

Japan Fund for Poverty Reduction Project Administration Manual

Project Number: 51217-001 (current project) and 51217-002 (additional financing)
Grant Number: 9198 (current project)
July 2021

Proposed Grant Additional Financing Mongolia: Combating Domestic Violence Against Women and Children

ABBREVIATIONS

ADB	–	Asian Development Bank
AFCYD	–	Authority for Family, Child, and Youth Development
BCC	–	behavior change communication
CSOs	–	civil society organizations
CSCP	–	Coordination Sub-Councils for Crime Prevention
DMF	–	design and monitoring framework
EMC	–	environmental management checklist
FCYDD	–	Family, Child, and Youth Development Department
GAP	–	gender action plan
GBV	–	gender-based violence
GOM	–	Government of Mongolia
JFPR	–	Japan Fund for Poverty Reduction
LCDV	–	Law on Combating Domestic Violence
MOF	–	Ministry of Finance
MLSP	–	Ministry of Labor and Social Protection
MOJHA	–	Ministry of Justice and Home Affairs
MDTs	–	multidisciplinary teams
NGO	–	nongovernmental organizations
OSSCs	–	one-stop service centers
PIU	–	project implementation unit
PSC	–	project steering committee
PWDs	–	persons with disabilities
SPS	–	safeguard policy statement
SCCCP	–	Secretariat of Coordination Council for Crime Prevention

GLOSSARY

aimag – province
soum – sub-province

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JFPR Project Administration Manual Purpose and Process

This JFPR project administration manual (PAM) describes the essential administrative and management requirements to implement the Japan Fund for Poverty Reduction (JFPR)-funded project on time, within budget, and in accordance with the government and Asian Development Bank (ADB) policies and procedures. This JFPR PAM includes references to all available templates and instructions either through linkages to relevant URLs or directly incorporated in the JFPR PAM.

The executing agency – Ministry of Justice and Home Affairs (MOJHA) – and the implementing agencies – the Secretariat of Coordination Council for Crime Prevention (SCCCP) under MOJHA, the Authority for Family, Child, and Youth Development (AFCYD) and Ministry of Labor and Social Protection (MLSP) are wholly responsible for the implementation of the project, as agreed jointly between the grant recipient and ADB, and in accordance with the government and ADB's policies and procedures. ADB staff is responsible to support implementation including compliance by MOJHA, SCCC, AFCYD, and MLSP of their obligations and responsibilities for project implementation in accordance with ADB's policies and procedures.

The MOJHA, SCCC, AFCYD, MLSP, and ADB agree to the JFPR PAM and ensure consistency with the grant agreement. In the event of any discrepancy or contradiction between the JFPR PAM and the grant agreement, the provisions of the grant agreement shall prevail.

After ADB Board approval of the project's grant assistance report, changes in implementation arrangements are subject to agreement and approval pursuant to relevant government and ADB administrative procedures (including ADB's Project Administration Instructions) and upon such approval, they will be subsequently incorporated in the JFPR PAM.

I. PROJECT DESCRIPTION

A. Project Rationale

1. Gender-based violence (GBV) including domestic violence remains a serious and potentially life-threatening human rights violation in Mongolia. Among ever-partnered women, 57.9% have experienced one or more of the following types of violence in their lifetime: physical, sexual, emotional, and economic violence, and controlling behaviors; and 31.2% have experienced physical and/or sexual violence in their lifetime. The coronavirus disease (COVID-19) has gravely exacerbated the situation with police records showing a 15.5% (985 to 1,138) increase in reported domestic violence cases nationwide in 2020 compared to 2019. Most cases included physical violence and women constituted 92% of the victims. In 2020, the government-run hotline reported a 4.9% increase in calls (10,754) for legal and psychosocial counseling, and distress calls, while the nongovernment organization's hotline volume increased by 56.1% (793 to 1,239). Official statistics though underrepresent the true extent of domestic violence as many incidents are unreported because of lack of recognition, protection, and prevention mechanisms to tackle domestic violence—so called 'shadow pandemic.' Social norms also discourage individuals from speaking out against perpetrators.

2. Pre-existing poverty and inequality have increased with the impacts of COVID-19.¹ Increased unemployment and income loss have escalated public stress resulting in alcoholism and domestic violence. Domestic violence survivors suffer serious physical and mental health consequences requiring urgent responses, including medical services, and safety protection. The sole use of existing phone-based hotlines is unable to take multiple concurrent calls, thereby limiting the ability of victims to reach services in emergencies especially during the lockdowns. The additional financing will improve timely access to distress calls, and legal and psychological counseling, helping to address the increased demand in the wake of the COVID-19 crisis. The additional financing will also provide additional resources to improve the effectiveness of mandatory behavior change training programs for perpetrators. This is a critical measure according to the National Human Rights Commission. There has been a 26.4% increase in the number of perpetrators detained nationwide because of domestic violence in 2020, including those linked to repeat cases.² In Q1 2021 with the lockdown, a total of 1,221 persons were detained in the focus detention center, of whom 68% were detained for domestic violence.³

3. The government has made substantial efforts to increase the number of shelters and capacity nationwide since 2017, which resulted in 17 shelters with 168 beds operational as of the end of 2020. Nonetheless, more efforts are still needed especially because of COVID-19 crisis. Further, the existing shelters have various levels of compliance with international standards in terms of safety and security, and most lack basic child-friendly facilities. None of the shelters has specific access features for people with disabilities.⁴

4. Domestic violence has significant socioeconomic costs to national and household-level economies, resulting in the loss of work days and consequent loss of income for women, and lost opportunities for children because of reduced school attendance. The costs to the country's health care and legal systems, reduced production from lost work days and other social costs all have a

¹ ADB, National Committee on Gender Equality and UNDP. 2021. *COVID-19 impact on women and girls in Mongolia*. Ulaanbaatar.

² National Human Rights Commission. 2020. *The 19th Status Report on Human Rights and Freedoms in Mongolia*. Ulaanbaatar.

³ Detention center in Ulaanbaatar. 2021. *Administrative data for quarter 1, 2021*. Ulaanbaatar.

⁴ In total 87 staff work in 17 shelters nationwide, including mostly coordinators, social workers, and psychologists.

direct impact on economic growth. At the same time, individuals living in poverty are more vulnerable to violence because the environments in which they live tend to be more dangerous, unstable, and uncertain. Moreover, women's poverty is closely linked to the unequal power relationship between women and men, and violence against women is often an outcome of these gender-based inequalities, with widespread consequences for well-being and empowerment. Public awareness on gender equality and violence against women and children is still low. A study conducted under the current project revealed that 67% of boys and girls have no or limited understanding on domestic violence and reporting system, while 68% of women did not report domestic violence cases.⁵

5. The overall project will take a holistic approach to improve the response to domestic violence against women and children. The project will establish institutionalized services for better prevention and multidisciplinary response through: (i) increased access and quality of response and protection; (ii) capacity development for improved coordinated response, case management and referral; (iii) strengthen prevention, reporting, and survivor protection through the use of media and behavior change communication (BCC) engaging specifically men, adolescents, persons with disabilities; and (iv) a pilot economic empowerment program for survivors. The additional financing will add value by promoting the integration of pilot advanced technologies to the national hotline services and scale up some critical interventions of the current project for wider impact. There will be 2,653 direct beneficiaries of the additional financing, with women comprising 51%. A further 26,511 people will benefit indirectly, of which 55% are women. The overall project will target Ulaanbaatar city and 6 *aimags* including three additional *aimags* covered under the additional financing.⁶

6. **Strategic fit.** The additional financing is consistent with the expected results of the current project and will support Mongolia's efforts to achieve Sustainable Development Goal 5—transformative agenda on eliminating violence against all women and girls. Both the Vision–2050 and the Government Action Plan, 2020–2024 highlight the importance of promoting gender equality and ensuring safety for all citizens.⁷ The overall project is aligned with the current and forthcoming country partnership strategies, which emphasize the need for investment to address GBV. The overall project will contribute to Operational Priority 2 (accelerating progress in gender equality; namely, women's economic empowerment and protection from GBV); and Operational Priority 6 (strengthening governance and institutional capacity) of Strategy 2030.⁸

B. Impacts and Outcome

7. The project is aligned with the following impacts: (i) gender equality in political, economic, social and, cultural spheres, and in family relations substantially achieved, and (ii) non-traditional risks to peace and safety of citizens and society reduced.⁹ The project outcome is the quality of and access to prevention and multidisciplinary response to domestic violence strengthened. The

⁵ Mongol Urkh Psychological Institute NGO. 2021. *Rapid Assessment Report*. Ulaanbaatar (under JFPR-financed current project [Grant 9198]).

⁶ Dornod, Dundgovi and Zavkhan *aimags* have been selected in consultation with the government due to the high incidence of domestic violence, poverty and unemployment rates.

⁷ State Great Khural. 2020. *Mongolia's Vision–2050*. Ulaanbaatar. State Great Khural. 2020. *Government Action Plan, 2020–2024*. Ulaanbaatar.

⁸ ADB. 2019. *Strategy 2030 Operational Plans for Priority 2 (Accelerating Progress in Gender Equality) and 6 (Strengthening Governance and Institutional Capacity)*. Manila.

⁹ Updated second impact statement based on the "Vision-2050" following the Parliament adoption on 3 May 2020. This policy document supersedes Mongolia's Sustainable Development Vision-2030. No change in project outcome.

additional financing will strengthen prevention, multidisciplinary response, and institutional capacity in line with the regulatory framework on domestic violence.

C. Outputs

8. **Output 1: Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered.** The current project is (i) establishing model shelters for survivor women and children of domestic and sexual violence in three *aimags*, and two districts in Ulaanbaatar, each with the capacity to serve between 100 and 120 women and children per year.¹⁰ Two shelters will be physically accessible for PWDs. These shelters will offer up to 30 days of protection and other multidisciplinary services to survivors. These new shelters will increase the shelter capacity for the whole of Mongolia by 50%. (ii) developing a pilot women's economic empowerment program for survivor women. The program will include: (a) psychosocial counseling; and (b) training on financial and legal literacy, and business proposal development for 100 survivor women in five project sites. To support livelihoods and income generation of the disadvantaged groups, 50 survivor women will receive small grants as part of the program to cover vocational education fees which aims to provide them with the skills and inputs to start small businesses or find employment. (iii) piloting 25 community initiatives at grassroots levels through two types of competitive small-scale grant programs to increase the outreach capacity and quality of services of multidisciplinary teams (MDTs),¹¹ one-stop service centers (OSSCs)¹² and shelters. The pilots will promote: (a) public outreach activities and services provided by MDTs to communities in remote rural areas or suburban areas of Ulaanbaatar with limited access to information and services; and (b) physical environment improvement to ensure safety and security of survivors, and a child-friendly environment, among others. MDTs' partnership with local community-based organizations will be encouraged for the grassroots-level activities. The project implementation unit (PIU) will manage the pilot 30 community-based initiatives under the guidance of the executing agency (EA) and implementing agencies (IAs).

9. The additional financing will (i) scale up the pilot community initiatives at grassroots level by offering 20 additional competitive small-scale grants to improve a physical and child-friendly environment in the OSSCs and/or shelters, and to enhance multidisciplinary services through increased public outreach;¹³ and (ii) furnish a shelter and the hotline center #107 to be established under ADB's multitranchise financing facility Ulaanbaatar Urban Services and Ger Areas Development Investment Program (Tranche 2) by ensuring synergy between the two ADB projects.¹⁴

10. **Output 2: Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved.** The current project is (i) improving the technical capacity of multidisciplinary service providers for women and children

¹⁰ Focus *aimags* include Sukhbaatar, Uvs, and Selenge, and the districts are Songinokhairkhan, and Nalaikh. Selection criteria include geographical distribution, poverty and unemployment rate, density of population, police administrative records of domestic violence incidents, absence of shelters and/or OSSCs, and donor coordination.

¹¹ Comprised of governor, social worker, local police officer, family doctor, local *kheseg* leader and school social worker, who work at the primary administrative unit to prevent and protect family and children from domestic violence, and provide moral support, medical and legal services to the survivors of domestic violence.

¹² 24-hour safety protection, social welfare, psychological, legal, health, child protection and referral service provision facilities for survivors of domestic or sexual violence, run by the hospital, government or NGOs.

¹³ MOJHA has adopted the Selection and Funding Procedures for 30 small-scale grants under the current project (9 March 2020). Additional 20 small grants shall be rewarded (same amount of \$5,000 per grant) following the same procedures under the additional financing.

¹⁴ ADB. 2017. *Report and Recommendation of the President: Proposed Multitranchise Financing Facility for Mongolia: Ulaanbaatar Urban Services and Ger Areas Development Investment Program*. Manila.

survivors of domestic and sexual violence by delivering training programs on prevention, coordinated response, protection, and rehabilitation. These are tailored and targeted at the following stakeholders: (a) MDTs in the project sites who assist women and children survivors of domestic and sexual violence; (b) coordination sub-councils for crime prevention in the project sites; (c) staff of the shelters, OSSCs, and helpline centers.¹⁵ In addition, e-learning modules on GBV/domestic violence will be prepared for police officers based on national guidelines for law enforcement procedures in line with the revised Law on Combating Domestic Violence (LCDV); (ii) fostering the institutionalization of Output 2 interventions through adoption of job descriptions of at least four professionals of MDTs by the Secretariat of Coordination Council for Crime Prevention; and introduction of e-learning modules on GBV/domestic violence for police officers based on the national guidelines for law enforcement procedures in cases of domestic violence; (iii) delivering innovative training of 30 peer educators for PWDs on communication tools to deliver information to PWDs, peer counseling techniques among PWDs, and concepts of domestic violence to reach out to more women and girls with hearing, visual, and mobility disabilities, who are at high risk of gender-based violence. Around 125 PWDs and 150 caregivers will receive services offered by the peer educators. Local nongovernment organizations for PWDs are expected to be engaged under this output and the Japanese involvement will be encouraged in conducting the training.

11. Under the additional financing, 50% of all multidisciplinary teams nationwide (2,650 members of 345 MDTs) will be trained on effective multidisciplinary response and case management based on the training manual and case management tool kit to be updated under the current project. This includes a series of training of trainers (TOT) program. To improve preventive measures and reduce repeat cases of domestic violence, a manual of mandatory behavior change training programs for domestic violence perpetrators will be updated and the TOT will be conducted for around 130 social workers, psychologists and officers of detention centers nationwide. Local experience sharing study tours will be organized for officials of the executing agency (EA)/implementing agencies (IAs), project implementation unit (PIU) and multidisciplinary government officials of the original five project sites to provide a learning opportunity from good practices of existing shelters/OSSCs and shelters established under the current project.

