi-annual; recorded in applicable Annual report	Mid-term and end-term FGDs and KIIs with sample of NSA grantees by independent think tank to assess the achievement of their grant objectives. They will also conduct self assessment questionnaire in NSA to check divergence with self reporting and where relevant a survey of target constituencies to be reached by the initiative for obtaining outside stakeholder feedback.	Independent think tank contracted by TAF
14	2. Supporting State & Non-state partnerships Number of partnerships between SIs and NSAs established under Component 2	0	TBD	TBD	TBD	TBD	Annual; recorded in Annual Report	Compiled from progress reports of grantees and number of Partnership Grants, validated by TAF and PCO.	TAF
15	% of NSAs responding an increase in trust and quality of partnership between NSAs and government	To be calculated in YR 2	-	30%	-	40%	Bi-annual; recorded in applicable Annual report	Mid-term and end-term FGDs and KIIs with sample of NSA grantees involved in these partnerships by	Independent think tank hired by TAF

16	Number of NSAs that (i) express interest, (ii) make a concrete plan, and (iii) take the first steps to enter into new or continue existing partnerships beyond life of project.	To be calculated in YR 4	-	-	-	10	One-off; recorded in Final Completion Report for project	independent think tank End term survey, FGDs, and KIIs, of SI and NSA management and TAF progress reports	PCO in MOI
3. Capturing and Sharing Lessons									
17	% of relevant stakeholders (NSAs, donors, etc.) reporting increased awareness and understanding of DFGG principles and approaches <sup>57</sup>	0	40%	50%	60%	70%	Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using simple scoring/rating questionnaire	PCO in MOI through contracted consultants/firm
18	Number of NSAs that (i) express interest, (ii) make a concrete plan, and (iii) take the first steps to undertake new or continue existing DFGG activities beyond the life of the project.	To be calculated in YR 4	-	-	-	Yes	One-off; recorded in Final Completion Report for project	End term survey, FGDs, and KIIs, of NSA management and leadership; IA progress reports	PCO in MOI /TAF??
19	Number of newly created NSA networks, resource centers, or informal coalitions established to share and disseminate lessons of DFGG experience	9	-	TBD	TBD	TBD	Annual; recorded in Annual Report	TAF subjective assessment	TAF

<sup>57</sup> In the context of NSAC this would refer to concepts of social accountability, DFGG functions, principles of constructive engagement, etc.

## **E. Procurement Status**

NSAC has completed two procurements for M&E and communications consultants. No further procurements will take place this year.

## **F. Financial Status**

In total, the Foundation has spent \$ **79,196.36** in the last quarter. The breakdown is as follows:

Incremental Operating Costs	\$ 14,424.72
Subgrants	\$
Management Costs	\$ 64,771.64

As the Foundation is preparing for the next grants competition, the majority of the funds spent in the last quarter supported management costs. The management costs include funds for personnel, project-related travel, program support costs, and indirect costs. The incremental operating costs include: costs related to the DI Forum, GMC-related costs, communication, and facilities costs.

Based on the annual workplan, the Foundation anticipated spending \$78,583 in this last quarter, so spending for the project is on track.

## SECTION II: INTERIM FINANCIAL REPORT (IFR)

### 2.1 Financial Report

To date, 393,856.22 have been spent under NSAC. 278,537.47 have been reimbursed by IDA, while 115,318.75 has been pre-financed by the Foundation.

#### A. Project Balance Sheet

For the Quarter Ended 06-30-10

Report 2

ASSETS	As of Mar 2010	As of June 2010
<b>Cumulative Project Expenditures</b>		
1(E) Consultant Services	2,150.00	12,422.00
1(E) Incremental Operating Costs		
a. Development Marketplace Related Costs	4,145.75	4,747.75
b. GMC Related Costs	513.10	513.10
c. Communication	3,561.45	5,171.03
d. Facilities (Allocated Costs)	4,879.42	6,820.56
e. Monitoring	-	-
Subtotal	15,249.72	29,674.44
2. Subgrants	151,087.75	151,087.75
Subtotal	151,087.75	151,087.75
5. Management Costs		
a. Personnel	90,623.33	125,509.21
b. Project-related travel	227.20	267.20
c. Subgrant management (Fee for IDA)	7,109.96	15,588.89
d. Other direct costs	23,914.89	36,601.07
e. Program Support Costs	12,224.55	16,606.89
f. Indirect Costs	14,222.46	17,920.28
g. Capacity Building	-	600.50
Subtotal	148,322.39	213,094.03
<b>TOTAL ASSETS</b>	<b>314,659.86</b>	<b>393,856.22</b>
<b>FUNDS RECEIVED</b>		
IDA Financing	78,234.67	278,537.47
TAF - Pre-financing	236,425.19	115,318.75
<b>TOTAL FUNDS</b>	<b>314,659.86</b>	<b>393,856.22</b>

## B. Sources and Uses of Funds by Category

For the Quarter Ended 06-30-10

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Component B	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>Receipt of Funds</b>										
- From IDA	200,302.80	242,835.12	278,537.47							
- From TAF (pre-financing)	79,196.36	301,942.50	115,318.75							
- From TAF (reimbursement)	- 200,302.80	- 242,835.12								
<b>Total Funds Received</b>	<b>79,196.36</b>	<b>301,942.50</b>	<b>393,856.22</b>							
<b>Less: Expenditures by Category</b>										
1(E) Consultant Services	10,272.00	12,422.00	12,422.00	11,000.00	13,150.00	13,150.00	728.00	728.00	728.00	13,150.00
1(E) Incremental Operating Costs										
a. Development Marketplace Related Costs	602.00	4,727.75	4,747.75	1,300.00	5,425.75	5,445.75	698.00	698.00	698.00	54,372.00
b. GMC Related Costs	-	513.10	513.10	-	513.10	513.10	-	-	-	12,250.00
c. Communication	1,609.58	2,294.58	5,171.03	-	685.00	3,561.45	- 1,609.58	- 1,609.58	- 1,609.58	13,990.00
d. Facilities	1,941.14	3,185.50	6,820.56	2,947.84	4,192.20	7,827.26	1,006.70	1,006.70	1,006.70	30,587.64
e. Monitoring	-	-	-	-	-	-	-	-	-	25,000.00
2. Subgrants	-	151,087.75	151,087.75	-	151,087.75	151,087.75	-	-	-	3,354,005.00
5. Management Costs										
a. Personnel	34,885.88	65,401.67	125,509.21	37,500.39	68,016.18	128,123.72	2,614.51	2,614.51	2,614.51	319,736.47
b. Project-related travel	40.00	207.20	267.20	400.00	567.20	627.20	360.00	360.00	360.00	14,138.13
c. Subgrant management	8,478.93	15,588.89	15,588.89	-	7,109.96	7,109.96	- 8,478.93	- 8,478.93	- 8,478.93	175,880.00
d. Other direct costs	12,686.18	21,888.52	36,601.07	15,476.16	24,678.50	39,391.05	2,789.98	2,789.98	2,789.98	160,585.13
e. Program Support Costs	4,382.33	11,780.69	16,606.89	4,910.52	12,308.88	17,135.08	528.19	528.19	528.19	42,494.87
f. Indirect Costs	3,697.82	12,244.36	17,920.28	5,048.14	13,594.68	19,270.60	1,350.33	1,350.33	1,350.33	51,211.76
g. Capacity Building	600.50	600.50	600.50	-	-	-	- 600.50	- 600.50	- 600.50	7,599.00
<b>Total Expenditures</b>	<b>79,196.36</b>	<b>301,942.50</b>	<b>393,856.22</b>	<b>78,583.06</b>	<b>301,329.20</b>	<b>393,242.92</b>	<b>- 613.30</b>	<b>- 613.30</b>	<b>- 613.30</b>	<b>4,275,000.00</b>

### C. Uses of Funds by Project Activity

For the Quarter Ended 06-30-10

Project Component		Actual			Budget			Variance	
		Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date
2	Support to Non-state Institutions								
a	Partnership Grants	13,707.42	26,683.36	43,629.79	13,066.34	26,042.32	42,988.71	641.08	641.05
	- Sub-Grant	-	-	-	-	-	-	-	-
	- Other Expenses	13,707.42	26,683.36	43,629.79	13,066.34	26,042.32	42,988.71	641.08	641.05
b	Thematic Grants	41,119.94	231,135.40	281,975.07	39,196.41	229,211.90	280,051.54	1,923.53	1,923.51
	- Sub-Grant	-	151,087.75	151,087.75	-	151,087.75	151,087.75	-	-
	- Other Expenses	41,119.94	80,047.65	130,887.32	39,196.41	78,124.15	128,963.79	1,923.53	1,923.51
c	Capacity Building, M&E and Learning	24,369.00	44,123.80	68,251.37	26,320.30	46,074.99	70,202.66	1,951.30	1,951.19
	Total								
	<b>Total Project Expenditure</b>	79,196.36	301,942.56	393,856.22	78,583.06	301,329.20	393,242.92	613.30	613.36

**SECTION III: PHYSICAL PROGRESS, PROCUREMENT & CONTRACT MANAGEMENT**

**A. Contract Monitoring Report**

For the Quarter Ended 06-30-10

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**List of Consultant Contracts**

Contract		Contract Description	Supplier	Contract Value		Contract Period		Amount Paid		Unpaid Balance
No.	Date			Curr.	Amount	From	To	This Period	Cumulative	
31422.205.000	12/21/2009	M&E consultant	David Ayres	USD	10,750.00	Dec. 21, 2009	Apr. 30, 2010	8,600.00	10,750.00	-
31422.205.000	3/22/2010	Communication consultant	Phillip Butler	USD	4,180.00	Mar. 22, 2010	Jun. 11, 2010	1,672.00	1,672.00	2,508.00
TOTAL					14,930.00			10,272.00	12,422.00	2,508.00

## B. Procurement Monitoring Report - Individual Consultant

Procurement Monitoring Report - Individual Consultant  
For the Quarter Ended 06-30-10

Report 7.3

No.	Description of Services	Contract Ref. No.	Post Review (PR)	Procurement Method				
					Consultant's Name	Contract value (US\$)	Contract/delivery Completion date	
1	2	3	4	5	6	7	8	
1	Planned	M&E	31422.205.000	X	Shopping	David Ayres	\$10,750	30-Apr-10
	Actual	M&E	31422.205.000	X	Shopping	David Ayres	\$10,750	30-Apr-10
2	Planned	Communicat	31422.205.000	X	Shopping	Phillip Butler	\$4,180	22-Mar-10
	Actual	Communicat	31422.205.000	X	Shopping	Phillip Butler	\$1,672	11-Jun-10
2	Planned							
	Actual							

All contracts were procured by comparison of Cvs in accordance with the World Bank's Consultant Guidelines, Section V. Selection of Individual Consultants. As they were below the threshold, no prior review is required.