12. **Output 3: Behavior of key stakeholders on prevention, reporting, and protection of survivors improved.** The current project is (i) expanding the existing helpline center 107, which receives distress calls for referral to police and provides psychosocial and legal counseling. Improvements will include software and database system (i.e., immediate referral of urgent calls nationwide and reporting via mobile gadgets through text messaging); and training of new helpline operators on communication first response; and (ii) increasing public awareness on domestic violence, and developing a targeted, and focused BCC campaign in the project sites. The public awareness campaign will cover (a) identifying and preventing domestic violence; (b) reporting domestic violence cases; and (c) supporting and protecting women by providing information on what survivors and/or witnesses of domestic violence can do and where they can go for help in the locality. The project is also producing communication and awareness materials tailored to women and children with disabilities. Community groups will be mobilized to reinforce the communication campaign and provide support mechanisms at the grassroots level. The BCC campaign will pilot BCC activities engaging 100 men, and 200 adolescent boys and girls in two urban and rural project sites through community and school-based support groups to demonstrate increased understanding of deabusive behavior and domestic

¹⁵ There are two government-run helpline centers: one is operated by the police office (#107) with 4 staff including 2 operators, and the other one is operated by Family, Child, and Youth Development Authority (#108) with 6 staff.

violence consequences and promote positive role modeling behavior; (iii) to assess the effectiveness/outcome of BCC campaigns, an outcome evaluation study will be conducted. Under this output, three studies will be conducted: (a) qualitative assessment of domestic violence among PWDs based on which a training program for peer educators of PWDs will be designed; (b) victimology study focusing on psychological effects of GBV/domestic violence on victims; and (c) criminology research to assess consequences and dynamics of criminal and administrative law interventions in domestic violence cases to inform better tailored justice sector prevention and response mechanisms.

13. The additional financing will (i) pilot an integrated digital ecosystem to expand the #107 hotline by launching a website and artificial intelligence-based systems including chatbots to increase access to information, and legal, and psychosocial counseling for rural, remote, and underserved communities, and for people with disabilities and introduce emergency reporting system. Following the international guidelines on the web content accessibility, the website will be designed in an accessible way for people with hearing and visual impairment; (ii) strengthen the hotline by delivering a training program for the hotline operators on communication first response and the integrated digital ecosystem; (iii) support adoption of international standards on information security management system (ISO 27001) to the hotline operations; (iv) conduct a system analysis to ensure technical compatibility through assessment of original systems against integrated new system requirements for improvement of an entire business process; (v) create a supportive learning environment for delivering the mandatory behavior change training programs for domestic violence perpetrators by furnishing 11 training and psychological counseling rooms, and medical examination room of the Detention Centers in Ulaanbaatar city and focus three *aimags* of Dornod, Dundgovi, and Zavkhan.¹⁶ The project will scale up lessons from ADB's technical assistance to address and prevent domestic violence during the COVID-19 crisis, particularly from developing digital and artificial intelligence-based conversational platforms in Mongolian language (e.g., chatbots) that expand access to information, and legal and psychological counseling, and from data analytics conducted under the emergency technical assistance.¹⁷

14. **Project management.** The executing and implementing agencies lack the resources needed to fully implement the project. The grant proceeds will (i) retain the administrative framework for the project, including the steering committee, sub-steering committees in three focus *aimags*, technical advisory group and PIU; and (ii) finance the specialist support and PIU operational costs required to implement Outputs 1–3. The PIU will implement the project on behalf of the executing and implementing agencies, including accounting, procurement, trainings, preparation, and dissemination of knowledge products, monitoring, and reporting.

15. The additional financing will provide funds for the PIU to implement the project through 31 December 2023, which is one year longer than the current project.

¹⁶ Dornod, Dundgovi and Zavkhan *aimags* are selected because of the high incidence of domestic violence, poverty and unemployment rates, and the government priorities.

¹⁷ ADB. 2020. *Technical Assistance to Mongolia for Addressing and Preventing Domestic Violence during the COVID-19 Crisis*. Manila.

II. PROJECT IMPLEMENTATION PLANS

A. Project Readiness Activities

Table 1: Project Readiness for the Additional Financing

Indicative Activities	2021			Responsible Agencies
	June	July	Aug	
Grant negotiations				MOF, MOJHA, and ADB
ADB approval				ADB
Government legal opinion provided				MOF and MOJHA
Grant signing and effectiveness				ADB, MOF, and MOJHA

ADB = Asian Development Bank, MOF = Ministry of Finance, MOJHA = Ministry of Justice and Home Affairs
Source: ADB.

Table 2: Project Readiness for the Current Project

Indicative Activities	2018				2019	Responsible Agencies
	Jul	Aug	Sep	Nov	Feb	
Grant negotiations						MOF, MOJHA, and ADB
ADB approval						ADB
Government legal opinion provided						MOF and MOJHA
Grant signing and effectiveness						ADB and MOF

ADB = Asian Development Bank, MOF = Ministry of Finance, MOJHA = Ministry of Justice and Home Affairs.
Source: ADB.

B. Overall Project Implementation Plan

Table 3: Implementation Plan for the Overall Project

Outputs and Activities		2019				2020				2021				2022				2023			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Output 1: Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered.																					
1.1	Procure rehabilitation, install furniture and equipment, and supervise civil works of five shelters in three <i>aimags</i> and two districts, of which at least two shelters will be refurbished according to universal access design specifications (Q3 2019-Q3 2021).																				
1.2	Train 100 domestic violence survivor women on empowerment program (e.g., legal, and financial literacy, personal development, self-esteem, business proposal development) (Q4 2019-Q1 2021).																				
1.3	Train selected 50 survivor women in business development and management (e.g., accounting, marketing, etc.), and start-up business; and provide grants for livelihood assistance services, including technical/vocational skills training, and start-up business (Q2 2020-Q3 2022).																				
1.4	Pilot two types of 30 community initiatives at grassroots levels through small-scale grants among: (i) existing shelters and OSSCs; and (ii) MDTs in 152 <i>khoroos</i> in Ulaanbaatar and 331 <i>soums</i> of 21 <i>aimags</i> for the improvement of physical environment (e.g., safety, and security features, child-friendly facilities) and multidisciplinary																				

III. PROJECT MANAGEMENT ARRANGEMENTS

A. Project Implementation Organizations – Roles and Responsibilities

Organizations	Management Roles and Responsibilities
<p>Executing agency: Ministry of Justice and Home Affairs</p>	<ul style="list-style-type: none"> • Assume overall accountability and responsibility for project planning, management, and implementation • Ensure the project compliance with the grant agreement • Co-sign approval for withdrawal application from project advance account (with Ministry of Finance [MOF]) • Ensure that progress reports are submitted to ADB on a timely basis • Ensure financial auditing is conducted in line with ADB and relevant Government regulations • Chair the Project Steering Committee • Provide overall guidance and support to the implementing agencies • Address any safeguards assessments and issues, if required • Provide timely policy support • Prepare and submit annual project budget to MOF on a timely basis • Ensure relevant reports are uploaded to the MOF's Official Development Assistance management information system • Guide and manage the PIU • Ensure that the Secretariat of Coordination Council for Crime Prevention provides overall guidance to the Project Sub-steering Committees in three <i>aimags</i>
<p>Implementing agencies: Secretariat of Coordination Council for Crime Prevention under MOJHA Ministry of Labor and Social Protection Authority for Family, Child, and Youth Development</p>	<ul style="list-style-type: none"> • Assume direct accountability and responsibility for implementation of project outputs 1–3 • Act as members of the project steering committee (PSC) • Coordinate the preparation and delivery of any domestic environmental or social safeguard requirements • Facilitate project stakeholders' activities (e.g., meetings, trainings, community engagement) • Review PIU progress reports and reports to the PSC • Guide the Project Sub-Steering Committees in three <i>aimags</i>
<p>Oversight body: Project Steering Committee (PSC)</p>	<ul style="list-style-type: none"> • Comprised of: Chair (Vice Minister of MOJHA), Members (SCCCP, Monitoring and Evaluation, and Internal Auditing Department, MOJHA, MOH, MOF, MLSP, AFCYD, Secretariat of National Committee on Gender Equality, General Police Authority, Mongolian Women's Fund, General Police Department), and Secretary (PIU Coordinator) • Provide policy advice and operational guidance to the project executing agency and the PIU to ensure full and timely achievement of project objectives defined in the Agreement • Supervise project administration and ensure intra- and inter-sector coordination to ensure effectiveness and efficiency of project operations • Review and approve project medium-term plans, annual work plans, and related financial, and procurement planning documents • Meet at least semi-annually
<p>PIU: based at MOJHA office</p>	<ul style="list-style-type: none"> • Consists of a Project Coordinator, Gender and Social Specialist, Finance Officer, Procurement Officer, Translator/Administration Officer, civil engineer, Monitoring and Evaluation Specialist, Environment Specialist, and three Field Coordinators (based in each three <i>aimags</i> and at PIU) • Manage the daily project planning, implementation and financial management • Monitor project progress against the DMF, PAM, GAP, and Stakeholder Communication matrix • Support the EA and IAs in preparation and finalization of the procurement documents

Organizations	Management Roles and Responsibilities
	<ul style="list-style-type: none"> • Ensure compliance with the project safeguard requirements in the environmental safety guidelines and GAP, including periodic site inspections • Prepare quarterly and annual project progress reports for the EA and IA's review and approval • Prepare the annual project implementation plans for review and approval by the PSC
ADB	<ul style="list-style-type: none"> • Administer the project and oversee the EA's and IA's compliance with the grant agreement during the project implementation • Disburse grant proceeds • Review and as needed, approve procurement, consultant recruitment, progress reports, and audit reports • Review project compliance and targets against the DMF, environmental safety guidelines, GAP, PAM, and selection criteria for small-scale grants • Monitor the project progress and conducts review missions • Disclose monitoring reports on ADB public website • Observer at the project steering committee meetings <p>Coordination with EOJ in Mongolia, JICA and JFPR</p> <ul style="list-style-type: none"> • Invite EOJ in Mongolia, JICA and JFPR officials to the project events or missions • Inform on project progress and provide key reports • Inform and/or discuss potential changes in project scope • Respond to inquiries and/or information requests • Support donor visibility for dissemination of outcomes and lessons
Project Sub-Steering Committees in three <i>aimags</i>	<ul style="list-style-type: none"> • Comprised of seven members: Chair (Head of Citizens' Representative <i>Khural</i>), Member (Coordination Sub-council for Crime Prevention), Member (head of Social Policy Division), Member (head of Legal Division), Member (head of Child and Family Development Department), Member (CSO), and Secretary (Field Coordinator) • Provide guidance on project activities to the project field coordinator • Review project plans and implementation progress at the project site • Communicate issues and suggestions on the site-specific activities to the PSC
Technical Advisory Group at MOJHA	<ul style="list-style-type: none"> • Comprised of five members: Specialists of SCCCP, Agency in charge of Persons with Disabilities, AFCYD and General Police Authority, and CSO • Provide technical review and support for the project activities, including from time to time verification of compliance with the Implementation and Monitoring Guidelines of the small-scale grants programs • Communicate issues and suggestions for the project activities
Other Participating Agencies: MOF	<ul style="list-style-type: none"> • Represent GOM for the grant negotiations • Sign grant agreement and project approval on behalf of GOM • Co-sign withdrawal applications from project advance account together with MOJHA • Review project progress and/or audit reports as needed
CSOs and other donors	<ul style="list-style-type: none"> • Project will collaborate and coordinate with existing donor efforts for prevention and response to domestic violence, especially the UNFPA, IDLO and Save the Children Japan projects • CSOs will be members of the project steering committee and technical advisory group
EOJ in Mongolia	<ul style="list-style-type: none"> • Represent the Government of Japan and JFPR • Observer at the project steering committee meetings • May choose to attend project events, meetings, and field sites • Provide guidance and feedback on Japanese visibility in project activities

ADB = Asian Development Bank; AFCYD = Authority for Family, Child, and Youth Development; CSO = civil society organization; DMF = design and monitoring framework; EA = executing agency; EOJ = Embassy of Japan; GAP = gender action plan; GOM = Government of Mongolia; IA = implementing agency; IDLO = International Development Law Organization JFPR = Japan Fund for Poverty Reduction; JICA = Japan International Cooperation Agency; MOF = Ministry

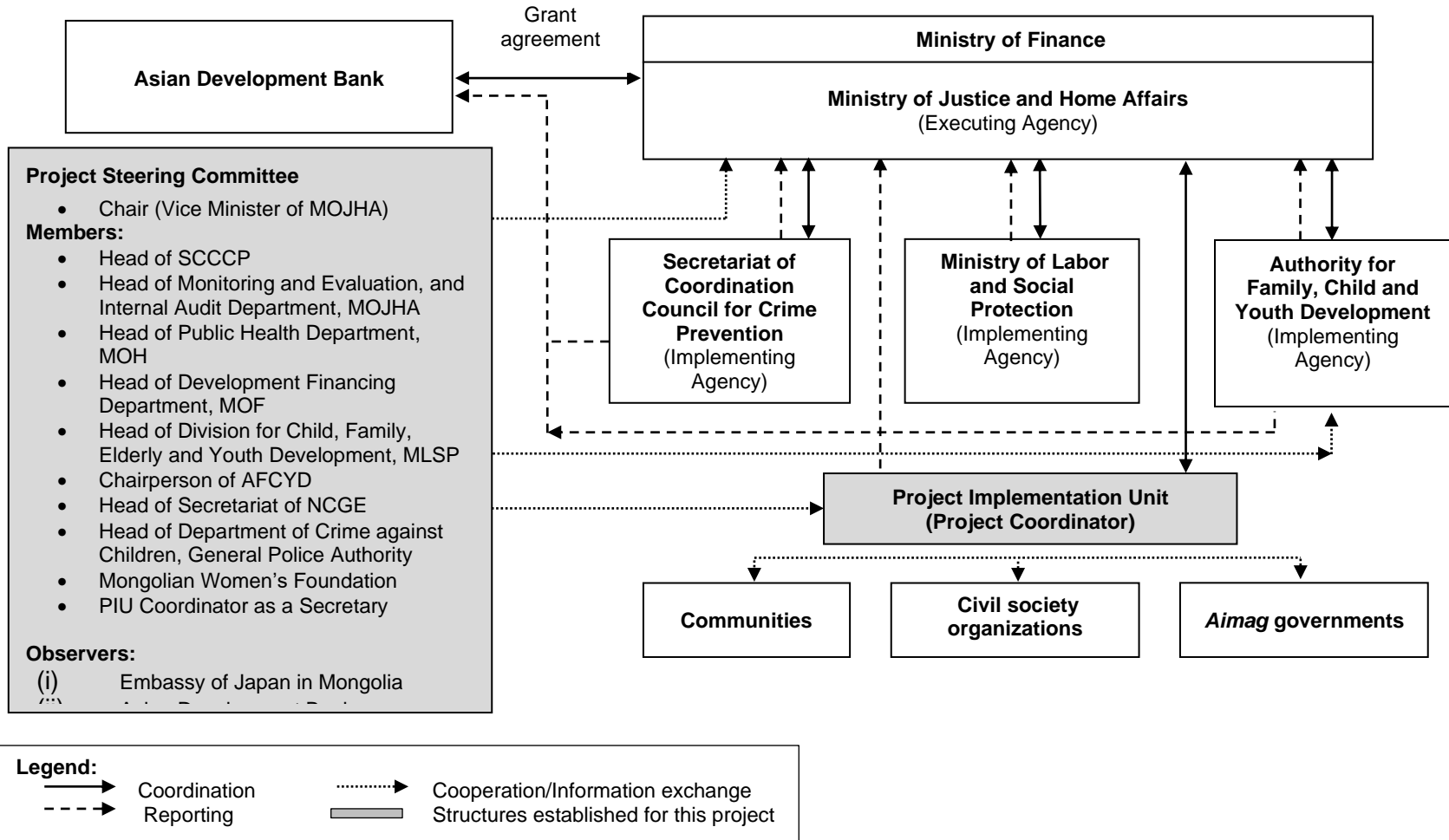
of Finance; MOJHA = Ministry of Justice and Home Affairs; MOH = Ministry of Health; MLSP = Ministry of Labor and Social Protection; OCO = ADB's Office of Cofinancing Operations; PAM = project administration manual; PIU = project implementation unit; PSC = project steering committee; SCCCPC = Secretariat of Coordination Council for Crime Prevention; UNFPA = United Nations Population Fund.

B. Key Persons Involved in Implementation

<p>Executing Agency Ministry of Justice and Home Affairs (MOJHA)</p>	<p>Mr. S. Baatarjav Vice Minister Telephone: 976 51 267653 E-mail: baatarjav@mojha.gov.mn Address: Ulaanbaatar, Chingeltei district B.Shirendev street 8/4, Government building V</p>
<p>Implementing Agencies Secretariat of Coordination Council for Crime Prevention (SCCCP)</p> <p>Ministry of Labor and Social Protection (MLSP)</p> <p>Authority for Family, Child, and Youth Development (AFCYD)</p>	<p>Ms. L. Nyamgerel Head Telephone: 976 315539, 976 51 265125 Fax No.: 976 315539 E-mail: Address: nyamgerel@mojha.gov.mn</p> <p>Ms. S. Tungalagtamir Director General, Population Development Department Telephone: 976 51 261853 Fax No.: 976 328634 E-mail: tungalagtamir@mlsp.gov.mn Address: 15160 Ulaanbaatar, Chingeltei district United Nations street-5</p> <p>Mr. M. Enkh-Amar Director Telephone: 976 51 262109 E-mail: enkh-amar@fcy.gov.mn Address: Room 200, Government building 11, Baga toiruu 44A, Ulaanbaatar-48, Mongolia</p>
<p>Project Implementation Unit: (PIU) Working on behalf of the executing and implementing agencies</p>	<p>Ms. L. Khosbayar Project Director Director General, Financing and Investment Department, MOJHA Telephone: 976 51 264285 Fax No.: 976 325225 E-mail: Address: director.g9198@gmail.com</p> <p>Mr. T. Sodgerel Project Coordinator Telephone: 976 51 260094 Fax No.: 976 315539 E-mail: coordinator.g9198@gmail.com Address: Ulaanbaatar, Chingeltei district B.Shirendev street 8/4, Government building V</p>
<p>Asian Development Bank</p> <p>Project Officer</p>	<p>Mr. Pavit Ramachandran Country Director Mongolia Resident Mission East Asia Department (EARD) Telephone No.: +976 11 323507 Fax No.: +976 11 311795 E-mail: pramachandran@adb.org</p> <p>Ms. Tsolmon Begzsuren Senior Social Development Officer (Gender) Mongolia Resident Mission East Asia Department (EARD) Telephone No.: +976 11 329836 Fax No.: +976 11 311795 E-mail: tbegzsuren@adb.org</p>

C. Project Organization Structure

Figure 1: Overall Project Organization Structure



AFCYD = Authority for Family, Child, and Youth Development; CSO = civil society organization; MOJHA = Ministry of Justice and Home Affairs; MLSP = Ministry of Labor and Social Protection; MOF = Ministry of Finance; MOH = Ministry of Health; NCGE = National Committee on Gender Equality; SCCC = Secretariat of Coordination Council for Crime Prevention.

D. Project Management

16. The additional financing will be implemented from Q3 2021 through Q4 2023. The additional financing activities along with current project, will take place in Uvs, Selenge, Zavkhan, Dornod, Dundgovi, and Sukhbaatar *aimags*, and in Ulaanbaatar districts of Songinokhairkhan and Nalaikh.

17. The Ministry of Justice and Home Affairs (MOJHA) is the executing agency for the current project. The Secretariat of Coordination Council for Crime Prevention under MOJHA (SCCCP), the Authority for Family, Child, and Youth Development (AFCYD) under the Ministry of Labor and Social Protection (MLSP), and the MLSP are the implementing agencies for the current project. The EA and IAs will remain same for the additional financing.

18. Project implementation arrangements for the additional financing will follow those of the current project. The project steering committee and PIU will continue to operate in line with the Government of Mongolia (GOM) resolution no. 176 on "Regulations on receiving, utilizing, managing, recording and reporting of foreign assistance," and/or relevant regulations, as amended from time to time.

19. Daily implementation of the additional financing will be handled by same project implementation unit (PIU) of current project. The PIU for the current project consists of a team of 9 long-term staff and five intermittent consultants, including a resource person recruited for the project, with key staff including a project coordinator, finance and administration officers, procurement specialist, and technical specialists. For the additional financing, the PIU will recruit one more staff for 18 months (a training specialist) and one individual consultant for 12 months (an information and communication technology [ICT] specialist). The PIU will represent the executing and implementing agencies and will lead the coordination, planning, and implementation of the project targets and requirements for administration, monitoring, and reporting.

20. The Project Steering Committee consists of a chairperson, Vice Minister of MOJHA, members of Head of Working Committee on SCCCPC, Head of Monitoring and Evaluation, and Internal Audit Department of MOJHA, Head of Public Health Department of MOH, Head of Development Financing Department Ministry of MOF, Head of Division for Child, Family, Elders, and Youth Development of MLSP, Chairman of AFCYD, Secretary of NCEG, Head of Department of Crime against Children of General Police Department, Mongolian Women; and PIU Coordinator as a Secretary. The project steering committee (PSC) will provide oversight to the activities of the executing and implementing agencies, and PIU ensuring close coordination and national ownership. The PSC for the current project will serve as the steering committee of the additional financing. The PSC meets at least semi-annually. The PSC includes representatives from relevant ministries, agencies, and CSO. Observers to the PSC meetings will include Asian Development Bank (ADB) and the Embassy of Japan in Mongolia. Project sub-steering committees have been established in three focus *aimags* of Sukhbaatar, Uvs, and Selenge. A technical advisory group has been established at the MOJHA for technical review of the project documents. The project teams of MOJHA, SCCCPC, MLSP, AFCYD and PIU will work closely with other stakeholders including (i) nongovernmental organizations (NGOs) working with domestic violence survivors on prevention; and (ii) local government officials including multidisciplinary service providers.

21. The additional financing and the current project will build upon lessons learned from other donors' projects which addressed GBV/domestic violence through capacity building of multidisciplinary service providers and public communications. The overall project will also

complement two projects by the Japan's Grassroots–Human Security Program,¹⁸ and the Japan International Cooperation Agency (JICA),¹⁹ given the similar nature and interventions of the project. Further, the project reflects good practices of JFPR-financed Nepal project on combating violence against women,²⁰ in particular, in the area of outcome evaluation study on BCC.

22. The overall project is coordinated and implemented from the PIU office in the MOJHA's office in Ulaanbaatar. Project field coordinators in three focus *aimags* will be based in the government offices in their sites. Equipment procured under the project will be turned over to the EA and local governments of the project sites upon completion of the project activities.

¹⁸ Embassy of Japan in Mongolia/Japan's Grassroots–Human Security Program. Project to establish one-stop service center and shelter in Bayankhongor *aimag*. 2015-2016.

¹⁹ JICA. Project for Improving and Strengthening the Child Protection System in Mongolia, implemented by the Save the Children Japan. 2015-2021.

²⁰ ADB. 2009. *Report and Recommendation of the President to the Board of Directors: Proposed Grant for on Establishing Women and Children Service Centers*. Manila.

IV. COSTS AND FINANCING

23. The current project is funded by \$3.0 million grant from the the Japan Fund for Poverty Reduction and is administered by ADB. The additional financing will be funded by a \$1 million grant from the Japan Fund for Poverty Reduction,²¹ to be administered by ADB (Table 4). Financial conditions for the additional financing are set forth in the draft grant agreement²² and this project administration manual (PAM).

Table 4: Cost Estimates for the Overall Project (\$)

Item	Current Amount	Additional Financing ^{a,b}	Total
I. Grant Funding			
A. Base Cost^c			
1. Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered	943,949	196,389	1,140,338
2. Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved	276,040	238,415	514,455
3. Behavior of key stakeholders on prevention, reporting, and protection of survivors improved	577,805	380,753	958,558
Effective project implementation	849,810	146,218	996,028
Subtotal (A)	2,647,604	961,775	3,609,379
B. Contingencies	352,396	38,225	390,621
Total (A+B)	3,000,000	1,000,000	4,000,000
II. Government Funding^d	200,000	41,058	241,058
Total	3,200,000	1,041,058	4,241,058

Note: Numbers may not sum precisely due to rounding.

^a In April 2021 prices.

^b Physical contingencies of 2% goods and services. Price contingencies computed on all costs except international and national consultants, based on annual cost escalation factors of 6.0% for 2022-2023 for local currency costs; and 1.7% for 2022-2023 on annual foreign exchange costs; includes provision for potential exchange rate fluctuation under the assumption of a purchasing power parity exchange rate.

^c This excludes value-added tax (VAT) and duties of \$41,058 on goods within the territory of the recipient that will be financed by the government. Other taxes and duties may be financed by ADB.

^d In-kind contribution from the Government (except for tax exemption) is not included.
Source: Asian Development Bank estimates.

24. The financing plan is in Table 5.

²¹ Subject to approval of the Government of Japan.

²² Grant Agreement (accessible from the list of linked documents in Appendix 2 of the Additional Financing Report).

Table 5: Financing Plan for the Overall Project (\$)

Source	Current		Additional Financing		Total	
	Amount	Share of Total (%)	Amount	Share of Total (%)	Total	Share of Total (%)
Japan Fund for Poverty Reduction ^a	3,000,000	94%	1,000,000	96%	4,000,000	94%
Government	200,000	6%	41,058	4%	241,058	6%
Total	3,200,000	100%	1,041,058	100%	4,241,058	100%

^a Administered by the Asian Development Bank. Total project cost includes local travel costs of executing and implementing agencies.

Source: Asian Development Bank estimates.

A. Cost Estimates Preparation and Revisions

25. A design team (comprising international and national financial and technical consultants) financed by the Japan Fund for Poverty Reduction, and ADB project team prepared the cost estimates and financing plan. For any proposed revisions to the project budget during project implementation, GOM will submit a request for project cost reallocation to ADB for review and endorsement. If the revision is endorsed, the PIU will revise the cost estimates under the guidance of ADB project officer.

B. Key Assumptions

26. The following key assumptions underpin the cost estimates and financing plan:
- (i) Exchange rate: MNT 2846.4 = \$1.00 (as of 21 April 2021)
 - (ii) Price contingencies based on expected cumulative inflation over the implementation period are as follows:

Table 6: Escalation Rates for Price Contingency Calculation

	2022	2023	2024
Foreign rate of price inflation	1.7%	1.7%	1.7%
Local rate of price inflation	6.0%	6.0%	6.0%

Source: Asian Development Bank estimates.

- (iii) For the current project, the GOM has provided an in-kind contribution of \$200,000 and exempted \$35,196 in value-added taxes on goods purchased by the project. For the additional financing, the GOM will provide in-kind support in the form of (i) an exemption of \$41,058 in VAT and duties on goods; (ii) 11 rooms/facilities for delivery of training programs and psychosocial counseling, and health care services at the four detention centers; (iii) operations and maintenance costs of the shelter, four detention centers and the helpline center #107; (iv) office space for PIU; (v) meeting venues; and (vi) counterpart staff time for the project implementation. These costs will be included in the annual budgets of the relevant GOM agencies. There are no parallel or joint-financing arrangements.

C. Detailed Cost Estimates by Expenditure Category for the Additional Financing

Table 7: Detailed Cost Estimates by Expenditure Category for the Additional Financing (\$)

	Item	Local Currency	Foreign Currency	Total	% of Total Base Cost
A.	Base Costs				
1	Goods	451,636	0	451,636	45.0%
2	Training	238,415	0	238,415	23.8%
3	Consulting Services				
3a	Local	66,564	0	66,564	6.6%
3b	International	0	0	0	0.0%
	Subtotal Consulting Services	66,564	0	66,564	
4	Project Management	146,218	0	146,218	14.6%
5	Small-Scale Grants	100,000	0	100,000	10.0%
	Subtotal A	1,002,833	0	1,002,833	100.0%
5	Contingencies				
1	Physical	8,212	0	8,212	0.8%
2	Price	30,014	0	30,014	3.0%
	Subtotal B	38,225	0	38,225	3.8%
C.	Total Project Cost (A+B)	1,041,058	0	1,041,058	103.8%

Notes:

Numbers may not sum precisely due to rounding.

Source: Asian Development Bank estimates.

D. Allocation and Withdrawal of Grant Proceeds for the Additional Financing

Table 8: Allocation and Withdrawal of Grant Proceeds for the Additional Financing

Number	Item	Total Amount Allocated for JFPR Financing (\$)	Basis for Withdrawal from the Loan Account
1	Goods	410,578	100% of total expenditure claimed*
2	Other Investment and Project Management Costs	451,197	100% of total expenditure claimed
3	Small-Scale Grants**	100,000	100% of total expenditure claimed
4	Unallocated	38,225	
	Total	1,000,000	

* Exclusive of value-added taxes and duties imposed within the territory of the Recipient.

** Subject to the condition for withdrawal described in paragraph 5 of Schedule 1 of the Grant Agreement.

27. Table 9 describes the expenses under the cost categories.

Table 9: Description of Cost Categories of Additional Financing

Category	Descriptions
Goods	(i) Furniture, equipment including medical equipment and other utensils for a shelter and the hotline center #107 run by the Municipal Police Department; (ii) software program and hardware equipment to operate the hotline operations; (iii) launch of an integrated digital ecosystem to expand the hotline operations through a website, artificial intelligence-based systems including chatbots, and the training program for the hotline operators; (iv) support adoption of international standards on information security management system (ISO 27001) to the hotline operations; and (v) furniture and equipment including medical equipment for 11 rooms/facilities for delivery of training programs and psychosocial counseling, and health care services at the detention centers in Ulaanbaatar city and three focus <i>aimags</i> of Dornod, Dundgovi, and Zavkhan.
Other Investment and Project Management Costs	(i) Training for MDTs nationwide on prevention and effective multidisciplinary response including the TOT program; (ii) improvement of mandatory training manual on behavior change programs for perpetrators and TOT for around 130 social workers, psychologists, and judicial officers of detention centers nationwide; (iii) local experience sharing study tours for officials of the EA, PIU and multidisciplinary officials of five project sites to provide a learning opportunity from good practices of the existing shelters/OSSCs and project funded shelters; (iv) remuneration, travel cost and per diem of a Training Specialist (full-time) and an ICT consultant (intermittent) for PIU; (v) administrative cost of the project steering committee meetings; (vi) PIU staff-related costs, such as remuneration, local travel costs, per diems, and in-city vehicle rentals and taxis; (vii) local travel costs including per diems of the EA and IAs staff; (viii) PIU operations; (ix) translation services; (x) stakeholder communications-related costs; and (xi) financial audit.
Small-Scale Grants	Small-scale grants for shelters, OSSCs and MDTs to improve physical environment and multidisciplinary services through public outreach.
Unallocated	Physical and price contingencies.

EA = executing agency; IAs = implementing agencies; ICT = information, communication and technology; MDTs = multidisciplinary teams; ISO = International Organization for Standardization; OSSCs = one-stop service centers; PIU = project implementation unit; TOT = training of trainers.