## **Section IV: Conclusions and Recommendations**

In conclusion, the Foundation has made significant progress towards the activities and milestones scheduled in this quarter, including recruiting GMC members, launching the medium and large grants competition, and preparing for the DI Forum. The Foundation has participated in two radio shows, planned three outreach workshops, and prepared materials on how to apply for grants. The outreach for the medium and large grants was very successful as 119 concept notes were received. The program for the DI Forum has been developed, and will be finalized in coordination with the World Bank and the PCO. The Foundation has also made progress towards ongoing activities, including updating the web-site and monitoring. NSAC's M&E framework is complete is being piloted by the DFGG small grantees. The Foundation has also implemented random and planned monitoring visits. The updated web-site will be promoted at the DI Forum.

## **Annex: F. Project Coordination Office (PCO)**

### **SECTION I: PROJECT PROGRESS REPORT**

#### **A. Project Introduction**

Component 3 has been designed to ensure the project is effectively implemented and the lessons it generates are captured, recognized and serve as examples for future scaling up and increasing interest in adoption of DFGG approaches across a broader range of institutions in Cambodia.

The MOI will serve as the Executing Agency (EA) for the DFGG Project and as the Implementing Agency (IA) for Component 3 specifically. It will be supported through a Project Coordination Office (PCO) and a high-level, multi-stakeholder Project Coordination Group (PCG).

##### **A.1. Project Background**

The MOI is the EA for the proposed World Bank funded DFGG Project, which will support the governance reform policies of the RGC. It is an exciting new project that will assist selected government institutions and civil society organizations to develop and expand programs that promote good governance. The DFGG project will support four state institutions in strengthening and expanding their programs; will promote partnerships with civil society, and generate lessons for wider replication. Civil society organizations will be supported through capacity building and grants. The project hopes to encourage citizen demand or interest in governance issues and to improve government responsiveness to feedback from the community. The MOI established a small PCO to support project preparation, and plans to strengthen the capacity of the PCO through recruitment and training during the pre-implementation period. The DFGG project is now on the implementation phase and PCO play an important role in coordination of the project implementation among RIE and PIE to ensure that its carry out the works base on the guidelines and procedures as set forth in the various Project Legal documents and approaching the DFGG Project Development Objective.

##### **A.2. Project Development Objective**

**The objectives of the Project Coordination and Learning Component are:**

- To ensure effective implementation of the DFGG Project, consistent with agreed management guidelines and best practices, and timely progress in the direction of achieving the project's overall development objectives; and
- To promote learning about and facilitate adoption of DFGG approaches and practices within and beyond the SIs and NSAs that participate in the DFGG Project.

##### **A.3. Project Component**

**The component 3 of the project was having two subcomponents, focusing on coordination and learning respectively.**

- **Subcomponent 3A: Project Coordination** – The MOI was ensured oversight and facilitates implementation of activities under the responsibility of the five IAs, working closely with them to identify problems and issues of common interest, and seeking their timely resolution. It will monitor, evaluate and report on implementation progress, oversee adherence to fiduciary requirements, and ensure strategic relevance of the project vis-à-vis the evolving Cambodian context.

- **Subcomponent 3B: Learning** – The MOI was seek to build bridges between SIs and NSAs, and to promote learning and capacity building beyond the set of IAs already participating in the project through Components 1 and 2. While Component 2 focuses broadly on building and strengthening the capacity of civil society to effectively demand good governance, Component 3 will seek to complement Component 1 by raising awareness across a broader public and building capacity of other SIs to respond to these demands.

## **B. Summary of Key Activities and Completed Milestones Undertaken in Quarter**

The Project Coordination Office (PCO) worked closely with States and Non-State Institutions, World Bank and other project key stakeholders and in most areas of the Subcomponent 3A: *Project Coordination* is making satisfactory progress toward competing key activities and reaching key milestones of the project. However, due to the absence of RTO and M&E research firms, there are some areas have not been fully compliance with the proposed plan, particularly baseline study for component 3 (Project outcome indicators) and Subcomponent 3B: *Learning*.

### **B.1 Outputs**

**Project Coordination Unit (PCU):** As of this quarter end, the Project Coordination Unit was carried out the main activities and plays an important role in coordination its part C and other project components as whole. There have been some progresses in term of the project coordination unit as indicates the following:

#### **+ Management Team:**

- Managed the day-to-day implementation and coordinated preparation and monitor implementation of the agreed Annual Work Plan for DFGG Project.
- Conducted the Project Management Team (PMT) meeting as monthly basis to provide the necessary regular coordination, supervision and monitoring of Project implementation among the key day-to-day managers of all three components. The meeting also focuses on short-term and overall project progress and performance, project finance, issues/problems arising during implementation and the necessary actions to address them.
- Attended as guest speaker in various radio and workshop programs conducted by different stakeholders within and outside of the project.
- Reviewed and monitoring the implementation of the Good Governance Frameworks (GGF) and updated Risk Management Matrix (RMM) across IAs (April-June).
- Took part with Star Kampuchea in organizing 4th PECSA National Event “Convergence for Social Accountability” and Training Program on Social Accountability from 23rd - 25th of June 2010 at Imperial Garden Hotel, Phnom Penh. The participation from 15 Provincial Governors, Provincial council, NGOs Star Kampuchea networks in 15 provinces and cities with around 175 participants. Under presided over by H.E Ngy Chanphal, Secretary of State, DFGG Project Coordinator.
- Attended the workshop on Complaints Handling Mechanisms/GGF conducted by the World Bank/ADB from 28<sup>th</sup> -29<sup>th</sup> of June, 2010 at Intercontinental Hotel, Phnom Penh.
- Worked with the external audit firm from 19<sup>th</sup> of April to 14<sup>th</sup> of May 2010, the audit’s scope was covered on Project Implementation Phase (June 24- December 31, 2009).

#### + **Financial Management and Accounting:**

- Provided technical assistant and advised to PCO staff and IAs staff in preparing of the (Bank Book, Petty Cash Book, Cash Advances, Contract Register, Fixed Asset Register, Bank Reconciliation, Petty Cash Reconciliation, and Reconciliation of Cash Advances).
- Assisted and advised to PCO staff and IAs staff in preparing of the (Summary of Monthly Report, Monthly of Sources and Uses of Funds by Category, Statement of Expenditure (SOE)/ Summary Sheets (SS) and Reconciliation of Designated Account).
- Assisted and advised PCO and IAs for preparation of the 1st Quarterly Interim Financial Reports (IFRs) of 2010.
- Coordinated and assisted the external audit team in carrying out the audit activities for 2009 Project Implementation (24 June - 31 December).
- Prepared the project summary report on disbursements and expenditures for first quarter (Jan-Mar, 2010).
- Conducted a meeting with Conical Hat's firm and all concerned IAs to discuss on the establishment of Project Accounting Software.
- Revised the first PCO's IFRs, after receiving the comments from the WB's Financial Specialist.
- Conducted an orientation meeting with all IAs to improve the preparation of Financial Reports such as (Monthly & Quarterly Reports, Contract Register, Fixed Assets Register, Vehicles Logbook, etc.)
- Attended the workshop on Introduction to Electronic Submission of Withdrawal Application (E-Signature) and Review of Management of Designated Account and WA Processing organized by MEF & WB.
- Prepared Quarterly and Annual Disbursement Projection for year 2011 and submitted to the MEF.
- Assisted the PCO's Project Accountant Officer in transferring the fee payable upon received a confirmed Contract Agreement to an International Financial Advisor.

#### + **Administration and Human Resource Development:**

##### \* **Assist on aspect of HRM**

- Completed receptionist's 3-month probationary appraisal and sign new contract: Receptionist successfully completed assignment during 3-month probationary period with satisfaction from PM and got approval for extending employment contract.
- Completed on HRM and D guideline: HRM and D guideline is the operational policy for PCO to guide and monitor the performance and conduct of staff in PCO. It has been oriented to staff and issued approval from Management Team.
- Recruitment and Select of Driver: ToR and EOI completely developed with approval from PM to announce for the positions. Currently, it is in the screening process.
- Assisted Procurement Unit: HRM unit has screened and short listed applications of National and International Internal Auditor through selection criteria to Procurement unit.
- With coordination from SILAKA in organizing training of Gender Mainstreaming to DFGG's staff, HRM unit has completely developed ToR of M&E and Gender Officer and got appointment letter from PD.

**\* Assist Administrative Unit**

- Monitoring and implementation of the Complaint Handling System
- Personnel management, logistics, facilitate and manage all relevant project documents, filing system records for receiving, issuing information and arranges the meetings, seminars, prepare scheduling meetings, RSA and follow up.

**B.2. Learning and Communication Unit (LCU):** During the reporting period, Learning and Communication Unit (LCU) has been achieved as indicates the following points:

**B.2.1 Promote cross-fertilization and synergy:** In the 2<sup>nd</sup> quarter 2010, PCO has increased **7 partnerships from 2 to 9**. These can be defined as the outputs of partnership development, and in addition, the PCO was invited to participated in various Radio program such as FM 93.5 (Mohanokor) organized by Cener for Justice and Reconciliation and FM 106.5 (Sarika or Voice of Democracy) with sensitive issues such as discussions on the role, duties and responsibilities of Government Officials in delivery public services to citizens.

**B.2.2 Communication Program:** The communication materials have been completely developed and produced such as leaflets, bulletins, media briefing to mass media, and radio spot, TV documentary and call-in show in under procurement process. The DFGG project information has been broadcasted through newsletter, national and international radio program, etc. In addition, PCO participated as speaker in Business and Human Rights Project to enhance and enforcement of Human Rights in Cambodia.

**B.2.3 Study Program:** Sharing lesson learnt and experiences as well as good practice have been conducted through LCFG meetings and workshops. In the first step, the lessons is focused on knowledge and skill such as development communication strategy and work plan, conduct public forum, generating participation and partnership, establishing effective complaint handling mechanism, developing key messages for DFGG project, etc. Beside, In-Country Study Tour has been organized and more or less it have provided knowledge and experiences in regard to how improve local governance and promote GG/DFGG and realized that where, when, what and how DFGG project needed to perform in the next time.

**B.2.4 Participation in Particular Events and Activities:** As partnership, PCO has engaged subsequently in several events:

- On May 10, 2010 PCO participated in an Information Meeting which was organized by Cambodian Civil Society Partnership, it is, former Commune Council Support Project (CCSP).
- PCO participated in Dinner Reception with the theme “Working Together on Business and Human Rights in Cambodia” which was launched on June 11, 2010, and providing strongly supported the Statement of Principles on Business and Human Rights in the Kingdom of Cambodia (2010) which consist of 10 principles.
- On June 22, 2010 PCO participated in workshop organized by Pact Cambodia to present the Second Citizen Satisfaction Survey, for LAAR project, conducted by the Economic Institute of Cambodia (EIC). This is a good time and opportunity to learn and share information and capture what extent that local governance and demand for good governance being implemented and achieved so far at sub-national level.

Moreover, PCO has engaged regularly in monthly WGPD meeting to update and share DFGG project implementation and seek feedback from them for improving project effectiveness and efficiency. The participation in WGPD meeting is seen to be very useful way to learn and share and especially it is a good opportunity to strengthen collaboration and cooperation with local NGOs as well as D&D practitioners from sub-national level (grass-root level).

#### **B.2.5 Capacity Building and Training:**

- Oversee preparation and implementation of Training plan to all IAs staff;
- PCO with coordination from SILAKA has conducted training on Gender Mainstreaming to DFGG project's staff from 10-12 May 2010. We had many meetings to discussion on preparing the training and got coaching from SILAKA to establish framework. Moreover, PCO has developed ToR and appointed Gender Focal Person for PCO to design annual implementation plan and monitor IAs on aspect of Gender Mainstreaming plan.

**B.3. Monitoring and Evaluation Unit (MEU):** There has been some progress in term of monitoring and evaluation as indicates the following:

- Conducted quarterly monitoring to ensures that IAs are progressing towards work planed project goals, and the World Bank guidelines and appropriates correctives actions had been taken for works improvement;
- Prepared PCO 1<sup>st</sup> Quarter Progress Report (QPR) in 2010 in English version and submitted to the Project Coordination Unit for review and finalize.
- Compiled and consolidated of the DFGG 1<sup>st</sup> Quarter Progress Report (QPR), 2010 in English Version for overall DFGG project and submitted to the Project Coordination Unit for review and finalize;
- Attended with Study Tour program to provide an opportunity for state and non-state institutions to learn firsthand of local issues that must be recognized and dealt with order to improve good governance on 25 – 29 May 2010 in Battambang province;
- Attended and arranged a Kratie Provincial Events on (i) to improve Social Accountability tools for Civil Society Organization, State Institution and Citizens (ii) to Enhance cooperate between RGC and CSO in implementation of local governance, (iii) to Disseminate lesson learned from Program to Enhance Capacity in Society Accountability (PECSA) on 25 – 26 May in Kratie province;

### B.1.1 Work Progress against PIP

Ref. No	Key Activities	Description of Activities	Remarks
1.0	Project Coordination Group	1.2. Conduct PCG Workshop	Completed for Q2, April, 2010)
2.0	Project Coordination Office	<b>2.1 Project Management Level</b>	
		2.1.2 Review and finalize DFGG APR 2009 (Khmer)	Completed
		2.1.3 Review and finalize PCO APR 2009 (Eng)	Completed
		2.1.4 Review and finalize the consolidate DFGG APR 2009 (Eng)	Completed
		2.1.5 Review and finalize PCO Monthly PR (Eng)	Completed for (Q1 & Q2)
		2.1.6 Review and finalize PCO QPR	Completed (Q1)
		2.1.7 Review and finalize the consolidate DFGG/QPR	Completed (Q1)
		2.1.10 Review and finalize QWP	Completed for (Q1 & Q2)
		2.1.13 Conduct PMT meeting and preparing meeting minutes	Completed for (Q1 & Q2)
		2.1.15 Conduct quarterly monitoring	Completed for (Q1 & Q2)
		2.1.16 Conduct Annual Review of Project Implementation Workshop (2009)	Completed
		<b>2.2 Administration/ HRM Oversight</b>	
		2.2.1 Personnel management, logistics, facilitate and manage all relevant project documents, filing system records for receiving and issuing information	Completed for (Q1 & Q2)
		2.2.2 Conduct internal monthly meeting and prepare meeting minutes	Completed for (Q1 & Q2)
		2.2.3 Arrange the meetings, seminars, prepare scheduling meetings, RSA and follow up.	Completed for (Q1 & Q2)
		2.2.4 Review staff position description	Completed
		2.2.5 Review M&E of HRM System	Completed
		2.2.6 Review unit performance tools	Completed
		2.2.7 Provide advice aspects of HRM and training to PCO and IAs	Completed
2.2.8 Project Compliant Handling Performance	Completed (Q1 & Q2)		

Ref. No	Key Activities	Description of Activities	Remarks
		<b>2.4 Finance &amp; Accounting</b>	
		2.4.1 Provide technical assistant and advices to PCO staff and IAs staff in preparing of the (Bank Book, Petty Cash Book, Cash Advances, Contract Register, Fixed Asset Register, Bank Reconciliation, Petty Cash Reconciliation, and Reconciliation of Cash Advances)	Completed for (Q1 & Q2)
		2.4.2 Assist and advices to PCO staff and IAs staff in preparing of the (Summary of Monthly Report, Monthly of Sources and Uses of Funds by Category, Statement of Expenditure (SOE)/ Summary Sheets (SS) and Reconciliation of Designated Account)	Completed for (Q1 & Q2)
		2.4.3 Prepare the Annual Financial Report for PCO 2009	Completed
		2.3.4 Consolidate of Annual Financial Report for DFGG project 2009	Completed
		2.3.5 Assist and advices PCO and IAs in preparing of the 1st Quarterly Interim Financial Reports (IFRs)	Completed
		2.3.6 Review and consolidate the 1st Quarterly Interim Financial Reports (IFRs) for DFGG Project.	Completed
		2.4.13 Assist and advices PCO and IAs in preparing of the 4th Quarterly Interim Financial Reports (IFRs)	Completed
		2.4.14 Review and consolidate the 4th Quarterly Interim Financial Reports (IFRs) for DFGG Project.	Completed
		2.4.15 Prepare Monthly and Quarterly Work Plans	Completed for (Q1 & Q2)
<b>3.0</b>	Management Systems and Procedures	3.1 Project Document	
		3.1.1 Revise the Project Implementation Manual (PIM)	Completed
		3.1.2 Revise the Financial Management and Disbursement Manual (FMDM)	Completed
		3.2 Planning/M &E	
		3.2.1 Revise annual planning and budgeting systems and formats, and monitoring arrangements	Completed
		3.2.2 Review M&E System and Procedures	Completed
		3.2.3 Orientation the M&E Systems/Procedures to each IAs	Completed
		3.2.4 Prepare PCO Annual Progress Report 2009 English Version	Completed
		3.2.5 Prepare PCO Annual Progress Report for 2009_Kh	Completed

Ref. No	Key Activities	Description of Activities	Remarks
		3.2.6 Prepare DFGG Annual Progress Report 2009 Khmer Version	Completed
		3.2.9 Provide technical assistant to each IAs	Completed for (Q1 & Q2)
		3.2.10 Prepare PCO 1st Quarterly Progress Report	Completed
		3.2.11 Consolidate DFGG 1st Quarterly Progress Report	Completed
<b>4.0</b>	<b>Learning Program</b>	<b>4.1 Training</b>	
		4.1.5 Internal Audit procedures	Completed
		4.1.6 English Training (Intensive course)	Completed for (Q1 & Q2)
		<b>4.2 Promote Cross-fertilization and Synergies</b>	
		4.2.1 Dissemination Workshop on Sharing Lesson Learn and Experience (To review the GGF and Risk Management Matrix are also includes in its meeting agenda)	Completed for (Q1 & Q2)
		4.2.4 Review Learning Strategy	Completed
		4.2.6 Stakeholder Mapping Exercise	Completed
		4.2.7 Conduct LCFG Workshop	Completed (Q1)
		<b>4.3 Awareness Raising and Capacity Building Program</b>	
		4.3.1 Prepare a plan and conduct in-country Study tour (Director and Manager of each IA or relevant key staff (2 people per IA), (3 people) and PCG (4 people)	Completed
		<b>4.4 Communication</b>	
		4.4.1 Ensure that the Communication Officer of each SIs including PCO, MOI are in place	Completed
		4.4.2 Review Communication strategy and design phasing and communication activities to achieve DFGG goal, objectives and work plan	Completed
		4.4.5 Hold a workshop to develop the message tools with intention to fine tune primary messages and develop secondary messages	Completed
		<b>4.5 Studies Program</b>	
<b>5.0</b>	<b>Special Management Reviews</b>	5.1. Review and update of Complaints Handling System	Completed
		5.2. Review and update of Good Governance Framework (GGF)Plans	Completed (Q1 & Q2)
		5.3. Review and update of Risk Management Matrix (RMM) Plans	Completed (Q1 & Q2)

### B.1.2 Work Progress against Key Milestones

No.	Description of Key Milestones	Further Comments
1	Conduct ARPI for 2009	Completed
2	Complete of training course on Good Governance Framework (GGF)	Completed
3	Develop in country study tours proposal	Completed
4	Develop detailed Awareness Raising and Capacity Building Program	Completed

### B.2 Results/Outcomes (n/a)

#### C. Emerging Concerns

**Absence of the MBPI Payment:** The information received regarding un-reimbursement of the incentive payments from January to June, 2010 and the delays in implementing of the new scheme POC would have ongoing effects on staff motivation and morale.

**Delay in Procurement Process:** The serious delays in recruitment of the consultant services for the positions of (i) National Procurement Coordinator, (ii) National and International Internal Auditors (iii) International Project Management Advisor, (v) M&E Research Firm and (vii) RTO Firm, the results would strongly affects the implementation of the agreed PIP and key milestones laid out in the AWP 2010.