E. Detailed Cost Estimates by Financier for the Additional Financing

Table 10: Detailed Cost Estimates by Financier for the Additional Financing (\$)

Item	ADB		Government		Total	
	Amount	%	Amount	%	Amount	Taxes and Duties
A. Base Costs						
1 Goods	410,578	90.9	41,058	9.1	451,636	41,058*
2 Training	238,415	100.0	0	0.0	238,415	0
3a Consulting Services						
3a Local	66,564	100.0	0	0.0	66,564	0
3b International	0	0.0	0	0.0	0	0
Subtotal Consulting Services	66,564	100.0	0	0.0	66,564	0
4 Project Management	146,218	100.0	0	0.0	146,218	3,259
5 Small-Scale Grants	100,000	100.0	0	0.0	100,000	0
Subtotal A	961,775	95.9	41,058	4.1	1,002,833	44,317
Contingencies						
Physical	8,212	100.0	0	0.0	8,212	0
Price	30,014	100.0	0	0.0	30,014	0
Subtotal B	38,225	100.0	0	0.0	38,225	0
Total Project Cost (A+B)	1,000,000	96.1	41,058	3.9	1,041,058	44,317

Notes: Numbers may not sum precisely due to rounding.
* To be exempted by the Government

Source: Asian Development Bank estimates.

F. Detailed Cost Estimates by Outputs for the Additional Financing

Table 11: Detailed Cost Estimates by Outputs for the Additional Financing (\$)

Item	Total	1. Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered	2. Capacity of officials responsible for protection and services for DV survivors improved	3. Behavior of key stakeholders on prevention, reporting and protection of survivors improved	Effective project implementation
A. Base Costs					
1 Goods	451,636	106,028	0	345,608	0
2 Training	238,415	0	238,415	0	0
3 Consulting Services					
3a Local	66,564	0	0	66,564	0
3b International	0	0	0	0	0
Subtotal Consulting Services	66,564	0	0	66,564	0
4 Project Management	146,218	0	0	0	146,218
5 Small-Scale Grants	100,000	100,000	0	0	0
Subtotal A	1,002,833	206,028	238,415	412,172	146,218
B Contingencies					
Physical	8,212	1,928	0	6,284	0
Price	30,014	2,764	15,011	9,008	3,230
Subtotal B	38,225	4,692	15,011	15,292	3,230
C. Total (A+B)	1,041,058	210,720	253,426	427,464	149,448

Note: Numbers may not sum precisely due to rounding.

Source: Asian Development Bank estimates.

G. Detailed Cost Estimates by Year for the Additional Financing (\$)**Table 12: Detailed Cost Estimates by Year for the Additional Financing (\$)**

Item	Total	2021	2022	2023
A. Base Costs				
1 Goods	451,636	0	210,481	241,155
2 Training	238,415	0	144,940	93,475
3 Consulting Services				
3a Local	66,564	0	56,706	9,858
3b International	0	0	0	0
Subtotal Consulting Services	66,564	0	56,706	9,858
4 Project Management	146,218	0	45,643	100,575
5 Small-Scale Grants	100,000	0	50,000	50,000
Subtotal A	1,002,833	0	507,770	495,063
B Contingencies				
1 Physical	8,212	0	8,212	0
2 Price	30,014	0		30,013
Subtotal B	38,226	0	8,212	30,013
C. Total Project Cost (A+B)	1,041,058	0	515,982	525,076

Notes: Numbers may not sum due to rounding.

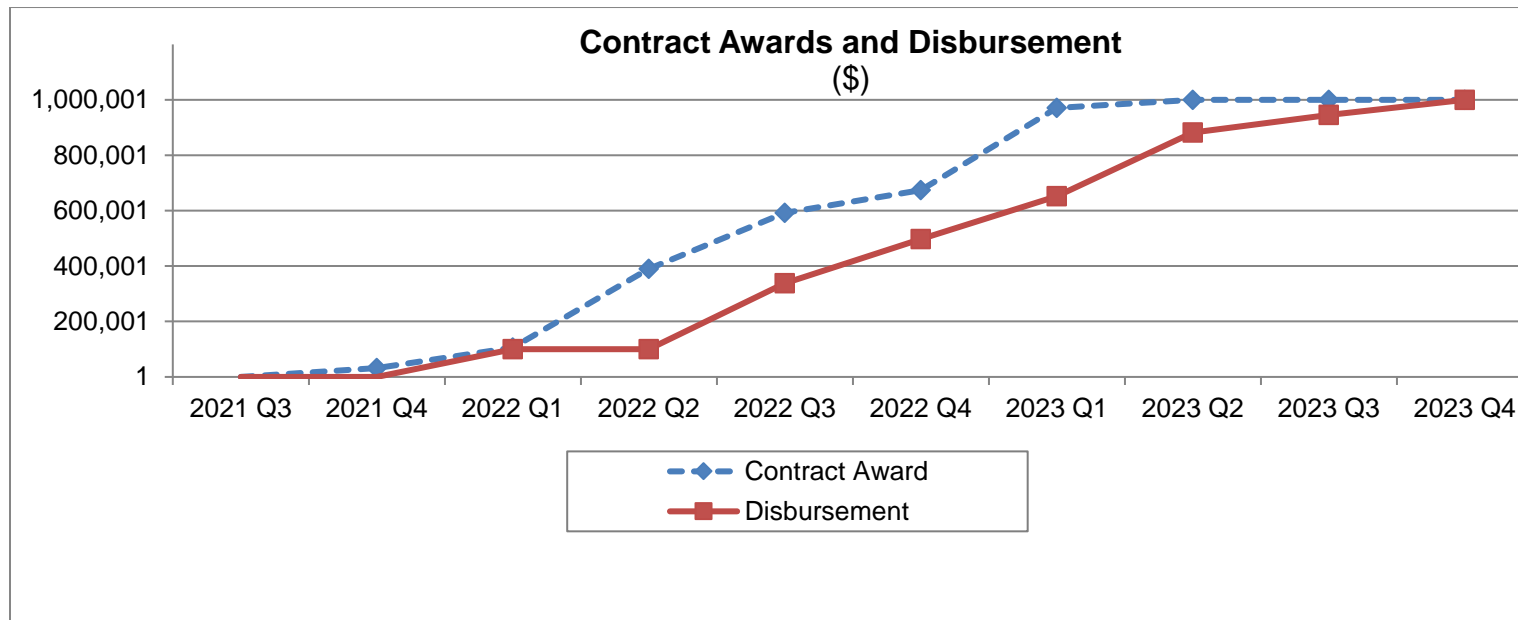
Source: Asian Development Bank estimates.

H. Contract and Disbursement S-Curve for the Additional Financing

Table 13: Contract Awards and Disbursements for the Additional Financing

	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
2021			0	31,845	31,845			0	0	0
2022	73,598	284,695	202,214	81,643	642,150	100,000	0	237,625	159,223	496,848
2023	297,034	28,971	0	0	326,005	155,276	230,196	62,938	54,742	503,152
Total					1,000,000					1,000,000

Figure 2: S-Curve for the Additional Financing



I. Allocation and Withdrawal of Grant Proceeds for the Current Project

Table 14: Allocation and Withdrawal of Grant Proceeds for the Current Project

Number	Item	Total Amount Allocated for JFPR Financing	Basis for Withdrawal from the Grant Account
		(\$)	
		Category	
1	Goods**	351,964	100% of total expenditure claimed*
2	Small-scale Grants***	275,000	100% of total expenditure claimed
3	Other Investment and Project Management Costs**	2,373,036	100% of total expenditure claimed
	TOTAL	3,000,000	

* This excludes VAT taxes within the territory of the Recipient. Other taxes and duties may be financed by ADB.

** Subject to the condition for withdrawal described in paragraph 5(a) of Schedule 2 of the grant agreement.

*** Subject to the condition for withdrawal described in paragraphs 5(a) and 5(b) of Schedule 2 the grant agreement.

Table 15: Description of Cost Categories for the Current Project

Category	Description
Goods	(i) furniture for renovated shelters and helpline center; (ii) specialty software to operate a helpline; (iii) computers, printers, copiers; (iv) office furniture and cabinets; and (v) software for accounting.
Small-scale Grants	(i) small-scale grants for select survivor women of domestic violence to improve livelihood; and (ii) small-scale grants for shelters, OSSCs, and MDTs.
Other Investment and Project Management Cost	(i) rehabilitation of five focus shelters; (ii) rehabilitation of a helpline center; (iii) financial and legal literacy training programs and implementation of an economic empowerment program for domestic violence women survivor; (iv) training of MDTs, shelters, OSSCs and helplines and selected psychologists; (v) training of persons with disabilities as peer educators; (vi) induction training on project management for EA, IAs and PIU; (vii) victimology and criminology studies; (viii) research on causes and prevention of domestic violence among PWDs; (ix) BCC component; (x) outcome evaluation of BCC component; (xi) individual consultants, including remuneration, travel costs and per diem; (xii) administrative cost for project steering committee meetings; (xiii) PIU staff-related costs, such as remuneration, local travel cost, per diem, and vehicle rentals and taxis; (xiv) local travel costs for EA and IAs staff; (xv) PIU operations; (xvi) office operations for field coordinators; (xvii) translation services; (xviii) stakeholder communications; (xix) financial audits; and (xx) physical and price contingencies.

BCC = behavior change communication; EA = executing agency; IAs = implementing agencies; MDT = multidisciplinary team; OSSCs = one-stop service centers; PIU = project implementation unit, PWDs = persons with disabilities.

J. Detailed Cost Estimates by Financier for the Current Project

Table 16: Detailed Cost Estimates by Financier for the Current Project (\$)

Item	ADB		Government		Total ^a
	Amount	%	Amount	%	Amount
A. Base Costs^b					
1 Civil Works ^c	348,380	100.0			348,380
2 Goods and Services					
2a Equipment	36,000	90.9	3,600	9.1	39,600
2b Other Goods and Services	315,964	90.9	31,596	9.1	347,560
Subtotal Goods and Services	351,964		35,196		387,160
3 Training ^c	346,550	100.0			346,550
4 Consulting Services ^c					
4a Local	520,586	100.0			520,586
4b International	28,700	0.0			28,700
Subtotal Consulting Services	549,286				549,286
5 Project Management ^c					
5a ADB financing	776,424	100.0			776,424
5b Government financing ^d			164,804	100.0	164,804
Subtotal Project Management	776,424		164,804		941,228
6 Small-scale Grants					0
6a Small-scale Grants for economic empowerment program	125,000	100.0			125,000
6b Small-scale Grants for shelters, OSSCs, and MDTs	150,000	100.0			150,000
Subtotal Small-scale Grants	275,000				275,000
Subtotal A	2,647,604	93.0	200,000	7.0	2,847,604
B. Contingencies^{c, e}					
Physical	38,710	100.0			38,710
Price	313,685	100.0			313,685
Subtotal B	352,396	100.0			352,396
C. Total Project Cost (A+B)	3,000,000	93.7	200,000	6.3	3,200,000

Notes: Numbers may not sum precisely due to rounding.

^a Total amount of taxes and duties is \$0.148 million, including: (i) taxes and duties of \$0.113 million to be financed from grant, which does not represent an excessive share of the project cost; and (ii) value-added taxes on goods purchased by the project will be exempted.

The total project cost also includes local travel costs of EA and IAs.

^b In 2018 prices as of 1 March 2018.

^c Other Investment Management Costs in the allocation table is comprised of civil works, training, consulting services, project management costs, and contingencies.

^d In-kind contribution. Ministry of Finance has granted an exemption of value-added taxes on goods purchased by the project.

^e Physical contingencies of 10% on civil works, 5% on equipment, and 5% on other goods and services. Price contingencies computed on all costs except international and national consultants, based on annual cost escalation factors of 8.0% for 2019–2022 for local currency costs; 1.5% for 2019-2020 and 1.6% for 2021-2022 on annual foreign exchange costs; includes provision for potential exchange rate fluctuation under the assumption of a purchasing power parity exchange rate.

ADB = Asian Development Bank, MDTs = multidisciplinary teams, OSSCs = one-stop service centers.

Source: Asian Development Bank estimates.

K. Detailed Cost Estimates by Outputs for the Current Project

Table 17: Detailed Cost Estimates by Outputs for the Current Project (\$)

Item	1. Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered	2. Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved	3. Behavior of key stakeholders on prevention, reporting, and protection of survivors improved	Effective project implementation	Total ^a
A. Base Costs^b					
1 Civil Works ^c	331,068	-	17,312		348,380
2 Goods and Services					
2a Equipment				36,000	36,000
2b Other Goods and Services	240,672		71,792	3,500	315,964
Subtotal Goods and Services	240,672		71,792	39,500	351,964
3 Training ^c	97,210	247,340		2,000	346,550
4 Consulting Services ^c					
4a Local			488,700	31,886	520,586
4b International		28,700			28,700
Subtotal Consulting Services		28,700	488,700	31,886	549,286
5 Project Management ^c					
5a ADB financing				776,424	776,424
5b Government financing ^d				200,000	200,000
Subtotal Project Management				976,425	976,425
6 Small-scale Grants					
6a Small-scale Grants for economic empowerment program	125,000				125,000
6b Small-scale Grants for shelters, OSSCs, and MDTs	150,000				150,000
Subtotal Small-scale Grants	275,000				275,000
Subtotal A	943,950	276,040	577,804	1,049,811	2,847,605
B. Contingencies^{c e}					
Physical	34,910		3,010	790	38,710
Price	113,546	39,362	98,379	62,398	313,685
Subtotal B	148,456	39,362	101,389	63,188	352,395
C. Total (A+B)	1,092,406	315,402	679,193	1,112,999	3,200,000

Notes:

Numbers may not sum precisely due to rounding.

^a Includes taxes and duties of \$0.113 million to be financed from grant resources. The total project cost also includes local travel costs of EA and IAs.

- ^b In 2018 prices as of 1 March 2018.
- ^c Other Investment Management Costs in the allocation table is comprised of civil works, training, consulting services, project management costs, and
- ^d contingencies.
In-kind contribution. Ministry of Finance has granted an exemption of value-added taxes on goods purchased by the project.
- ^e Physical contingencies of 10% on civil works, 2% on equipment, and 2% on other goods and services. Price contingencies computed on all costs except international and national consultants, based on annual cost escalation factors of 8.0% for 2019–2022 for local currency costs; 1.5% for 2019-2020 and 1.6% for 2021-2022 on annual foreign exchange costs; includes provision for potential exchange rate fluctuation under the assumption of a purchasing power parity exchange rate.

ADB = Asian Development Bank, MDTs = multidisciplinary teams, OSSCs = one-stop service centers.

Source: Asian Development Bank estimates.