## D. Provisional Results Indicators

### D.1. Provisional Results Indicators Aggregated by the PCO for the DFGG Project

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>1. Promoting DFGG in priority reform areas</b>								
<u>Composite:</u> Level of awareness (as %age) among targeted stakeholders of information disclosed and disseminated through relevant DFGG programs and institutions supported by the project	To be calculated after sub-indicator baselines complete	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<u>Composite:</u> Percentage of informed stakeholders who have found this information relevant/useful for improving governance and/or had understanding/clarity of issues disseminated	To be calculated after sub-indicator baselines complete	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<b>2. Mediating DFGG in priority reform areas</b>								
<u>Composite:</u> Number of disputes and instances of feedback identified and mediated through relevant DFGG programs and institutions supported by the project	To be calculated after sub-indicator baselines complete	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report along with sub-indicators	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete <sup>58</sup>	PCO in MOI
<u>Composite:</u> Percentage of these disputes or instances of feedback that are adequately resolved or addressed	To be calculated in YR 1	-	N/A	TBD	N/A	Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<b>3. Responding to DFGG in priority reform areas</b>								
<u>Composite:</u> Number of responses by government or NSAs to demands triggered through relevant	To be calculated	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate	PCO in MOI

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
DFGG programs and institutions supported by the project	after baselines available					along with sub-indicators	weighting scheme to be decided after baselines are completed	
<u>Composite</u> : Percentage of relevant stakeholders satisfied with these responses	To be calculated after baselines available	TBD	N/A	TBD	N/A	Completed annually; part of Annual Report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are completed	PCO in MOI
<b>4. Monitoring to inform DFGG in priority reform areas</b>								
<u>Composite</u> : Number of public sector institutions whose performance is monitored independently through DFGG programs supported by the project	1	5	N/A	9	N/A	Annual; recorded in Annual Report	Sum of sub-indicators	PCO in MOI
- Number of SIs supported by the project (from Component 1 and 3) that undertake independent monitoring through NSAs <sup>59</sup>	1	5	N/A	5	N/A	Annual; recorded in Annual Report	Through project proposals and tracking/verification of implementation progress of SIs and PCO	PCO in MOI
<u>Composite</u> : Percentage of these institutions or activities that used and acted upon information for adjusting their performance and actions	20%	50%	N/A	62.5%	N/A	Annual; recorded in Annual Report	Average of sub-indicators and through verification of response actions undertaken by PCO	PCO in MOI
- Percentage of SIs supported by the project (from Component 1 and 3) that use independent monitoring through NSAs to take management and/or corrective actions <sup>60</sup>	20%	100%	N/A	100%	N/A	Annual; recorded in Annual Report	Through project proposals and tracking/verification of implementation progress of SIs and PCO	PCO in MOI
<b>Intermediate Outcome Indicators</b>								
<b>1. Strengthened capacity and effectiveness</b>								
<u>Composite</u> : Self assessment and expert assessment of increased capacity to undertake	To be calculated	-	N/A	60% avg.	N/A	Annual; recorded in Annual Report	Aggregated from sub-indicators using appropriate	PCO in MOI

<sup>59</sup> Since each of the SIs has been encouraged to introduce independent monitoring by CSOs for their programs, this indicators will take a value of 5 from Year 1 and stay at that during the course of the project.

<sup>60</sup> Again, given that the design of the SI subcomponents and Component 3 explicitly involves use of this independent monitoring for strategic decision making, this indicator will take a value of 100% from Year 1 and stay at that during the course of the project.

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
DFGG programs by participating SIs and NSAs (% reporting increased capacity)	in YR 1						weighting scheme to be decided after baselines are complete	
<u>Composite</u> : Stakeholder feedback, self assessment, and expert assessment of effectiveness of SI and NSA programs supported by the project (% rating high effectiveness)	To be calculated in YR 2	-	N/A	50% avg.	N/A	Bi-annual; recorded in applicable Annual report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<u>Composite</u> : Revenues generated by SIs as a proportion of operating costs (where relevant for financial sustainability)	To be calculated in YR 1	-	<i>Service Revenue in 2009 = riels 341,360,000<sup>61</sup></i>	23% avg.	<i>Service Revenue (BAT&amp;SRP)= 118,420,600.00 riel BAT= 67.354,000.00 riel SRP= 51,066,600.00 riel</i>	Annual; recorded in Annual Report	Average of sub-indicators	PCO in MOI
<b>2. Supporting state and non-state partnerships</b>								
			+ ACF: 20 partnerships		+ ACF 21 partnerships			
			+MONA SRI : 8 Partnerships		+MONA SRI: 9 partnerships			

<sup>61</sup> OWSO service fee revenue in 2009: SRP = riels 205,385,100 and BAT (11 months) = riels135,974,900

<sup>62</sup> The project will use the following definition for partnerships: "A partnership is a collaborative relationship between entities to work toward shared objectives through a mutually agreed division of labor". Strictly, by this definition commercial relationships should not be regarded as partnerships. Recognizing, however, that in the specific context of the project and given the lack

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<p><b>Composite:</b> Number of 'partnerships'<sup>62</sup> between and among SIs and NSAs established or continued under the project</p>	<p>47 16 = SIs (DFGG SIs &amp; Other SIs). 31 = NSAs (CSOs &amp; NGOs)</p>	TBD	<p>+ <b>OWSO:</b> <b>5</b> partnerships.</p> <p>+ <b>RNK:</b> <b>3</b> partnership</p> <p>+ <b>TAF:</b> <b>4</b> Partnerships</p> <p>+ <b>PCO :</b> <b>3</b> partnerships</p>	TBD	<p>+ <b>OWSO.</b> <b>5</b> partnerships.</p> <p>+ <b>RNK:</b> <b>3</b> partnerships</p> <p>+ <b>TAF:</b> <b>15</b> partnerships</p> <p>+ <b>PCO:</b> <b>9</b> partnerships</p>	Annual; recorded in Annual Report	Compiled from IA progress reports after assessing validity of 'partnership' relation	PCO in MOI
<p><b>Sub-indicators:</b></p> <p>- Number of 'partnerships' between and among SIs and NSAs established under the project that also involve significant commercial relationship</p>	0	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Compiled from IA progress reports after assessing validity of 'partnership' relation	PCO in MOI
<p>- Number of 'partnerships' between and among SIs and NSAs established under the project without significant commercial relationship</p>	0	TBD	<p>47 16 = SIs (DFGG SIs &amp; Other SIs). 31 = NSAs (CSOs &amp;</p>	TBD	<p><b>62</b> <b>11 = SIs (DFGG SIs &amp; Other SIs).</b> <b>51 = NSAs (CSOs &amp;</b></p>	Annual; recorded in Annual Report	Compiled from IA progress reports after assessing validity of 'partnership' relation	PCO in MOI

of such relationships between SIs and NSAs in Cambodia, some direct commercial relationships (e.g. the hiring of a legal awareness NSA by MONASRI to assist in its LD function) that reflect elements of 'partnership' will be separately tracked as well. The total number of partnerships will be the sum of these two forms of relationships. The PCO will make a case-by-case determination of whether a particular relationship should be categorized as a partnership or not.

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
			NGOs) N/A	50%	NGOs) N/A			
Composite: Self assessment, and expert assessment of effectiveness of these partnerships (% noting high)	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI
<b>3.Capturing and sharing lessons</b>								
Composite: Self assessment, and expert assessment of increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Aggregated from sub-indicators using appropriate weighting scheme to be decided after baselines are complete	PCO in MOI

## D.2. Provisional Results Indicators for the PCO as the Implementing Agency for Component 3B

Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>1. Promoting DFGG in priority reform areas</b>								
-% of stakeholders (within and beyond the project) reporting awareness of DFGG principles and approaches through PCO learning activities	0	40%	N/A	50%	N/A	Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using simple rating/scoring questionnaire	PCO in MOI through contracted NGO/research firm
- % of stakeholders (within and beyond the project) who indicate greater clarity, understanding, and ability to apply to action different DFGG principles and approaches shared through PCO learning activities	0	40%	N/A	50%	N/A	Annual; recorded in Annual Report	Annual informal survey of project stakeholders from SIs and NSAs using simple rating/scoring questionnaire	PCO in MOI through contracted NGO/research firm
<b>2. Mediating DFGG in priority reform areas</b>								
<b>3. Responding to DFGG in priority reform</b>								

Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>areas</b>								
- Number of government or policy responses triggered via learning activities (Annual Good Governance Forum, studies, etc.) conducted by the PCO	To be calculated in YR 1	Actual Value	N/A	Actual Value	N/A	Annual; recorded in Annual Report	Follow-up investigation of action plans developed as part of good governance forums conducted by PCO	PCO in MOI through contracted NGO/research firm
- % of relevant stakeholders satisfied by government or policy responses triggered via learning activities conducted by the PCO	To be calculated in YR 1	-	N/A	3% increase	N/A	Annual; recorded in Annual Report	Follow-up investigation of action plans developed as part of good governance forums conducted by PCO	PCO in MOI through contracted NGO/research firm
<b>4. Monitoring to inform DFGG in priority reform areas</b>								
<b>Intermediate Outcome Indicators</b>								
<b>1. Strengthened capacity and effectiveness</b>								
% of project staff supported by the project (from Component 1 and 3) that report an increased understanding and institutional capacity to undertake DFGG programs	To be calculated in YR 1	-	N/A	70%	N/A	Annual; recorded in Annual Report	Sample survey of SI staff and ratings from KIIs and FGDs	PCO in MOI through contracted research agency
- % of targeted experts in sectors to which SIs supported in Component 1 and 3 belong that report an increased institutional capacity in these institutions to undertake DFGG programs	To be calculated in YR 1	-	N/A	40%	N/A	Annual; recorded in Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI through contracted research agency
- % of staff of SIs supported by the project (from Component 1 and 3) that report an increased effectiveness of their DFGG programs	To be calculated in YR 1	-	N/A	70%	N/A	Annual; recorded in Annual Report	Sample survey of SI staff and ratings from KIIs and FGDs	PCO in MOI through contracted research agency
- % of targeted experts in sectors to which SIs supported in Component 1 and 3 belong that report an increased effectiveness of the DFGG programs these institutions undertake	To be calculated in YR 1	-	N/A	40%	N/A	Annual; recorded in Annual Report	Sample survey of noted sector experts, donors, and complementary agencies and ratings from KIIs and FGDs	PCO in MOI through contracted research agency
- % of relevant stakeholders (including PCG, Learning working group, SIs, etc.) giving a high rating on the effectiveness of the PCO's learning and coordination activities	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of PCG, SI staff, outside experts, and other stakeholders	PCO in MOI through contracted research agency

Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
							relevant to PCO learning activities	
<b>2. Supporting state and non-state partnerships</b>								
- % of representatives and staff in partnering agencies rating high effectiveness of the partnerships established under project	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of staff and leaders/ management of involved institutions	PCO in MOI through contracted research agency
<b>3. Capturing and sharing lessons</b>								
<u>Composite:</u> Number of lessons and experiences (e.g. cases, studies, etc) of DFGG activities (from the project, other programs in Cambodia, and internationally) that are assessed, documented, disseminated, and used in training and capacity building programs	0	2	<i>Participatory Performance Monitoring Pact Cambodia -Local community empowerment and capacity building (Padek)</i>	TBD	N/A	Annual; recorded in Annual Report	Sum of sub-indicators with weighting (if required)	PCO in MOI
<u>Sub-indicators:</u>								
- Number of lessons and experiences from within the project that are assessed, documented, disseminated, and used in training and capacity building programs	0	0	N/A	2	N/A	Annual; recorded in Annual Report	Project records and learning database; Learning Task Force will validate quality	PCO in MOI through contracted consultants/firm
- Number of lessons and experiences drawn from other DFGG activities in Cambodia that are assessed, documented, disseminated, and used in training and capacity building programs in the project	0	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Project records and learning database; Learning Task Force will validate quality	PCO in MOI through contracted consultants/firm
- Number of lessons and experiences drawn from international experience that are assessed, documented, disseminated, and used in training and capacity building programs in the project	0	TBD	N/A	TBD	N/A	Annual; recorded in Annual Report	Project records and learning database; Learning Task Force will validate quality	PCO in MOI through contracted consultants/firm

Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
- % of representatives and staff in SIs and NSAs supported by project noting increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of staff and leaders/ management of involved institutions	PCO in MOI through contracted research agency
- % of relevant external experts noting increased trust and evidence of constructive engagement between NSA and government agencies	To be calculated in YR 2	-	N/A	50%	N/A	Bi-annual; recorded in applicable Annual report	Mid-term and end-term targeted survey, KIIs, and FGDs of relevant experts and selected external stakeholders	PCO in MOI through contracted research agency

### D.3. Provisional Results Indicators for the PCO as the Executing Agency for the DFGG Project

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<b>Ensuring that the project is carried out in accordance with best professional practice and a timely manner.</b>								
Appoint Project Director and senior staff of PCO (no of staff)		12	16	16	16	No of staff reported in Annual Report	N/A	PCO in MOI
Appoint support staffs required to undertake Component 3 (Contracts)				4 <sup>63</sup>	1	No of contracts reported in Annual Report	N/A	PCO
Appoint national individual consultants required to undertake Component 3 (Contracts)		11	7	9	5	No of contracts reported in Annual Report	N/A	PCO in MOI
Appoint international individual consultants required to undertake Component 3 (Contracts)				4	2	No of contracts reported in Annual Report	N/A	PCO in MOI
Appoint consultant firms (national and/or international firm) required to undertake Component 3 (Contracts)				2	0	No of contracts reported in Annual Report	N/A	PCO in MOI
Strengthened capacity of the MOI and IAs to design and implement complex projects.	Carried out through training and capacity building of PCO and IA staff as indicated below		12 courses <sup>64</sup>	8	3	No of training sessions reported in Quarterly Report	The effectiveness of implementation will be evaluated through M&E assessments of progress and performance, 6-monthly project reviews, and World Bank supervision missions	PCO Planning and M&E staff, PMT, World Bank missions
Training of IA/PCO staff SOP/Project Management		2	2	1	-			
Training on M&E/ <i>orientation on M&amp;E</i>		2	1	0	-		Course outlines and	PCO in MOI

<sup>63</sup> the PCO will recruit one receptionist and three drivers as support staff, which cover by Incremental Operating Cost (IOC)

<sup>64</sup> Carries out through training and capacity building of PCO and IA staffs as indicated in training courses below

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
<i>Skills</i>								
Training on Financial Management and accounting practices		2	2	1	-	Reports produced quarterly or annually	minutes and/or reports of training course	
Internal Auditor Procedure		-	-	1	1			
Project Planning and budgeting process		-	-	1	-			
Training on Procurement Management		2	2	0	-			
Training on Partnership Building		2	n/a	1	-			
Training on Risk Management		2	n/a	1	-			
Training on Good Governance		2	n/a	1	-			
Training on General English /Intensive English Language				1	1			
<i>Training on Communication Skills</i>		TNA 2009	1	0	1			
<i>Training on Report and Minute Writing Skills</i>		TNA 2009	1					
<i>Training on Critical Thinking and Problem Solving Skills</i>		TNA 2009	1					
<i>Training on Project Management Skills</i>		TNA 2009	1					
Arrange for PCG meetings and follow up actions		2 (100%)	1 (50%)	3 (100%)	2 (70%)	No of meetings and percent of follow up actions	PCG agenda and minutes of meetings. Special reports to PCG	PCO in MOI
Arrange for LCFG Workshops for dissemination and sharing experiences		3	3	4	1	No of quarterly LCFG workshops	LCFG agenda and minutes of workshops	PCO
Experiences shared and cooperative arrangements promoted in areas of common interest of IAs.		PMT formed and meeting monthly to share experiences and cooperate where feasible				Monthly PMT meetings, agenda and minutes	Agendas and minutes of meetings	PCO in MOI
Annual Work Plan and budget and quarterly and annual monitoring reports		5	6 (APR for 2008, AWP for 2009, AWP for	5	2 (APR for 2009 and AWP for 2010) 1 <sup>st</sup> QPR, 2 <sup>nd</sup> QPR	Reports produced quarterly or annually	Agreed standard reports	PCO in MOI

Project Outcome Indicators	Baseline	2009		2010		Data Collection and Reporting		
		Targets	Actual	Targets	Actual Values (as at Q2)	Frequency and Reports	Data Collection Instruments	Responsibility for Data Collection
			2010, 1 <sup>st</sup> QPR, 2 <sup>nd</sup> QPR and					
Mid-Term and End-of-Project evaluations				1	N/A	Reports at mid-term and end of project	Surveys, M&E Reports, stakeholder workshops	PCO in MOI
Arrange internal audit assessments		8	N/A	8	N/A	Internal audit reports submitted to PCG	Internal audit reports	PCO internal audit unit in MOI
Arrange annual independent audits (External Audit)		1	1	1	N/A	Annual audit report	Audit Report	PCO in MOI
Procurement Plans submitted to IPA		6	4	6	1	Annual Progress Report	IA Procurement Plans	PCO in MOI
Timely tracking of project inputs, outputs, and impacts, and identification of areas in which the project may need corrective action on the part of IAs, supported by the project's M&E system		Quarterly reports of progress and expenditure by all IAs. 6 monthly composite reports. 6 monthly project review workshops Monthly PMT meetings (12 (100% PMT formed and meeting monthly to share experiences and cooperate where feasible)				PCO and IA Reports	Quarterly and 6 monthly M&E reports on progress/issues/actions; 6-monthly project review workshops; monthly PMT meetings are among the means to assess progress and performance	IA and PCO Planning and M&E staff, PMT
Manage complaints resolution process		90%	N/A	90%	on-going	Quarterly and annual reports on complaints received and resolved within 90 days	Log of complaints received. Quarterly reports to PCG	PCO in MOI

## E. Procurement Status

The updated DFGG procurement plan was approved by World Bank on June 04, 2010. During the second quarter (April-June 2010), the PCO's procurement unit has been carried out its procurement activities as the following:

### E.1 Procurement of Goods:

- **Vehicle for DFGG:** PCO sent finalized and sign contract with UNOPS. Full direct payment was also made. UNOPS confirm that the production schedule is March 2010 and the expected delivery is May 2010. However, UNOPS on 19 April 2010 provided disappointed information that the vehicles could not be able to produce in March 2010. The information on the delay was noted that the production can be delayed up to June 2010. The strike at the factory is the main reason caused the delay of production and delivery schedule. In order to avoid further delays, UNOPS requested project considering on ex-stock options for the available white and silver color vehicles. In this regards, all implementing agencies under DFGG project confirmed their No Objection, so that PCO could proceed with ex-stock options that it is expecting to have vehicles on use soon. On 20 April 2010, Bank had provided its No Objection in principal to the proposed change from ex-factory to ex-stock option provided the said vehicles are of the latest model, the general specification are the same as originally agreed with the Bank and also the negotiated price is not higher than the price of ex-stock options published on the UNOPS website. On 23 April 2010, PCO had confirmed to UNOPS on the acceptance of change from ex-factory to ex-stock options. Based on final confirmation from UNOPS, the vessel is scheduled to arrive at Sihanoukville seaport on 01 July 2010.
- **Accounting Software (USD 12,000):** The contract for this procurement package was completely signed on 20 May 2010.
- **Air-conditioner (USD 3,000) shopping without advertising:** bid opening will be July 02, 2010.

### E.2 Procurement of consulting services

- **Individual National Consultant:** during the 1<sup>st</sup> quarter of 2010, PCO has been exercised on the procurement progress on following national positions:
  - **Two Internal auditors:** Bank had requested project to engage two national internal auditors for DFGG. Term of Reference was also revised upon Bank's advice. The procurement process for the package is now under the evaluation of EOI. It is expected to sign contract in August 2010.
  - **Procurement coordinator:** Bank had provided its No Objection to the evaluation report and recommendation. Bank advised to proceed contract negotiation with second ranked candidate "Mr.Vann Sovath" leading to get him taking responsibility on the procurement for PCO and OWOS. As this is a shared position, so Bank requested PCO negotiated with OWSO on the shared cost for this specific assignment. Consultant is expected to come on board in September or October 2010.

- **Training Coordinator:** The evaluation on the EOIs is on hold. PCO, submitted the PRC's minutes of meeting in order to get Bank's No Objection on the request of combine the scope of work of training coordinator into the scope of work of HRM and Development officer. The reason was that the scope of work of Training coordinator has been decreased to a specific level.
- **Individual International Consultant:** PCO has been exercised on the procurement progress on following international positions:
  - **Project Management Advisor:** Bank had provided its No Objection to the evaluation report and recommendation. The contract negotiation is underway. It is expected to sign contract in Mid July or August 2010.
  - **Procurement Specialist:** contract was signed on 07 June 2010
  - **Financial Management Advisor:** the contract was signed on 14 June 2010.
  - **Internal Auditor:** the evaluation on EOIs is underway. It is expected to sign contract by August 2010.
- **Procurement of firm:**
  - **Monitoring & Evaluation Firm (CAKH520):** the contract negotiation with 1<sup>st</sup> ranked firm, Mekong Think Tank Co., Ltd had completely finalized. Due to the delay in preparing draft of negotiation minute and draft contract, some appointed consultants belong to the MTT have been resigned. CVs of replaced consultants are then evaluated by Crown Agent. The draft agreed minute is expected to sign by PRC and firm by 1 week of July 2010. But, the contract is expected to sign on mid of July 2010.
  - **Research and Training Organization (CAKH521):** following the failure of the contract negotiation had made with 1<sup>st</sup> ranked firm, GFA Consulting Group GmbH; Bank had provided its No Objection to Crown Agent to proceed with second ranked firm.

## **F. Financial Status**

### **Introduction**

For Project Implementation stage, Demand for Good Governance (DFGG) Project “Component 3” has received funds US\$2,422,071 from the World Bank under IDA No. H4410-KH and government contribution funds US\$29,585 received from the Royal Government of Cambodia. These funds were used based on the project agreement.

### **Receipt of Funds**

For the year ended 30th June 2010, PCO has received funds US\$375,083.39 from IDA included US\$289,644.96 as advance to UNOPS. But, for the second quarter of 2010, PCO has received funds US\$50,851.92 from IDA which were used under category (1f).

### **Uses of Funds**

The project expenditures incurred during the second quarter of 2010 in the amount US\$76,833.32 were expended under category (1f) as follows:

- 1f - Goods and Office equipments (Laptop & Desktop computers, UPS, External Hard Disk Drive, Flash Drive, B/W Laser Printer, Digital Scanner, and Laser Digital Photocopy Machine) in the amount US\$15,658 were included US\$1,000 for the first payment of Accounting Software Solution.
- 1f - National Consultant Services (individual) in the amount US\$27,960 were expended for eight national consultants.
- 1f - International Consultant Services (individual) in the amount US\$9,400 were expended for two international consultants for the first payment after contract signed.
- 1f - Consultancy Services firms in the amount US\$594 were paid of 10% of the second external audit for the year ending 31 December 2009.
- 1f - Training and Workshops in the amount US\$10,023.36 were expended for three trainings, one workshop and in-country study tour.
- 1f - Incremental operating costs in the amount US\$13,197.96

**Cash Balance in Bank**

As at June 30th, 2010, cash balance in bank represented by:

***Balance at Designed Account***

- DA - IDA	US\$22,167.51
- Counterpart fund account	US\$582.76
- Petty Cash	US\$999.17
- Advance to UNOPS	US\$289,644.96
<b>TOTAL:</b>	<b>US\$313,394.40</b>

**Disbursement**

During this period PCO has been submitted application PCO-WA #08 for replenishment in the amount US\$30,699.38 to the World Bank through MEF.

## SECTION II: INTERIM FINANCIAL REPORT (IFR)

### A. Project Balance Sheet

<b>PROJECT BALANCE SHEET</b>		
As at June 30, 2010		
		<u>Report 2</u>
<b>ASSETS</b>	<u>As at June 2010</u>	<u>As at March 2010</u>
<b>Cash and Cash at Bank</b>		
DA-IDA	22,167.51	48,614.17
Counterpart Funds Account	582.76	582.76
Petty Cash	999.17	283.91
	<b>23,749.44</b>	<b>49,480.84</b>
<b>Advance</b>		
Advance to UNOPS	289,644.96	289,645
Advance to staff for field trip	-	250
	<b>289,644.96</b>	<b>289,894.96</b>
<b>Project Expenditures:</b>		
1f. Civil Work/Office Rehabilitation	-	-
1f. Goods and Equipments	25,254.00	9,596.00
1f. National Consultant Services (IC)	78,669.00	50,709.00
1f. International Consultant Services (IC)	9,400.00	-
1f. Consulting Services (Firm)	594.00	-
1f. Training and Workshops	42,293.56	32,270.20
1f. Incremental Operating Costs	50,845.48	37,647.52
3d. MBPI	24,967.12	24,967.12
PPF's Expenditures (IDA)	1,133,126.10	1,133,126.10
PPF's Expenditures (RGC)	44,820.00	44,820.00
	<b>1,409,969.26</b>	<b>1,333,135.94</b>
<b>TOTAL ASSETS:</b>	<b>1,723,363.66</b>	<b>1,672,511.74</b>
<b>FUNDS</b>		
Sources from IDA Financing (H4410)	542,339.19	491,487.27
Sources from RGC Financing (H4410)	3,000.00	3,000.00
Sources of Other Income	78.37	78.37
Sources from IDA Financing - PPF	1,133,126.10	1,133,126.10
Sources from RGC Financing - PPF	44,820.00	44,820.00
	<b>1,723,363.66</b>	<b>1,672,511.74</b>
<b>TOTAL FUNDS:</b>	<b>1,723,363.66</b>	<b>1,672,511.74</b>

**B. Sources and Uses of Funds by Category**

**Sources and Uses of Funds by Category**  
**For the quarter ended June 30, 2010**

Report 3

Component 3	Actual			Budget			Variance			PAD
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	
<b>Opening Balance</b>										
DA - IDA	48,614.17	65,094.69								
Counterpart Funds Account	582.76	582.76								
Petty Cash	283.91	318.80								
Advance to staff for field trip	250.00	-								
Advance to UNPOS	289,644.96									
<b>Total</b>	<b>339,375.80</b>	<b>65,996.25</b>								
<b>Add</b>										
<b>Sources:</b>										
<b>Receipt of Funds</b>										
- From IDA	50,851.92	375,083.39	542,339.19							2,422,071.00
- From RGC	-	-	3,000.00							29,585.00
- Other Income (document bidding fees..., et	-	-	78.37							
PPF - (IDA)			1,133,126.10							
PPF - (RGC)			44,820.00							
<b>Total Funds Received</b>	<b>50,851.92</b>	<b>375,083.39</b>	<b>1,723,363.66</b>							<b>2,451,656.00</b>
<b>Total Sources</b>	<b>390,227.72</b>	<b>441,079.64</b>	<b>1,723,363.66</b>							
<b>Less</b>										
<b>Expenditures by Category</b>										
1f - Civil Works / office Rehabilitation	-	-	-	-	-	-	-	-	-	100,000.00
1f - Goods and Equipments	15,658.00	25,254.00	25,254.00	138,600.00	150,600.00	177,700.00	122,942.00	125,346.00	152,446.00	162,000.00
1f - National Consultant Services (IC)	27,960.00	47,560.00	78,669.00	32,400.00	55,750.00	172,759.00	4,440.00	8,190.00	94,090.00	519,600.00
1f - International Consultant Services (IC)	9,400.00	9,400.00	9,400.00	55,000.00	55,000.00	251,667.00	45,600.00	45,600.00	242,267.00	-
1f - Consulting Services (Firm)	594.00	594.00	594.00	157,682.00	157,682.00	467,046.00	157,088.00	157,088.00	466,452.00	1,084,000.00
1f - Training and Workshops	10,023.36	16,340.36	42,293.56	42,917.00	50,417.00	151,953.20	32,893.64	34,076.64	109,659.64	225,000.00
1f - Incremental Operating Costs	13,197.96	28,536.88	50,845.48	20,375.00	37,750.00	86,308.60	7,177.04	9,213.12	35,463.12	192,000.00
3d - MBPI	-	-	24,967.12	-	-	24,967.12	-	-	-	169,056.00
PPF's Expenditures (IDA)			1,133,126.10							
PPF's Expenditures (RGC)			44,820.00							
<b>Total Expenditures</b>	<b>76,833.32</b>	<b>127,685.24</b>	<b>1,409,969.26</b>	<b>446,974.00</b>	<b>507,199.00</b>	<b>1,332,400.92</b>	<b>370,140.68</b>	<b>379,513.76</b>	<b>1,100,377.76</b>	<b>2,351,656.00</b>

<b>Closing Balance</b>	<b>313,394.40</b>	<b>313,394.40</b>	<b>313,394.40</b>						
<b>Represented by:</b>									
Balance at Designated A/C									
DA - IDA	22,167.51	22,167.51	22,167.51						
Counterpart Funds Account	582.76	582.76	582.76						
Petty Cash	999.17	999.17	999.17						
Advance to UNPOS	289,644.96	289,644.96	289,644.96						
<b>Total</b>	<b>313,394.40</b>	<b>313,394.40</b>	<b>313,394.40</b>						

C. Uses of Funds by Category and by Sources of Funds

Uses of Funds by Category and by Source of Funds

For the quarter ended June 30, 2010

Report 3.1

Payment by category	Current Quarter			Year to date			Cumulative to date			PAD		
	IDA	RGC	Total	IDA	RGC	Total	IDA	RGC	Total	IDA	RGC	Total
1f - Works / Office Rehabilitation	-		-	-		-	-		-	100,000		100,000
1f - Goods and Equipments	15,658.00		15,658.00	25,254.00		25,254.00	25,254.00		25,254.00	162,000		162,000
1f - National Consultant Services (IC)	27,960.00		27,960.00	47,560.00		47,560.00	78,669.00		78,669.00	519,600		519,600
1f - International Consultant Services (IC)	9,400.00		9,400.00	9,400.00		9,400.00	9,400.00		9,400.00	-		-
1f - Consulting Services (Firm)	594.00		594.00	594.00		594.00	594.00		594.00	1,084,000		1,084,000
1f - Training and Workshops	10,023.36		10,023.36	16,340.36		16,340.36	42,293.56		42,293.56	225,000		225,000
1f - Incrementals Operating Costs	13,197.96		13,197.96	28,536.88		28,536.88	50,845.48		50,845.48	192,000		192,000
3d - MBPI	-	-	-	-	-	-	22,471.51	2,495.61	24,967.12	139,471	29,585	169,056
<b>Total Payments</b>	<b>76,833.32</b>	<b>-</b>	<b>76,833.32</b>	<b>127,685.24</b>	<b>-</b>	<b>127,685.24</b>	<b>229,527.55</b>	<b>2,495.61</b>	<b>232,023.16</b>	<b>2,422,071</b>	<b>29,585</b>	<b>2,451,656</b>
PPF's expenditures							1,133,126.10	44,820.00	1,177,946.10			
<b>Grand Total Payments</b>	<b>76,833.32</b>	<b>-</b>	<b>76,833.32</b>	<b>127,685.24</b>	<b>-</b>	<b>127,685.24</b>	<b>1,362,653.65</b>	<b>47,315.61</b>	<b>1,409,969.26</b>	<b>2,422,071</b>	<b>29,585</b>	<b>2,451,656</b>