L. Estimated Disbursement Schedule by Year for the Current Project

Table 18: Estimated Disbursement Schedule by Year for the Current Project (\$)

Item	2018	2019	2020	2021	2022	Total ^a
A. Base Costs^b						
1 Civil Works ^c		83,526	231,747	33,107		348,380
2 Goods and Services						
2a Equipment		36,000				36,000
2b Other Goods and Services		75,292	240,672			315,964
Subtotal Goods and Services		111,292	240,672			351,964
3 Training ^c		105,365	172,275	68,910		346,550
4 Consulting Services ^c						
4a Local		156,867	156,430	160,804	46,485	520,586
4b International			28,700			28,700
Subtotal Consulting Services		156,867	185,130	160,804	46,485	549,286
5 Project Management ^c						
5a ADB financing		193,767	222,849	212,491	147,318	776,424
5b Government financing ^d		52,330	65,268	41,201	41,201	200,000
Subtotal Project Management		246,097	288,117	253,692	188,519	976,424
6 Small-scale Grants						
6a Small-scale Grants for economic empowerment program			125,000			125,000
6b Small-scale Grants for shelters, OSSCs, and MDTs			150,000			150,000
Subtotal Small-scale Grants			275,000			275,000
Subtotal A		703,148	1,392,941	516,512	235,004	2,847,604
B. Contingencies^{c e}						
Physical		9,819	25,881	3,010		38,710
Price		39,529	150,174	87,140	36,842	313,685
Subtotal B		49,349	176,055	90,150	36,842	352,396
C. Total Project Cost (A+B)		752,497	1,568,996	606,662	271,846	3,200,000

Note: Numbers may not sum precisely due to rounding.

^a Includes taxes and duties of \$0.113 million to be financed from grant resources. The total project cost also includes local travel costs of EA and IAs.

^b In 2018 prices as of 1 March 2018.

^c Other Investment Management Costs in the allocation table is comprised of civil works, training, consulting services, project management costs, and contingencies.

^d In-kind contribution. Ministry of Finance has granted an exemption of value-added taxes on goods purchased by the project.

^e Physical contingencies of 10% on civil works, 2% on equipment, and 2% on other goods and services. Price contingencies computed on all costs except international and national consultants, based on annual cost escalation factors of 8.0% for 2019–2022 for local currency costs; 1.5% for 2019-2020 and 1.6% for 2021-2022 on annual foreign exchange costs; includes provision for potential exchange rate fluctuation under the assumption of a purchasing power parity exchange rate.

ADB = Asian Development Bank, MDTs = multidisciplinary teams, OSSCs = one-stop service centers.

Source: Asian Development Bank estimates.

M. Contract and Disbursement S-Curve for the Current Project

Years	Contract Awards (\$)					Disbursement (\$)				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
2019		61,265	0	41,328	102,593		0	300,000	0	300,000
2020	124,994	103,622	428,099	386,279	1,042,994	0	0	183,489	185,384	368,873
2021	119,705	56,132	570,753	369,000	1,115,590	247,351	0	193,726	317,380	758,457
2022	120,000	60,798	20,429	0	201,227	198,803	358,060	173,861	333,091	1,063,815
2023	445,374	71,792	20,430	0	537,596	105,514	130,085	106,975	166,281	508,855
Total					3,000,000					3,000,000

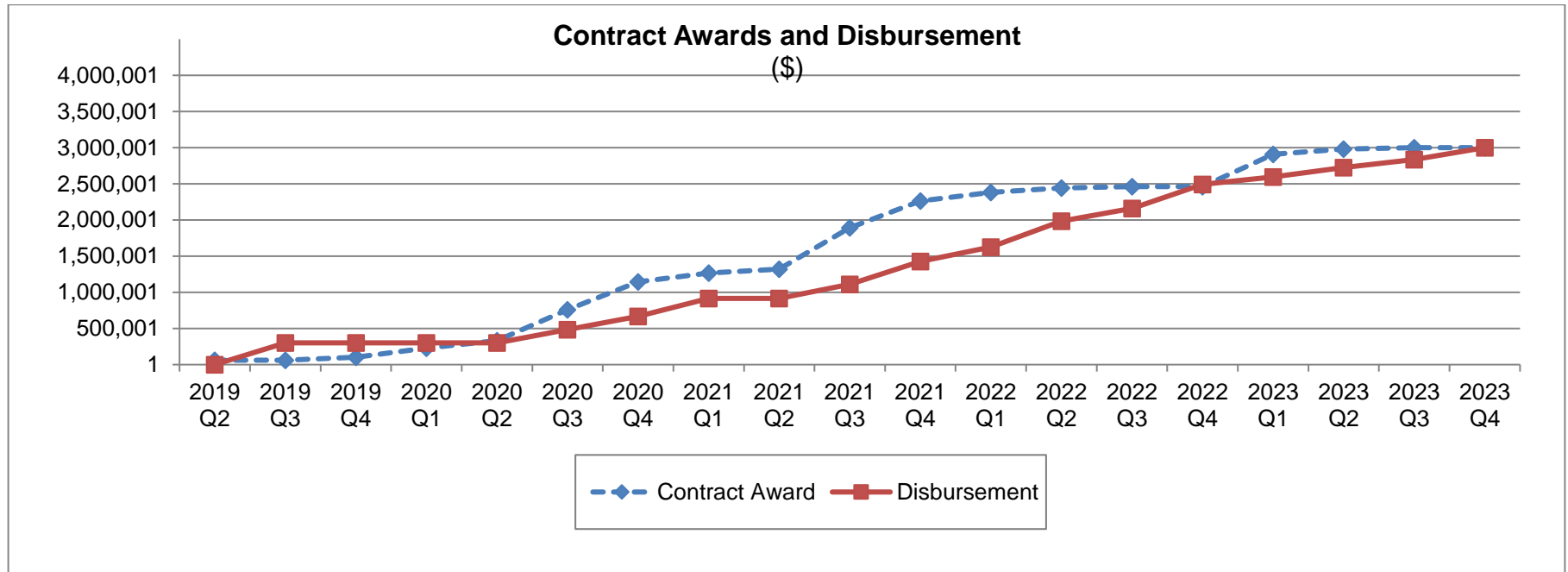
Notes:

Numbers may not sum precisely due to rounding.

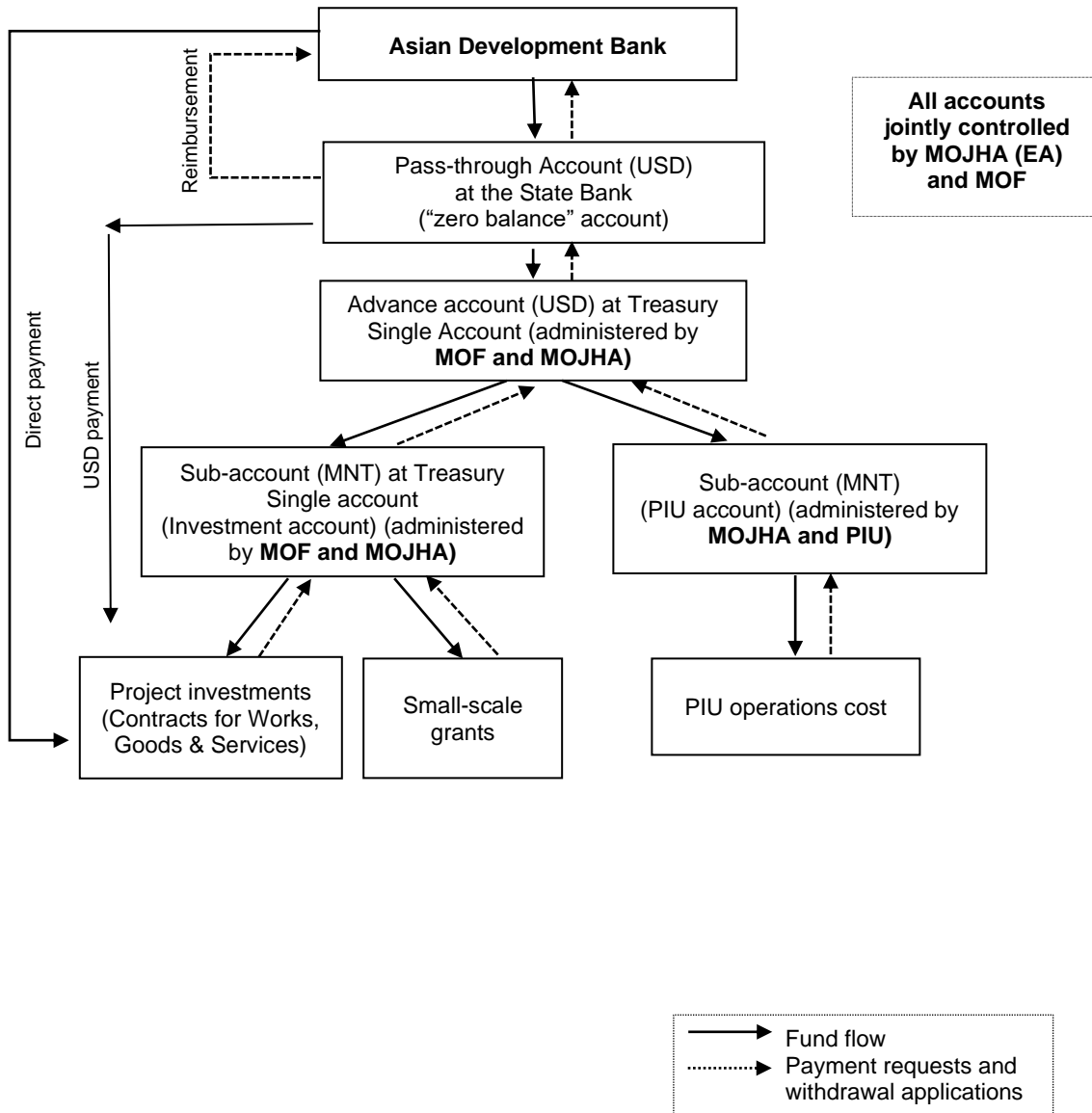
Numbers for 2019 and 2020 are actualized amounts based on the e-Operations.

Projections for 2021 onwards are adjusted as the current project closing date will be extended to 31 December 2023.

Figure 3: S-Curve for the Current Project



N. Flow of Funds for the Overall Project



ADB = Asian Development Bank, MOJHA = Ministry of Justice and Home Affairs, EA = executing agency, MNT = Mongolian Togrog, USD = United States dollar, PIU = project implementation unit

Note: Same procedures for the flow of funds will be applied for the additional financing. However, the separate pass-through account, advance account and subaccounts for the additional financing will be established and maintained.

Source: Asian Development Bank.

V. FINANCIAL MANAGEMENT

A. Financial Management Assessment

28. A financial management assessment (FMA) of MOJHA, the executing agency, was conducted in February 2018 and again in July 2020 following ADB's Financial Management Assessment Guidelines and Financial Due Diligence—A Methodology Note for the current project, and ADB's Financial Management Technical Guidance Note—Financial Management Assessment (May 2015) for the additional financing.²³ Staff of MOJHA's Financial and Information Division (FID) and Monitoring, Evaluation, and Internal Audit Department participated in the FMA. The FMA considered the capacity of the executing agency including funds flow arrangements, staffing, accounting, and financial reporting systems, financial information systems, and internal, and external auditing arrangements. The ADB's FMA questionnaire was used as the basis for discussion.

29. The overall pre-mitigation financial management risk of the project at appraisal stage is concluded to be "low" (defined as "not likely to occur, will have low impact if occurs"). The identified risks in financial management are minor and thus proper financial management documentation and identification of risks will be done during project implementation.

30. This conclusion is based on: (i) the executing agency has good in-house financial capacity, as the FID comprises 11 staff, 7 of which are qualified in accounting or financial management, (ii) the PIU has contracted a well-qualified financial specialist with 19 years of ADB project experience and she is contracted full-time for the duration of the project, (iii) the EA and PIU have the capacity to manage advance fund and statement of expenditures (SOE) procedures; and (iv) given the small size of the additional financing, it is likely that any errors can be quickly identified and corrected, with limited impact to project operations and viability.

31. A ranking of "low" risk requires the documentation and identification of risks. The overall project has identified the following risks: (i) accounts and procurement for the overall project, including additional financing, may not be managed to a high standard; (ii) financial systems and procedures may not meet ADB requirements, including separate accounting, reporting, auditing, and monitoring systems; (iii) the executing and implementing agencies, and PIU financial specialist, may not receive expert financial guidance; and (iv) training may not be provided to the executing agency and PIU as needed.

32. An action plan for financial management risk mitigation is provided in the Table 19 below.

Table 19: Financial Management Action Plan for Risk Mitigation

Risk	Action	Timeline
Accounts and procurement for the overall project, including additional finance, will continue to be managed to a high standard.	The experienced financial specialist and procurement specialist of the PIU for the current project will manage accounts and procurement for the additional finance, respectively.	Quarterly reviews in 2022 and 2023 by the PIU project coordinator to ensure that the two specialists continue to work on the current project and additional financing.
Financial management systems and procedures of	The original financial software of the current project will be used for	Annual reviews in 2022 and 2023 conducted by ADB financial

²³ For the project additional financing, ADB's Technical Guidance Notes for Financial Management Assessment (2015): <https://www.adb.org/sites/default/files/page/82468/financial-management-assessment.pdf>

Risk	Action	Timeline
the PIU will meet ADB requirements, including separate accounting, reporting, auditing, and monitoring systems.	the additional financing; this includes accounting and finance records, supported by maintenance of hard-copy ledgers and records.	management specialist to ensure that the financial software used by the project is working well and the users are satisfied with the software.
The executing and implementing agencies, and PIU financial specialist will receive the expert financial guidance.	MOJHA's FID will regularly review financial management procedures and outcomes, identify new risks, and ensure the project has responded dynamically to existing risks.	Annual reviews in 2022 and 2023 conducted by MOJHA's FID.
Training in financial management is provided to the executing agency and PIU as needed.	MOJHA's FID will provide financial guidance to the executing and implementing agencies, and also advise the PIU financial specialist ADB will provide intermittent financial training and mentorship to the executing agency as needed.	Annual reviews in 2022 and 2023 by PIU project coordinator to ensure that the training is provided as needed.

ADB = Asian Development Bank, FID= Finance and Investment Department, MOJHA = Ministry of Justice and Home Affairs, PIU=project implementation unit.

33. Table 20 summarizes the inherent and control risks of the project.

Table 20: Summary of Inherent and Control Risks

Risks Considered	Risk Level without Mitigation	Risk Management Measures
(i) Country-specific risks: <ul style="list-style-type: none"> Predictability and control in budget execution is weak. On the other hand, accounting, reporting, and recording; and external scrutiny and audit receive relatively strong ratings. 	Moderate	ADB shall continue to support the GOM's effort to improve the PFM system through capacity development during project implementation.
(ii) Entity specific risks: <ul style="list-style-type: none"> Understanding of roles between EA and PIU Lack of financial management capacity to provide assistance to PIU 	Low	<ul style="list-style-type: none"> A clear organizational structure of the EA is already established in relation to the existing project. The separation of roles and responsibilities between the EA and PIU are clear. Work plans of core activities for the EA and PIU personnel are well developed. The existing PIU has the experienced financial specialist. The EA and PIU will a training and capacity building in financial management where necessary.
(iii) Project specific risks: <ul style="list-style-type: none"> Find the qualified and experienced financial staff familiar with ADB project financial management and loan disbursement procedures. 	Low	<p>The financial specialist of the existing PIU has worked for ADB projects since 2001 and has excellent knowledge and experience in:</p> <ul style="list-style-type: none"> Disbursement procedures of ADB Budget preparation and management Project accounting and financial management <p>In 2019, ADB provided trainings on disbursement</p>

Risks Considered	Risk Level without Mitigation	Risk Management Measures
		procedure, financial management and procurement procedures for PIU staff.
Overall Inherent Related Risk: Low		
Implementing Entity: <ul style="list-style-type: none"> FID of MOJHA is without much experience in managing ADB projects 	Moderate	<ul style="list-style-type: none"> From the beginning of the project June 2019, the PIU recruited the well-qualified and experienced financial specialist who has worked for ADB projects since 2001. The project uses IPSAS-accrual basis. The project follows generally accepted accounting principles, specifically Accounting Methods for Projects Financed by the ADB. Necessary training is provided by the ADB to PIU and IAs in 2019.
Funds flow: <ul style="list-style-type: none"> Understanding of and adherence to ADB disbursement requirements and procedures 	Low	<ul style="list-style-type: none"> The PIU of the existing project has the experienced financial specialist with 19 years of experience working for ADB projects. A separate account will be maintained for activities financed by this additional financing, and will be audited by the external auditor each year.
Staffing: <ul style="list-style-type: none"> MOJHA has no accounting staff that have experience with ADB requirements 	Moderate	<ul style="list-style-type: none"> The PIU of the existing project has the experienced financial specialist with 19 years of experience working for ADB projects. Training on ADB's disbursement procedures and financial management is provided to EA, IAs and PIU in 2019.
Accounting Policies and Procedures: <ul style="list-style-type: none"> Accounting policies and procedures for the project are adequate. Account and bank reconciliations are performed in a timely manner 	Low	<ul style="list-style-type: none"> Has the accounting policies and procedures for the existing project with guidelines. Training on ADB's disbursement procedures and financial management is provided to EA, IAs and PIU to acquire requisite knowledge in 2019.
Internal Audit: <ul style="list-style-type: none"> Adequate capacity in the internal audit department of MOJHA 	Low	<ul style="list-style-type: none"> The internal audit department will assess the financial performance of the PIU annually.
External Audit: <ul style="list-style-type: none"> Provides a thorough review of compliance with accounting regulations and financial covenants Timely provision to ADB of audited annual project accounts 	Low	<ul style="list-style-type: none"> Independent external auditors acceptable to ADB and the Government is appointed by the project to audit the project accounts and compliance with financial covenants on an annual basis. Project financial statements and audit reports is submitted to ADB, who will retain the right to question auditors.
Reporting and Monitoring: <ul style="list-style-type: none"> Regular financial reports are produced that are generally suitable for user needs but may need modifications to meet ADB requirements. 	Low	<ul style="list-style-type: none"> The PIU financial specialist assists the EA to make comprehensive progress reports (including financial progress) to ADB on a quarterly basis. Financial reporting of the existing project complies with ADB and Mongolia MOF requirements.
Information systems: <ul style="list-style-type: none"> The current financial software will be used for this additional financing. 	Low	<ul style="list-style-type: none"> The staff of the existing PIU uses the tailored financial software for the budgeting, accounting, internal controls and reporting in line with project

Risks Considered	Risk Level without Mitigation	Risk Management Measures
<ul style="list-style-type: none"> Information system of MOJHA is secure and back-up of financial data is done on a regular and timely basis. But, no online storage. 	Moderate	activities. Thus, it will be used for the additional financing as well. <ul style="list-style-type: none"> Financial records are backed up on a regular basis to a server located outside the PIU office and MOJHA.
Overall Control Risk Assessment: Low		
Overall (Combined) Risk: Low		

ADB = Asian Development Bank, EA = executing agency, FID = Finance and Investment Department, GOM = Government of Mongolia, IAs = implementing agencies, IPSAS = International Public Sector Accounting Standard, MOF = Ministry of Finance, MOJHA = Ministry of Justice and Home Affairs, PFM = Public Financial Management, PIU = project implementation unit.

Source: Asian Development Bank.

B. Disbursement

1. Disbursement Arrangements for ADB

34. The grant proceeds of the current project and the additional financing will be disbursed in accordance with ADB's *Loan Disbursement Handbook* (2017, as amended from time to time),²⁴ and detailed arrangements agreed upon between the government and ADB.

35. **Training for project staff.** Online training for project staff on disbursement policies and procedures is available²⁵ Government officials of the executing and implementing agencies and PIU staff are encouraged to undertake this training to help ensure efficient disbursement and fiduciary control. The schematic fund flow for the project is in Section IV of this PAM.

36. **The project advance account, subaccounts and procedures for the current project.** Under the current project, a pass-through account ("zero balanced account") has been established at the State Bank, and the USD advance account and local currency subaccounts have been established in the Treasury Single Account (TSA) following the Budget Law of Mongolia. One sub-account for project investments is administered by the MOF and MOJHA to finance project investments and small-scale grants. Another sub-account (PIU account) is administered by the MOJHA and PIU to finance the PIU's operations costs (see above Flow of funds for the overall project).

37. **The project advance account, subaccounts and procedures for the additional financing.** The separate pass-through account, advance account and subaccounts will be established and maintained following the Budget Law of Mongolia. During the grant negotiation, the establishment of the separate pass-through account, advance account and subaccounts will be confirmed with the MOF (see above Flow of funds for the overall project).

38. The advance account and subaccounts are used exclusively for ADB's share of eligible expenditures following the financing arrangements described in this PAM. The MOJHA is accountable and responsible for proper use of advances to the advance account including advances to the subaccounts. Daily management of the subaccounts is performed by the PIU to facilitate local project expenditures. The EA will be responsible for any costs related to currency

²⁴ The handbook is available electronically from ADB website ([Loan Disbursement Handbook, 2017](http://www.adb.org/loan-disbursement-handbook))

²⁵ Disbursement eLearning: http://wpqr4.adb.org/disbursement_elearning.

conversion and that these will not be financed from the Grant proceeds.

39. The total outstanding advance to the respective advance account should not exceed the estimate of ADB's share of expenditures to be paid through the respective advance account for the forthcoming 6 months. The executing agency may request for initial and additional advances to the respective advance account based on an Estimate of Expenditure Sheet²⁶ setting out the estimated expenditures to be financed through the account for the forthcoming 6 months.

40. The minimum value per withdrawal application is set in accordance with ADB's *Loan Disbursement Handbook*. Individual payments below the amount should be paid (i) by the executing agency and subsequently claimed to ADB through reimbursement, or (ii) through the advance fund procedure, unless otherwise accepted by ADB. The borrower should ensure sufficient category and contract balances before requesting disbursements.

41. **Statement of expenditure (SOE) procedure.**²⁷ The SOE procedure will be used for liquidation of advances to the advance account and reimbursement of eligible expenditures under the current project and the additional financing. It will also apply for individual payments not exceeding \$40,000 to ensure speedy project implementation. Payments in excess of the SOE ceiling will be liquidated or replenished based on full supporting documentation of eligible expenditures when submitting the withdrawal application to ADB. During project implementation, the PIU accountant will assess the feasibility to remove the ceiling for the SOE procedure subject to ADB's endorsement, in line with ADB's Strategy 2020 MTR Action Plan, and review, and update the FMA as needed.

42. **Signing authority.** Before the submission of the first withdrawal application, the MOJHA, and MOF should submit to ADB sufficient evidence of the authority of the person(s) who will sign the withdrawal application on behalf of the government, together with the authenticated specimen signatures of each authorized person.

43. **Interest.** Interest earned on the advance and/or subaccounts, net of bank charges, can be used for the project, subject to ADB's approval, and within the approved total amount of the JFPR grant. Any unused interest should be returned to the JFPR account maintained at ADB upon project completion and before closing of the JFPR account.

44. **Training for project staff.** An online training for project staff on disbursement policies and procedures (footnote 22). Relevant government officials of the executing and implementing agencies and PIU staff are encouraged to avail of this training to help ensure efficient disbursement and fiduciary control.

45. **Conditions for withdrawals for the current project.** Following the Grant Agreement, no withdrawals shall be made from the grant account

(a) until the project EA engages a qualified financial specialist that meets the requirements described in the PAM, to be responsible for the project's accounting and financial management; and

(b) with respect to the amount allocated to small-scale grants, until the project EA and IAs

²⁶ Estimate of Expenditure sheet is available in Appendix 8A of ADB's *Loan Disbursement Handbook* (2017, as amended from time to time),

²⁷ SOE forms are available in Appendix 7B of ADB's *Loan Disbursement Handbook* (2017, as amended from time to time).

ensure that (i) eligibility criteria for recipients of the small-scale grants shall be developed in accordance with the indicative criteria set out in the PAM and shall be reviewed and approved by ADB; (ii) a selection panel for each of the small-scale grants (economic empowerment program) and small-scale grants (others) is established to select recipients of the small-scale grants; and (iii) each small-scale grant recipient shall comply with the relevant eligibility criteria.

46. **Conditions for withdrawals for the additional financing.** As stipulated in the Grant Agreement, no withdrawals shall be made from the grant account,

a) With respect to the amount allocated to small-scale grants, until the EA and IAs ensure that (i) eligibility criteria for recipients of the small-scale grants shall be developed in accordance with the indicative criteria set out in the PAM and shall be reviewed and approved by ADB, (ii) a selection panel for the small-scale grants (others) is established to select recipients of the small-scale grants, and (iii) each small-scale grant recipient shall comply with the relevant eligibility criteria.

47. **Financial documentation and records.** Supporting documents and records (including receipts for expenditures) for liquidating or replenishing the advance account, and transactions from the subaccounts, will be submitted to ADB or retained by the executing and implementing agencies, in accordance with ADB's *Loan Disbursement Handbook* (2017, as amended from time to time). Documents and records will be made readily available for review upon request by ADB e.g., on a sampling basis, and for independent audit. The PIU, on behalf of the MOJHA, will retain, file, and manage all documentation, and provide MOJHA duplicate copies of all financial statements and audit records.

2. Disbursement Arrangements for Counterpart Funds

48. Under the current project, the executing, and implementing agencies will provide in-kind support (\$200,000) in the form of six existing premises, rehabilitation designs/drawings and cost estimates of five shelters, office spaces for the PIU and field coordinators in three *aimags*, workshop venues, staff time for project implementation, and the operations, and variable costs of five shelters and helpline center. For the additional financing, the GOM will provide in-kind support in the form of (i) an exemption of \$41,058 in VAT and duties; (ii) 11 rooms/facilities for delivery of training programs and psychosocial counseling, and health care services at the four detention centers; (iii) operations and maintenance costs of the shelter, four detention centers and the helpline center #107; (iv) office space for PIU; (v) meeting venues; and (vi) counterpart staff time for the project implementation. These costs will be reflected in the annual budgets of the relevant ministries and agencies.

C. Accounting

49. The MOJHA (executing agency) will maintain, or cause to be maintained, separate books and records by funding source for all expenditures incurred on the project by adopting the International Public Sector Accounting Standard for accrual-based accounting. The PIU, on behalf of the executing agency, will prepare consolidated project financial statements in accordance with GOM's accounting laws and regulations which are consistent with international accounting principles and practices.

D. Auditing and Public Disclosure

50. The MOJHA will cause the detailed consolidated project financial statements to be audited in accordance with International Standards on Auditing, by an independent auditor acceptable to ADB. The audited project financial statements together with the auditors' opinion will be submitted in the English language to ADB within six months of the end of the fiscal year by the MOJHA.

51. The annual audit report for the project accounts will include an Audit Management Letter and audit opinions which cover (i) whether the project financial statements present a true and fair view or are presented fairly, in all material respects, in accordance with the applicable financial reporting framework; (ii) whether the grant proceeds were used only for the purposes of the project or not; and (iii) the level of compliance for each financial covenant contained in the legal agreements for the project.

52. Compliance with financial reporting and auditing requirements will be monitored by review missions and during normal program supervision, and followed up regularly with all concerned, including the external auditor.

53. The Government and MOJHA have been made aware of ADB's approach to delayed submission, and the requirements for satisfactory and acceptable quality of the audited project financial statements.²⁸ ADB reserves the right to require a change in the auditor (in a manner consistent with the constitution of the grant recipient), or for additional support to be provided to the auditor, if the audits required are not conducted in a manner satisfactory to ADB, or if the audits are substantially delayed. ADB reserves the right to verify the project's financial accounts to confirm that the share of ADB's financing is used in accordance with ADB's policies and procedures.

54. Public disclosure of the project financial statements, including the audit report on the project financial statements, will be guided by ADB's Access to Information Policy.²⁹ After review, ADB will disclose the project financial statements for the project and the opinion of the auditors on the financial statements within 14 calendar days of the date of their acceptance by posting them on ADB's website. The Audit Management Letter and additional auditor's opinions will not be disclosed.

²⁸ ADB approach and procedures regarding delayed submission of the audited project financial statements:

- When audited project financial statements are not received by the due date, ADB will write to the executing agency advising that (i) the audit documents are overdue; and (ii) if they are not received within the next six months, requests for new contract awards and disbursement such as new replenishment of advance accounts, processing of new reimbursement, and issuance of new commitment letters will not be processed.
- When audited project financial statements have not been received within 6 months after the due date, ADB will withhold processing of requests for new contract awards and disbursement such as new replenishment of advance accounts, processing of new reimbursement, and issuance of new commitment letters. ADB will (i) inform the executing agency of ADB's actions; and (ii) advise that the grant may be suspended if the audit documents are not received within the next six months.
- When audited project financial statements have not been received within 12 months after the due date, ADB may suspend the grant.

²⁹ Available from <https://www.adb.org/sites/default/files/institutional-document/450636/access-information-policy.pdf>

VI. PROCUREMENT AND CONSULTING SERVICES

I. Procurement for the Additional Financing

A. Advance Contracting and Retroactive Financing

55. Pursuant to the Amendment to the Public Procurement Law of Mongolia that has become effective on 1 June 2019, the government has requested for the advance procurement actions to accelerate the project implementation. Under the additional financing, the advance procurement action will be taken for the following two positions: (i) a full-time training specialist for PIU; and (ii) an individual consultant for information, communication, and technology (ICT). The EA and IAs have been advised that the approval of advance procurement does not commit ADB to finance the project and that advance actions should be taken in accordance to ADB's Procurement Regulations and the Government's Procurement law and regulation. The contracts of these two positions will be signed only after the grant effectiveness. The additional financing will not undertake a retroactive financing.

B. Procurement of Goods, Works, and Consulting Services

56. The PIU on behalf of the executing agency will be responsible for procurement. Procurement (including consulting services) to be financed by the trust fund will follow ADB Procurement Policy (2017, as amended from time to time) and Procurement Regulations for ADB Borrowers (2017, as amended from time to time).

57. Procurement for the additional financing will comprise request for quotation (RFQ) and open competitive bidding (OCB) with national advertising for (i) office and furniture, electric appliances and other utensils for 1 shelter, and training and psychological counseling rooms of four detention centers; (ii) medical equipment for the shelter and detention center in Dari-Ekh; (iii) equipment to establish a server room including back-up generator, indoor camera monitoring system, and announcement system equipment for the detention center; and (iv) software programs and hardware for the hotline operations. Procurement comprises about \$478,868 or approximately 47% of the total budget of the additional financing.

58. Procurement of consultants will be done through individual consultant selection (ICS) and consultant's qualifications selection for a firm (CQS). The relevant sections of ADB's Anticorruption Policy (1998, as amended to date) will be included in all procurement documents and contracts. The project will require consulting services of: (i) the national ICT specialist (individual, 12 person-months); and (ii) a consulting firm to support preparation and adoption of the international standards on information security management system for the hotline operations.

59. An 18-month procurement plan for the additional financing indicating threshold and review procedures, goods, works, and consulting service contract packages. The plan describes the thresholds and review procedures, and contract packages for goods, works, and consulting services. Any necessary modifications or clarifications to the recipient procurement procedures will be documented in the procurement plan.