## D. Uses of Funds by Project Activity

### Uses of Funds by Project Activities

For the quarter ended June 31, 2010

Report 4

Project Component 3	Actual			Budget			Variance			PAD	
	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date	Current Quarter	Year to Date	Cumulative to Date		
<b>3A - Project Management and Coordination</b>											
1	MOI PCO Staff - MBPI	-	-	23,767.18	-	-	23,767.18	-	-	-	135,504.00
2	PCO National Consultants	17,600.00	33,000.00	57,109.00	28,000.00	47,150.00	148,159.00	10,400.00	14,150.00	91,050.00	436,600.00
3	International Consultants	9,400.00	9,400.00	9,400.00	55,000.00	55,000.00	251,667.00	45,600.00	45,600.00	242,267.00	0.00
4	Consultant services - Firm (M&E, MEF Exteranl Financial Audit)	594.00	594.00	594.00	62,867.00	62,867.00	182,600.00	62,273.00	62,273.00	182,006.00	412,000.00
5	Goods and equipments	15,658.00	25,254.00	25,254.00	138,600.00	150,600.00	177,700.00	122,942.00	125,346.00	152,446.00	162,000.00
6	Trainings and workshops	6,214.00	12,331.00	32,979.75	39,167.00	45,917.00	128,648.75	32,953.00	33,586.00	95,669.00	173,500.00
7	Civil Works / Office Renovations	-	-	-	-	-	-	-	-	-	100,000.00
8	Incremental Operating Costs	9,962.66	24,016.48	45,038.83	13,325.00	28,650.00	72,322.35	3,362.34	4,633.52	27,283.52	100,000.00
<b>Subtotal - Component 3A</b>		<b>59,428.66</b>	<b>104,595.48</b>	<b>194,142.76</b>	<b>336,959.00</b>	<b>390,184.00</b>	<b>984,864.28</b>	<b>277,530.34</b>	<b>285,588.52</b>	<b>790,721.52</b>	<b>1,519,604.00</b>
<b>3B - Learning and Communication</b>											
1	MOI PCO Staff - MBPI	-	-	1,199.94	-	-	1,199.94	-	-	-	33,552.00
2	PCO National Consultants	10,360.00	14,560.00	21,560.00	4,400.00	8,600.00	24,600.00	(5,960.00)	(5,960.00)	3,040.00	83,000.00
3	Consultant services (RTO-firm)	-	-	-	94,815.00	94,815.00	284,446.00	94,815.00	94,815.00	284,446.00	672,000.00
4	Trainings and workshops	3,809.36	4,009.36	9,313.81	3,750.00	4,500.00	23,304.45	(59.36)	490.64	13,990.64	51,500.00
5	Incremental Operating Costs	3,235.30	4,520.40	5,806.65	7,050.00	9,100.00	13,986.25	3,814.70	4,579.60	8,179.60	92,000.00
<b>Subtotal - Component 3B</b>		<b>17,404.66</b>	<b>23,089.76</b>	<b>37,880.40</b>	<b>110,015.00</b>	<b>117,015.00</b>	<b>347,536.64</b>	<b>92,610.34</b>	<b>93,925.24</b>	<b>309,656.24</b>	<b>932,052.00</b>
<b>Total Project Expenditures</b>		<b>76,833.32</b>	<b>127,685.24</b>	<b>232,023.16</b>	<b>446,974.00</b>	<b>507,199.00</b>	<b>1,332,400.92</b>	<b>370,140.68</b>	<b>379,513.76</b>	<b>1,100,377.76</b>	<b>2,451,656.00</b>
PPF's expenditures (IDA)				1,133,126.10							
PPF's expenditures (RGC)				44,820.00							
<b>Grand Total Project Expenditures</b>		<b>76,833.32</b>	<b>127,685.24</b>	<b>1,409,969.26</b>	<b>446,974.00</b>	<b>507,199.00</b>	<b>1,332,400.92</b>	<b>370,140.68</b>	<b>379,513.76</b>	<b>1,100,377.76</b>	<b>2,451,656.00</b>



**B. Contract Monitoring Report**

**Project Name: Demand for Good Government Project**

**For the quarter ended June 30, 2010**

**( In US Dollar)**

**List of Contracts**

Contract Ref.				Contract Description	Supplier	Contract Value		Amount Paid		Balance to be paid
Contract No.	Date Signed	Date Start	Date Completion			Curr.	Amount	This Period	Cumulative	
<b>I- Goods and Equipments</b>										
PCO/DFGG/NS 05-09	10-Feb-10	N/A	17-Mar-10	Visual Aids Equipment (LCD Projecttor, CamcorderCamera, Digital Camera, and Digital Voice Recorders)	Narita Distribution Cambodia Co., Ltd.	USD	4,812.00	-	4,812.00	-
PCO/DFGG/10-02	26-Feb-10	N/A	12-Mar-10	Office furniture Lot A (L-Sharp Desks (big size), L-Sharp Desks (small size), Executive Chairs, and Office Chairs)	LECO Shop Modern Office Furniture	USD	4,784.00	-	4,784.00	-
PCO/DFGG/10-G05	20-May-10	N/A	N/A	Accounting Software solution (period : + 6 months)	Conical Hat Software Cambodia Ltd.	USD	11,915.00	1,000.00	1,000.00	10,915.00
PCO/DFGG/NS 04-09	10-Feb-10	N/A	04-Jun-10	Office Equipments (Laptop & Desktop computers, UPS, External Hard Disk Drive,Flash Drive, B/W Laser Printer, Digital Scanner, and Laser Digital Photocopy Machine)	Narita Distribution Cambodia Co., Ltd.	USD	14,658.00	14,658.00	14,658.00	-
<b>Total I :</b>							<b>36,169.00</b>	<b>15,658.00</b>	<b>25,254.00</b>	<b>10,915.00</b>

Contract Ref.				Contract Description	Supplier	Contract Value		Amount Paid		Balance to be paid
Contract No.	Date Signed	Date Start	Date Completion			Curr.	Amount	This Period	Cumulative	
<b>II- Consultants Services</b>										
<b>II.1 - National Consultants Individual</b>										
DFGG/MOI/PCO/08-001	30-Oct-08	01-Nov-08	31-Jul-09	Mr. Thou Panha, Assistant PM Time Based payment for 9 months	N-IC	USD	15,300.00	-	1,700.00	-
DFGG/MOI/PCO/08-001	30-Jul-09	01-Aug-09	31-Apr-10	Mr. Thou Panha, Assistant PM Time Based payment for 9 months (First Extension Contract)	N-IC	USD	15,300.00	3,400.00	15,300.00	-
DFGG/MOI/PCO/08-001	30-Apr-10	01-May-10	30-Apr-10	Mr. Thou Panha, Assistant PM Time Based payment for 12 months (Second Extension Contract)	N-IC	USD	20,400.00	3,400.00	3,400.00	17,000.00
DFGG/MOI/PCO/08-002	30-Oct-08	01-Nov-08	30-Apr-10	Mr. Chheav Nak, Partnerships, L&C Officer Time Based payment for 18 months	N-IC	USD	25,200.00	2,800.00	14,000.00	-
DFGG/MOI/PCO/08-002	30-Apr-10	01-May-10	30-Apr-11	Mr. Chheav Nak, Partnerships, L&C Officer Time Based payment for 12 months (First Extension Contract)	N-IC	USD	16,800.00	2,800.00	2,800.00	14,000.00
DFGG/MOI/PCO/08-004	08-Dec-08	01-Jan-09	31-Jun-10	Mr. Yim Kimchhean, Planing M&E Officer Time Based payment for 18 months	N-IC	USD	10,800.00	2,400.00	7,200.00	-
DFGG/MOI/PCO/09-005	31-Jul-09	03-Aug-09	31-Jul-10	Ms. Soth Sopheap, Financial Management Advisor Time Based payment for 12 months	N-IC	USD	16,800.00	5,600.00	15,400.00	1,400.00
DFGG/MOI/PCO/09-006	31-Jul-09	03-Aug-09	31-Jul-10	Mr. Pech Darong, Training Coordinator Time Based payment for 12 months	N-IC	USD	13,200.00	-	6,600.00	-
DFGG/MOI/PCO/09-007	07-Aug-09	10-Aug-09	10-Aug-10	Mr. Pheap Sophea, HRM & D Officer Time Based payment for 12 months	N-IC	USD	8,400.00	2,800.00	7,509.00	891.00
DFGG/MOI-PCO/09-013	14-Dec-09	15-Dec-09	15-Mar-10	Mr. Sann Sophar, Logo and Website Development (Lump-Sum Remuneration)	Short-Term Individual Consultant	USD	5,950.00	4,760.00	4,760.00	1,190.00
<b>Sub-Total: II.1</b>							<b>148,150.00</b>	<b>27,960.00</b>	<b>78,669.00</b>	<b>34,481.00</b>