C. Procurement Plan

Basic Data

Project Name: Additional Financing for Combating Domestic Violence Against Women and Children		
Project Number: 51217-002	Approval Number: XXXX	
Country: Mongolia	Executing Agency: Ministry of Justice and Home Affairs	
Project Procurement Classification: Category B	Implementing Agencies: The Secretariat of Coordination Council for Crime Prevention, MOJHA; Ministry of Labor and Social Protection; and Authority for Family, Child, and Youth Development	
Project Procurement Risk: Low		
Project Financing Amount: US\$1,000,000	Project Closing Date: 31 December 2023	
ADB Financing		
Cofinancing (ADB Administered): US\$1,000,000	Date of this Procurement Plan: 1 March 2021	
Non-ADB Financing: \$41,058		
Date of First Procurement Plan: 1 November 2020		
Procurement Plan Duration (in months): 18	Advance Contracting: Yes	e-GP: Yes (Partial)

Methods, Review, and Procurement Plan

1. Procurement and Consulting Methods and Thresholds

60. Except as the ADB may otherwise agree, OCB with national advertisement, and RFQ shall be used for procurement of works and goods. The RFQ method is included to provide flexibility for the purchase of low-cost goods.

Procurement of Goods and Works	
Method	Comments
Open Competitive Bidding (OCB) for Goods	Prior review
Request For Quotation for Goods	First contract is subject to prior review. Below \$100,000

Consulting Services	
Method	Comments
Competitive for Individual Consultant	Prior review
Consultant's Qualification Selection for Consulting Firm	Prior review

2. Goods and Works Contracts Estimated to Cost \$1 Million or More

61. There is no contract for this project estimated to cost \$1 million or more.

3. Consulting Services Contracts Estimated to Cost \$100,000 or More

62. There are no consulting services contracts estimated to cost \$100,000 or more.

4. Goods and Works Contracts Estimated to Cost Less than \$1 Million and Consulting Services Contracts Less than \$100,000 (Smaller Value Contracts)

63. The following tables group smaller value goods, works, and consulting services contracts for which the activity is expected to commence within the next 18 months.

Goods and Works							
Package Number	General Description	Estimated Value (in US\$)	Procurement Method	Review	Bidding Procedure	Advertisement Date (quarter/year)	Comments
G001	Purchase furniture for a shelter, helpline center, and 11 training and psychological counseling rooms of Detention centers in Ulaanbaatar and 3 aimags	\$60,738	RFQ	Post (Sampling)		2022/Q3	No. of Contract: 1
G002	Purchase electric appliances for the shelter, helpline center, and 11 training and psychological counseling rooms of Detention centers in Ulaanbaatar and 3 aimags	\$36,934	RFQ	Post (Sampling)		2022/Q3	No. of Contract: 1
G003	Purchase other items for the shelter, helpline center, and 11 training and psychological counseling rooms of Detention Centers in Ulaanbaatar and 3 aimags	\$50,603				2022/Q3	No. of Contracts: 6
	Lot 1: Kitchen utensils	\$9,327					
	Lot 2: Toys, plastic bracket, 2 types of age- appropriate child desk sets, child sofa & books	\$10,656	RFQ	Post (Sampling)			
	Lot 3: Various shelves, wardrobes, internet equipment and small items	\$20,381					
	Lot 4: Sewing and rowing machines	\$1,299					
	Lot 5: Curtains	\$2,112					
	Lot 6: Acoustic wall boards	\$6,828					
G004	Purchase medical equipment for the shelter and Detention centers	\$15,246	RFQ	Post (Sampling)		2022/Q3	No. of Contract: 1
G005	Purchase server room equipment, indoor camera monitoring system, generator for the server room of the shelter, and announcement system equipment for the Detention center	\$77,634	RFQ	Post (Sampling)		2022/Q3	No. of Contracts: 3
	Lot 1: Server room equipment, furniture, and indoor camera monitoring system for the shelter	\$46,650					
	Lot 2: Generator for the server room	\$14,979					
	Lot 3: Purchase an announcement system equipment for the Detention center	\$16,005					

None							
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6. List of Awarded, Ongoing and Completed Contracts

65. **Awarded and Ongoing Contracts.** No contracts have been awarded yet for the additional financing. The following tables will be used during project implementation to track contract awards.

Goods and Works							
Package Number	General Description	Estimated Value	Awarded Contract Value	Procurement Method	Advertisement Date (quarter/year)	Date of ADB Approval of Contract Award ^{a30}	Comments (including contractor name and contract signing date)
None							

^a Date of ADB approval of contract award is the date of No-Objection letter to the executing agency and/or implementing agency.

Consulting Services							
Package Number	General Description	Estimated Value	Awarded Contract Value	Recruitment Method	Advertisement Date (quarter/year)	Date of ADB Approval of Contract Award ^{a30}	Comments (including contractor name and contract signing date)
None							

66. **Completed Contracts.** The following tables will be used during project implementation to record completed contracts.

Goods and Works								
Package Number	General Description	Estimated Value	Contract Value	Procurement Method	Advertisement Date (quarter/year)	Date of ADB Approval of Contract Award (footnote 37)	Date of Completion (physical completion date of contract)	Comments

Consulting Services								
Package Number	General Description	Estimated Value	Contract Value	Recruitment Method	Advertisement Date (quarter/year)	Date of ADB Approval of Contract Award (footnote 37)	Date of Completion (physical completion date of contract)	Comments

Non-ADB Financing

67. The following tables list goods, works, and consulting services contracts over the life of the project, financed by non-ADB sources. Currently there is no planned financing other than by ADB.

Goods and Works				
General Description	Estimated Value (cumulative)	Estimated Number of Contracts	Procurement Method	Comments

Consulting Services

³⁰ Date of ADB approval of contract award is the date of No-Objection letter to the executing agency and/or implementing agency.

General Description	Estimated Value (cumulative)	Estimated Number of Contracts	Recruitment Method	Comments

II. Procurement for the Current Project

Advance Contracting and Retroactive Financing

68. The project will not enter into advance contracting or retroactive financing.

Procurement of Goods, Works, and Consulting Services

69. The PIU, on behalf of the executing agency, will be responsible for procurement. Procurement (including consulting services) to be financed by the trust fund will follow ADB Procurement Policy (2017, as amended from time to time) and Procurement Regulations for ADB Borrowers (2017, as amended from time to time).

70. Open competitive bidding (OCB) using national advertisement and RFQ procedures will be used for civil works and goods contracts.

71. In this project, OCB procurement packages include rehabilitation of five shelters for survivor women and children, purchase of furniture, and appliances for the shelters, purchase of specialty software to operate a helpline, purchase of office computers and printers, and purchase of office furniture.

72. Procurement of consultants will be done through individual consultant selection (ICS), quality and cost-based selection (QCBS), and consultants' qualifications selection (CQS). The relevant sections of ADB's Anticorruption Policy (1998, as amended to date) will be included in all procurement documents and contracts.

73. The project will require the services of: (i) one international individual consultant (0.5 person-month); (ii) four national individual consultants (21 person-months); and (iii) seven consulting firms (national, 131 person-months).

74. An 18-month procurement plan indicating threshold and review procedures, goods, works, and consulting service contract packages and open competitive bidding with national advertisement guidelines is in Section VI.C. The plan describes the thresholds and review procedures, and contract packages for goods, works, and consulting services. Any necessary modifications or clarifications to the recipient procurement procedures will be documented in the procurement plan.

Procurement Plan

Basic Data

Project Name: Combating Domestic Violence Against Women and Children		
Project Number: 51217-001	Approval Number: 9198	
Country: Mongolia	Executing Agency: Ministry of Justice and Home Affairs (formerly Ministry of Justice)	
Project Financing Amount: US\$ 3,200,000 ADB Financing: Cofinancing (ADB Administered): US\$ 3,000,000 Non-ADB Financing: US\$ 200,000	Implementing Agency: The Secretariat of Coordination Council for Crime Prevention - MOJHA	
	Project Closing Date: 31 December 2022	
Date of First Procurement Plan: 26 July 2018	Date of this Procurement Plan: 18 May 2020	
Procurement Plan Duration (in months): 18	Advance Contracting: No	e-GP: No

Methods, Review, and Procurement Plan

Except as the ADB may otherwise agree, the following methods shall apply to procurement of goods, works, and consulting services.

Procurement of Goods and Works	
Method	Comments
Open Competitive Bidding (OCB) for Goods	Prior review
Request For Quotation for Goods	First three contracts are subject to prior review. Below \$100,000.
Open Competitive Bidding (OCB) for Works	Prior review
Request For Quotation for Works	First three contracts are subject to prior review. Below \$100,000.

Consulting Services	
Method	Comments
Quality- and Cost-Based Selection for Consulting Firm	Prior review
Consultant's Qualification Selection for Consulting Firm	Prior review
Competitive for Individual Consultant	Prior review

Lists of Active Procurement Packages (Contracts)

The following table lists goods, works, and consulting services contracts for which the procurement activity is either ongoing or expected to commence within the procurement plan duration.

Goods and Works							
Package Number	General Description	Estimated Value (in US\$)	Procurement Method	Review	Bidding Procedure	Advertisement Date (quarter/year)	Comments
G002	Purchase of home and office furniture for shelters	122,010.00	OCB	Prior	1S1E	Q3 / 2020	Non-Consulting Services: No Advertising: National No. Of Contracts: 1 Prequalification of Bidders: No Domestic Preference Applicable: No Bidding Document: Goods High Risk Contract: No
G003	Purchase of electric	64,091.00	RFQ	Post (Sampling)		Q3 / 2020	Non-Consulting Services: No

	appliances, computers, and cable TV equipment for shelters						No. Of Contracts: 1 High Risk Contract: No
G004	Purchase of kitchen utensils, bedding, towels, medical equipment, toys, and books for shelters	54,570.00	RFQ	Post (Sampling)		Q3 / 2020	Non-Consulting Services: No No. Of Contracts: 1 High Risk Contract: No
W001	Rehabilitation of 2 shelters Lot 1: Rehabilitation of shelter (Nalaikh district) Lot 2: Rehabilitation of shelter (Uvs <i>aimag</i> shelter)	114,636.00 14,505.00 100,131.00	OCB	Prior	1S1E	Q1 / 2020	Non-Consulting Services: No Advertising: National No. Of Contracts: 2 Prequalification of Bidders: No Domestic Preference Applicable: No Bidding Document: Small Works High Risk Contract: No
W014	Rehabilitation of shelter (Songinokhairkhan district)	236,041.00	OCB	Prior	1S1E	Q1 / 2021	Non-Consulting Services: No Advertising: National No. Of Contracts: 1 Prequalification of Bidders: No Domestic Preference Applicable: No Bidding Document: Small Works High Risk Contract: No
W015	Rehabilitation of shelter (Selenge <i>aimag</i>)	70,717.00	OCB	Prior	1S1E	Q1 / 2020	Non-Consulting Services: No Advertising: National No. Of Contracts: 1 Prequalification of Bidders: No Domestic Preference Applicable: No Bidding Document: Small Works High Risk Contract: No
W016	Rehabilitation of shelter (Sukhbaatar <i>aimag</i>)	80,802.00	OCB	Prior	1S1E	Q2 / 2020	Non-Consulting Services: No Advertising: National

							No. Of Contracts: 1 Prequalification of Bidders: No Domestic Preference Applicable: No Bidding Document: Small Works High Risk Contract: No
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Consulting Services							
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Package Number	General Description	Estimated Value (in US\$)	Selection Method	Review	Type of Proposal	Advertisement Date (quarter/year)	Comments
C001	Trainings on effective multidisciplinary response, law enforcement procedures, cross-sectoral coordination, and psychological counseling	180,000.00	CQS	Prior	STP	Q2 / 2020	Non-Consulting Services: No Type: Firm Assignment: National
C002	Behavior change communication activities for improved recognition of domestic violence forms, reporting, and protection of survivors and families	306,700.00	QCBS	Prior	STP	Q2 / 2020	Non-Consulting Services: No. Type: Firm Assignment: National Quality-Cost Ratio: 80:20
C003	Monitoring and evaluation specialist	8,696.00	Competitive	Prior		Q4 / 2019	Non-Consulting Services: No Type: Individual Assignment: National Expertise: social science discipline, statistics or economics
C004	Environment specialist	8,282.00	Competitive	Prior		Q4 / 2019	Non-Consulting Services: No Type: Individual Assignment: National Expertise: environmental sciences, environmental engineering
C005	Software engineer	9,939.00	Competitive	Prior		Q2 / 2020	Non-Consulting Services: No Type: Individual Assignment: National

							Expertise: software design, creation and maintenance
C006	Legal specialist	4,969.00	Competitive	Prior		Q2 / 2020	Non-Consulting Services: No Type: Individual Assignment: National Expertise: legislation and implementing procedure of legislation and regulations on combating crime including domestic violence
C008	Training on financial and legal literacy, and implementation of a pilot economic empowerment program for survivor women of domestic violence	97,210.00	CQS	Prior	STP	Q1 / 2020	Non-Consulting Services: No Type: Firm Assignment: National
C009	Outcome evaluation studies (baseline and endline) for behavior change communications (BCC) activities	88,000.00	CQS	Prior	STP	Q4 / 2019	Non-Consulting Services: No Type: Firm Assignment: National
C010	Peer educators and support groups' program for persons with disabilities	67,340.00	CQS	Prior	STP	Q3 / 2020	Non-Consulting Services: No Type: Firm Assignment: National
C011	Conduct two studies: (i) victimology; and (ii) criminology for situation analysis and policy advice on combating gender-based violence/ domestic violence	64,000.00	QCBS	Prior	STP	Q3 / 2020	Non-Consulting Services: No Type: Firm Assignment: National Quality-Cost Ratio: 80:20
C012	Conduct a qualitative research on domestic violence among persons with disabilities.	30,000.00	QCBS	Prior	STP	Q4 / 2019	Non-Consulting Services: No Type: Firm Assignment: National Quality-Cost Ratio: 80:20 Comments: To assess the proposed technical approach and methodology, STP is required.

List of Indicative Packages (Contracts) Required Under the Project

The following table lists goods, works, and consulting services contracts for which procurement activity is expected to commence beyond the procurement plan duration and over the life of the project (i.e., those expected beyond the original procurement plan duration).

Goods and Works						
Package Number	General Description	Estimated Value (in US\$)	Procurement Method	Review	Bidding Procedure	Comments
G008	Purchase software to support new helpline and ensure readiness of software to operate helpline	69,512.00	RFQ	Post (Sampling)		Non-Consulting Services: No No. Of Contracts: 1
G010	Purchase furniture for helpline center	2,280.00	RFQ	Post (Sampling)		Non-Consulting Services: No No. Of Contracts: 1
W009	Rehabilitation of the helpline 107 center	17,312.00	RFQ	Post (Sampling)		Non-Consulting Services: No No. Of Contracts: 1

Consulting Services						
Package Number	General Description	Estimated Value (in US\$)	Selection Method	Review	Type of Proposal	Comments
C007	Resource person	28,700.00	ICS	Prior		Non-Consulting Services: No Type: Individual Advertising: International Expertise: Social science, psychology, law, human rights, or a related field.

List of Awarded and Completed Contracts

The following table lists the awarded and completed contracts for goods, works, and consulting services.