<b>II.2 - International Consultants Individual</b>										
PCO/DFGG/10-ICS03	20-May-10	07-Jun-10	07-Dec-10	Mr. Thomas Burola, International Procurement Specialist Time Based Payment (Short-term about 6 months)	I-IC	USD	59,320.00	4,900.00	4,900.00	54,420.00
PCO/DFGG/10-ICS02	14-Jun-10	28-Jun-10	28-Oct-10	Mr. Bhashkar D Bhindie, International Financial Advisor Lump-Sum Remuneration (about 60 days over 4 months)	I-IC	USD	45,000.00	4,500.00	4,500.00	40,500.00
<b>Sub-Total: II.2</b>							<b>104,320.00</b>	<b>9,400.00</b>	<b>9,400.00</b>	<b>94,920.00</b>
<b>II.3 - Consultancy firms</b>										
CAKH181	11-Jun-09	N/A	N/A	Audit of Financial Statement of Multiple Projects Assisted by the World Bank Lump-Sum Payments (Payment based on Contract page 19 of 50)	Ernst & Young Indochina Ltd.	USD	5,940.00	594.00	594.00	5,346.00
<b>Sub-Total: II.3</b>							<b>5,940.00</b>	<b>594.00</b>	<b>594.00</b>	<b>5,346.00</b>
<b>Total: II</b>							<b>258,410.00</b>	<b>37,954.00</b>	<b>88,663.00</b>	<b>134,747.00</b>
<b>Grand-Total: I + II</b>							<b>294,579.00</b>	<b>53,612.00</b>	<b>113,917.00</b>	<b>145,662.00</b>

### C. Procurement Monitoring Report – Goods

Project Name: Demand for Good Government Project

For the quarter ended June 30,2010

( In US Dollar)

#### Monitoring Report - Goods

No.	Description of Coods	Contract Ref. No.	Prior (P) or Post Review (PR)	Procurement Methods	Biding Documents (BD) and Bidding Process						Bid Evaluation/ Contract award recommendation		Contract			
					PCO sent draft BD to PRC for approval (Date.)	Approval to Draft BD by PRC (Date)	PCO sent Draft BD to the Bank's NOL (Date)	No object to the Draft BD by the Bank (Date)	Bid invitation issued (Date)	Bid Opened (Date)	PCO sent evaluation report/award recommendation to the Bank (Date)	No objection to evaluation report/award recommendation by the bank (date)	Project signed Contract with the contractor (Date)	Contractor's Name	Contract Amount (USD)	Completion date
1	Planned						7/9/2009	N/A	N/A	N/A	N/A	N/A	30-10-09	UNOPS	289,644.96	1-Jun-10
	Actual	12 Vehicles	UNOPS/WBB/O/CMB/108379-1-2/ACH	Prior	UNOPS	8-Oct-09	13-Aug-09	28-Sep-09	N/A	N/A	N/A	N/A	N/A	5-Nov-09	UNOPS	289,644.96
2	Planned															
	Actual	Computer Equipement(PCO) (USD 15,600)	DFGG/NS 04/09	Prior	National Shopping	22-Sep-09	28-Sep-09	29-Sep-09	30-Oct-09	6-Nov-09	23-Nov-09	24-Dec-09	31-Jan-10	10-Feb-10	NARITA	14,658.00
3	Planned															
	Actual	Audio Visual Equipement(PCO) (USD 6,000)	PCO/DFG G/NS 05/09	Post	National Shopping	16-Nov-09	16-Nov-09	N/A	N/A	20-Nov-09	7-Dec-09	N/A	N/A	10-Feb-10	NARITA	4,784.00
4	Planned															
	Actual	Office Furniture(PCO) (USD 6,000)	PCO/DFG G/10-G02	Post	National Shopping	7-Dec-09	7-Dec-09	N/A	N/A	11-Dec-09	28-Dec-09	N/A	N/A	26-Feb-10	LEEEO	4,812.00
5	Planned															
	Actual	Accounting Software(PCO) (USD 12,000)	PCO/DFG G/10-G05	Post	National Shopping	31-Dec-09	31-Dec-09	1-Jan-10	12-Feb-10	24-Feb-10	12-Mar-10	23-Apr-10	4-May-10	20-May-10	CONICAL HAT	11,915.00
6	Planned															
	Actual	Air Conditioner (PCO) (USD 3,000)	PCO/DFG G/10-G04	Post	Shopping Without Advertise	7-Jun-10	7-Jun-10	N/A	N/A	15-Jun-10	30-Jun-10					

## D. Procurement Monitoring Report - Consulting Firm

Project Name: Demand for Good Government Project

For the quarter ended June 30, 2010

(In US Dollar)

Consulting Firm

No.	Description of Services	Contract Ref: No.	Prior (P) or Post Review (PR)	Procurement Methods	Short List and Draft Requirement for Proposal (RFP)								Technical Evaluation		Final (Technical Financial) Evaluation			Contract						
					IPA sent Short list to the Bank (Date)	No objection to the Short List by the Bank (Date)	IPA sent Draft RFP to PRC (Date)	Approve to draft RFP by PRC (date)	IPA sent draft RFP to the Bank (date)	No object to Draft RFP by the Bank (date)	IPA issued RFPs (date)	IPA received proposal from firms (date)	IPA sent Tech, evaluation report to the Bank (date)	No objection to Tech, evaluation report by the Bank (date)	IPA open Financial Proposal publicity (date)	IPA completes final evaluation	PRC and IPA negotiate contract with consultant	IPA sent draft contract and final evaluation report to the Bank	No objection to Draft Contract by the Bank (date)	Project signed contract with consultant	IPA sent signed contract to the Bank (date)	Consultant's name	Contract value (US\$)	Contract/delivery Completion date
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Planned																		###						
Actual	M&E Firm	CAKH 520	Prior	QCBS											18-Aug-09	8-Dec-09	22-Jan-10							
Planned																								
Actual	Research & Training org	CAKH 521	Prior	QBS							4-Jun	8-Sep-09			30-Oct-09	16-Dec-09	10-Mar-10							

## E. Procurement Monitoring Report - Individual Consultant

Project Name: Demand for Good Government Project

For the quarter ended June 30,2010

( In US Dollar)

### Individual Consultant

No.	Description of Service	Contract Ref. No.	Prior (P) or Post Review (I)	Procurement Methods	TOR/EOI						Evaluation		Contract							
					PCO sent TOR and EOI advertisement to PRC (date)	Approval to TOR and EOI	PCO sent TOR and EOI advertisement to the Bank (date)	No objection to TOR and EOI advertisement by the Bank	Advertisement by PCO (date)	Submission of EOI date	PCO sent evaluation report to the Bank (date)	No objection to evaluation report (date)	PRC and PCO negotiate contract with consultant	PCO sent draft contract to the Bank (date)	No objection to the Draft Contract by the Bank (date)	Project signed contract with consultant (date)	PCO sent signed contract to the Bank (date)	Consultant's Name	Contract value (US\$)	Contract/ delivery Completion date
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20.00	21
1	Planned													10-Jul-10						
	Actual	Procurement Coordinator /PCO (Replacement)	Prior	IC Selection			11-Jan-09	13-Jan-10	16-Jan-10	1-Feb-10	19-Mar-10	25-Mar-10	29-Apr							
2	Planned										30-May-10									
	Actual	Training Coordinator/ PCO (Replacement)	Post	IC Selection			N/A	N/A	30-Dec-09	13-Jan-01	Cancelled									
3	Planned										15-Jul-10									
	Actual	National Internal Auditor (PCO)	Prior	IC Selection			11-Jan-10	4-Feb-10	8-Oct-10	23-Oct-10										
4	Planned												7-Jul-10							
	Actual	International Project Management Advisor (PCO)	Prior	IC Selection			19-Jun-09	30-Jun-09	11-Jul-09	31-Jul-09	19-Oct-09	30-Jun-10								
5	Planned															1-Jul-10				
	Actual	International Financial Management Advisor	Post	IC Selection			N/A	N/A	2-Jun-09	17-Jun-09	N/A	N/A	27-Oct-09	11-May-10	8-Jun-10	14-Jun-10	14-Jun-10	Bhaskar Bhindie	45,000.00	28-Oct-10
6	Planned													6-May-10	10-May-10	12-May-10				
	Actual	International Procurement Specialist (PCO)	Prior	IC Selection			29-Sep-09	2-Oct-09	6-Oct-09	22-Oct-09	24-Dec-09	31-Mar-10	10-Apr-10	5-May-10	10-May-10	20-May-10	21-May-10	Thomas Buroala	59,320.00	7-Dec-10
7	Planned																			
	Actual	International Internal Auditor (PCO)	Prior	IC Selection			8-Apr-10	20-Apr-10	26-Apr-10	10-May-10										

## **SECTION IV: CONCLUSION AND RECOMMENDATION**

In conclusion, the PCO has made significant progress towards the activities and milestones scheduled, including continuous manage the day - to - day implementation and coordination and monitoring the implementation of the agreed Annual Work Plan 2010, conducted the Project Management Team (PMT) and organized monthly communication meeting, monitored and facilitated the implementation of the Good Governance Frameworks (GGF) and updated Risk Management Matrix (RMM) and revised the Financial Management and Disbursement Manual (FMDM). Furthermore, PCO prepared DFGG Annual Progress Report 2009 in Khmer version, consolidated the 1<sup>st</sup> Quarterly Progress Report, reviewed and consolidated the 1<sup>st</sup> Quarterly Interim Financial Reports (IFRs) for the project. In addition, the PCO has also made significant achievements towards of component 3B Learning, including prepared a plans and conducted in-country Study tour to Battambang province, developed and publication of the communication materials such leaflets, bulletin and media briefing to mass media. The PCO has invited by the various Radio program such as FM 93.5 (Mohanokor) and FM 106.5 (Sarika or Voice of Democracy) as a guest speaker to discussions on role, duties and responsibilities of government officials in deliveries public services to the citizens. The PCO has also made progress in development of partnership by increasing from 2 to 9 partnership members for this reporting period. In addition, PCO recruited two International Technical Assistants those (Procurement Specialist and Financial Management Specialist), conducted LCFG workshop to develop the key message tools, completed the training course on Good Governance Framework (GGF) and took part with Star Kampuchea in organizing 4th PECSA National Event “Convergence for Social Accountability” and Training Program on Social Accountability from 23rd - 25th of June 2010 at Imperial Garden Hotel, Phnom Penh.

In spite of the above achievements, a set of problems were still considered as the critical issues for the component 3, particularly the delayed of procurement process in hiring of M & E and RTO firms, other national and international TAs and particular the delayed in completion of project baseline study.