Goods and Works					
Package Number	General Description	Contract Value	Date of ADB Approval of Contract Award	Date of Completion	Comments
G011	Purchase computers, printers, copiers for PIU, and field coordinator	24,058.27	28-OCT-19	28-OCT-19	
G012	Purchase office desks, chairs, file cabinets, tables for PIU, and field	13,565.74	30-OCT-19	30-NOV-19	
G013	Purchase software for accounting	3,098.08	19-DEC-19	19-DEC-19	

Consulting Services					
Package Number	General Description	Contract Value	Date of ADB Approval of Contract Award	Date of Completion	Comments
None					

Non-ADB Financing

75. The following tables list goods, works, and consulting services contracts over the life of

the project, financed by Non-ADB sources. Currently there is no planned financing other than by ADB.

Goods and Works				
General Description	Estimated Value (cumulative)	Estimated Number of Contracts	Procurement Method	Comments

Consulting Services				
General Description	Estimated Value (cumulative)	Estimated Number of Contracts	Recruitment Method	Comments

D. Consultants' Terms of References

Terms of References for the PIU Staff under the Additional Financing

Here is below a summary of PIU staff and Consulting Services:

Project Implementation Unit Staff	Person-months
1. Project coordinator – additional months	12
2. Financial specialist – additional months	12
3. Procurement specialist – additional months	12
4. Social and gender specialist – additional months	12
5. Training specialist – new position for the AF	18
6. Translator/Administrative Officer – additional months	12
Subtotal	78
Individual Consultant	
8. ICT specialist – coordination of helpline, website development – new position for the AF	12
Subtotal	12
Consulting Firm	
9. Preparation and adoption of information security management system	5
Subtotal	5
Total	95

76. The terms of reference for the new consultants in the additional financing are described below. The terms of reference for consultants in the current project who will have additional input months in the additional financing are in the following section on Consultants' Terms of Reference in the current project.

77. Training Specialist for PIU (18 person-months, full-time)

The Training Specialist will be a PIU staff reporting to the Project Coordinator. The Specialist will ensure planning, implementation, monitoring, and evaluation of the project capacity building activities; training program development; experience sharing study tours; and other related areas pertinent to specific outputs of the project.

Qualification Requirements. The applicant must have an advanced university degree in law, education, knowledge management, and/or a relevant discipline. Minimum 10 years of relevant experience working on programs to build capacity of service providers in social and justice sector; In depth knowledge of the Mongolian social service system, solid understanding of relevant

government legal and policy framework combating against domestic violence and child protection services. Experience in designing, developing, and delivering training programs. Demonstrated experience in facilitating large scale trainings at national level and coordinating the logistical and technical aspects of the training. Solid understanding of project implementation policies and procedures adhered by government and ADB as an advantage. Excellent communication, interpersonal, and teamwork skills. Strong oral and written Mongolian and English language proficiencies.

Tasks. Under the project coordinator's supervision, the Training Specialist's main responsibilities include the following:

- (i) manage the MDT training under the project and ensure timely implementation of the training programs in liaison with relevant organizations;
- (ii) manage revision of curriculum for mandatory behavior change training for violence perpetrators and organize facilitators' training in close coordination with SCCCPC and relevant agencies under MOJHA;
- (iii) organize and manage regional forums for cross-sectoral coordination and experience sharing study tour;
- (iv) ensure that the project activities are implemented in line with relevant regulations, policies, and procedures of MOJHA, MLSP, AFCYD, MOF, and ADB;
- (v) closely consult and collaborate with the MOJHA, SCCCPC, MLSP, AFCYD, and their relevant departments, division, and other stakeholders;
- (vi) oversee the curriculum development of blended learning and its effective implementation;
- (vii) manage and monitor the all capacity building activities such as a training, workshops, and discussion series which pertinent to the project areas;
- (viii) maintain records of all training activities such as topics/subjects of the training programs, number, and names of participants, duration, costs, and follow-up activities;
- (ix) ensure coordination and monitor the progress and results of all capacity building activities;
- (x) guide, assist, coordinate, and monitor project activities to be conducted among local and national project key stakeholders and submit progress reports to the PIU and ADB, as necessary;
- (xi) provide support for the project review missions of ADB including progress updates on implementation of training programs;
- (xii) ensure relevant donor coordination in the areas of responsibilities;
- (xiii) support the Project Coordinator in preparing and monitoring the project performance management system (PPMS);
- (xiv) collect and analyze sex-disaggregated data feeding into the reporting of the GAP and DMF;
- (xv) prepare the monthly, quarterly and annual reports for the responsible areas;
- (xvi) support the project procurement activities in the areas of responsibilities, in accordance with the agreed procedures of ADB and government;
- (xvii) coordinate and monitor the performance of the contracted consultants and facilitators of the areas of responsibilities, and ensure timely submission of consultant's reports to MOJHA and ADB; and
- (xviii) provide interpretation and translation services as needed.

78. C002. Information, Communication and Technology (ICT) Specialist – National (12 person-months)

The ICT Specialist will work on an intermittent basis reporting to the project coordinator. The Specialist will ensure smooth planning, coordination, implementation, monitoring and evaluation

of piloting of integrated digital ecosystem which comprises of (i) launch of a website and artificial intelligence-based systems including chatbots for legal and psychosocial counseling and provision of service information, (ii) emergency reporting system; and (iii) adoption of the international standards on information security management system (ISO/IEC 27001).

Qualification Requirements. The applicant must have an advanced university degree in computer science engineering. Minimum 10 years of relevant experience working on ICT management; in depth knowledge of the hardware and software programming; experienced in managing ICT related project and previous experience in call center and ISO standard adoption would be advantage. Experience working for projects financed by ADB and other international development agencies. Solid understanding of project implementation policies and procedures adhered by government and ADB as an advantage. Excellent communications, interpersonal, and teamwork skills. Strong oral and written Mongolian and English proficiency;

Tasks. Under the project coordinator's supervision, the ICT Specialist's main responsibilities include the following:

- (i) review and finalize terms of reference, scope of work, and technical specification of ICT consulting firm and vendor;
- (ii) prepare tender documents for ICT consulting firm and vendor in closely coordinate with PIU and MOJHA;
- (iii) support to the PIU and MOJHA on evaluation and recruitment of ICT consulting firms and vendors in accordance with the agreed procedures of ADB and government;
- (iv) coordinate and monitor the performance of the contracted consulting firm and vendors of the areas of responsibilities, and ensure timely submission of reports to MOJHA and ADB;
- (v) closely consult and collaborate with the ICT consulting firm, vendor, MOJHA, and its relevant departments, division, and other stakeholders;
- (vi) guide, assist, coordinate, and monitor project activities to be conducted among project key stakeholders and submit progress reports to the PIU and ADB, as necessary;
- (vii) work with the software installation contractor and communications firm to: (i) strengthen #107 hotline technical operations; (ii) monitor absorption capacity of helpline operators, and flag possible disruptions in business continuity of helpline; (iii) incorporate data analytics in #107 hotline to identify demographic, locale and relevant patterns in reporting and referral behavior, and frequently asked questions, and services provided; and (iv) incorporate programming options to expand helpline operation to SMS and web platforms;
- (viii) work with the software installation contractor to provide regular technical maintenance to ensure smooth operations of #107 hotline, and troubleshoot system failures and present options to ensure business continuity; and
- (ix) prepare the monthly, quarterly and annual reports for the responsible areas;
- (x) provide support for the project review missions of ADB including progress updates on implementation of ICT measures; and
- (xi) support the Project Coordinator in preparing and monitoring the project performance management system (PPMS).

Terms of Reference of the Consulting Firm under the Additional Financing

79. C001. Consulting Firm on Preparation and adoption of the ISO/IEC 27001 on Information Security Management System

Background: Gender-based violence, particularly domestic violence remains one of the most serious and life-threatening human rights violations in Mongolia. Among ever-partnered women, 57.9% have experienced one or more types of violence in their lifetime, including physical, sexual,

emotional and economic violence, and controlling behaviors.³¹ To scale up the existing hotline center that provides domestic violence related legal and psychosocial counseling, distress calls and referral to police, and ensure access, and availability of services for more women, it is critical to introduce digital platform solution. To reach out to more women and girls with hearing, visual, and mobility disabilities, who are at high risk of gender-based violence, one of the solutions is to develop a website and smart phone applications with accessibility for persons with disabilities. Therefore, JFPR funded Combating Domestic Violence against Women and Children project funded is aiming establish digital ecosystem with centralized database to monitor the utilization of the #107 domestic violence hotline, website, and applications, response for improved analytical reporting and referral to services. The system will adopt international standards on information security management system (ISO/IEC 27001), which sets a structured approach for the identification, assessment, and control of information security risk.

Objectives of the Assignment:

A national consulting firm is to support certification of ISO/IEC 27001 on information security management system (ISMS) to domestic violence #107 hotline operation with 15 employees including operators, management, and relevant officials from Municipal Police Department for the following outputs under the project: (i) information security policy and the information security objectives are established and are compatible with the strategic direction of the organization; (ii) integration of SMS requirement into domestic violence #107 hotline everyday operations; and (iii) conforming to the ISMS requirements. The consulting firm will work under the supervision of PIU, MOJHA, and ADB.

Scope of Services:

The consulting firm will assist the management and staff of the #107 hotline to undertake the following key outputs under the project. The assignment consists of two main phases and all tasks of each phase must be completed to compliance with the ISMS:

- (i) Preparation phase aims to assess the current situation of domestic violence #107 hotline- in terms of the risks and gaps that need on ISMS and take measures to enhance ISMS pursuant to ISO/IEC 27001. Preparation phase may take up to 12 months. Tasks are the following:
 - Define the scope of work scope, stakeholders, and legal framework for ISO/IEC 27001 certification in domestic violence #107 hotline and develop a work plan comprising detailed tasks and processes to comply with operational requirements of ISMS, policy development and training;
 - Conduct a gap analysis to determine the current status and information system of ISMS of domestic violence #107 hotline against the requirements of ISO/IEC 27001;
 - Conduct a risk assessment identifying information security assets, developing a risk assessment methodology that suits the organization's needs, analyzing system of Domestic violence hotline ecosystem including contact center, website, internal and external software, integration to the database systems and the technical architecture;
 - Set up the project implementation team consisting of members from domestic violence #107 hotline and Municipal Police Department by undertaking discussions with stakeholders (user-centered design approach);
 - Update and develop internal policies and guidance related to ISMS and regularly monitor the compliance against the assigned KPIs;
 - Conduct a series of training on ISMS, information security in operations, internal auditing for ISMS, and M&E on information security performance;

³¹ National Statistics Office and the UN Population Fund. 2018. *Breaking the Silence for Equality: 2017 National Study on Gender-based Violence in Mongolia*. Ulaanbaatar.

- Provide technical support to the project implementation team when it is required; and
 - Develop and submit the report of the implementation of the preparation phase.
- (ii) Certification phase aims to prepare and coordinate the on-site auditing for the ISO/IEC 27001 certification and take follow-up actions after auditing. This phase may take up to 6 months. Tasks are the following:
- Communicate and coordinate on-site auditing for certification in close communication with PIU and project implementation team;
 - Organize on-site auditing by internationally authorized ISO/IEC 27001 certificate authority with translation service;
 - Certificate announcement delivery of on-site audit; and
 - Provide technical support to correct a non-conformity if it occurs.

Key deliverables:

- Reports on risk assessment, gap analysis, and system analysis
- ISMS and information security policy and guidance development
- ISMS training content development and delivery
- Eliminate all type of information security risks
- Advice and prepare for the international standard auditing (ISO/IEC 27001)
- Coordination of the on-site auditing (ISO/IEC 27001) by the certified auditor.

Timeframe, Resources and Key Expertise Required:

The consulting firm will be engaged for 18 months. The performance (Output) Terms of Reference will be used to recruit the firm using consultant's qualifications selection.

While interested organizations can propose experts as befits requirements of the technical proposal, ADB requires a minimum of three key experts as follows: (i) **Team Leader and Senior Information Security Expert**; (ii) **Information Security Expert**; and (iii) **Authorized International Auditor of ISO/IEC 27001**.

The prospective consultant firm shall meet the minimum qualification criteria specified below:

- At least 4 years of ICT sector experience
- At least 3 consulting experience supporting organizations to become ISO/IEC 27001 certified
- Key professional staff qualifications and competence needed for the assignment.

Team Leader and Senior Information Security Expert will be responsible for efficient coordination between subcontractors and submission of all deliverables and outputs on time and technical leadership of the respective workstreams. The Team Leader will lead the preparation of the key reports and keep the designated supervisors informed regularly of the progress in the implementation of this assignment and propose and implement solutions to address such issues or possible delays. The Team Leader befits the following requirements:

- (i) Bachelor's degree or higher in computer science engineering
- (ii) At least 6 years of working experience in ICT management
- (iii) At least 2 years of consulting experience of certification of ISO/IEC 27001
- (iv) Proficiency in spoken and written English

Information Security Expert will be responsible for gap and risk assessments, ISMS related policy, and guidance developing, capacity building, and ongoing technical support when it required. The Information Security Expert befits the following requirements.

- (i) Bachelor's degree in computer science engineering
- (ii) At least 4 years of working experience in ICT
- (iii) Consulting experience of certification of ISO/IEC 27001

Authorized International Auditor of ISO/IEC 27001 (1 Individual):

- (i) Must be a certified auditor or authenticator of the international standard on ISO/IEC 27001
- (ii) Conduct on-site ISO/IEC 27001 auditing information security system of domestic violence #107 hotline-
- (iii) Provide on-site auditing conclusion and recommendation

Office accommodation and other miscellaneous administration costs: The consultant firm is expected to cover all expenses to deliver the outputs and activities indicated in the TOR within the negotiated budget. This includes but not limited to the following: office accommodation; operations cost, training programs, on-site authorized auditing; reports preparation and communication costs; and all other miscellaneous administrative expenses. Payment will be made upon delivery of all outputs in a quality agreeable to ADB.

Counterpart support from the Government: Meeting venues, counterpart staff and access to relevant data/information.

Consultants' Terms of Reference for the Current Project

Project Implementation Unit Staff	Person-Months
1. Project coordinator	47
2. Financial specialist	45
3. Procurement specialist	36
4. Social and gender specialist	43
6. Civil engineer	26
6. Uvs <i>aimag</i> field coordinator	43
7. Selenge <i>aimag</i> field coordinator	43
8. Sukhbaatar <i>aimag</i> field coordinator	43
9. Nalaikh and Songinokhairkhan districts field coordinator	43
10. Translator/office manager	45
Subtotal	414
Individual Consultants	
11. M&E specialist	7
12. Environment specialist	5
13. Software engineer	6
14. Legal specialist	3
15. Resource person (international)	0.5
Subtotal	21.5
Firms / NGOs/ Entities	
16. Training on effective multidisciplinary response, law enforcement procedures, cross-sectoral coordination and psychological counseling	24
17. Behavior change communication activities for improved recognition of domestic violence forms, reporting, and protection of survivors and families	37

18. Training on financial and legal literacy, and implementation of a pilot economic empowerment program for survivor women of domestic violence	35
19. Outcome evaluation studies (baseline and endline) for BCC activities	24
20. Peer educators and support groups' program for persons with disabilities	20
21. Studies on victimology and criminology	20
22. Qualitative research on domestic violence among persons with disabilities	10
Subtotal	170
Total	605.5

1. Terms of reference for all contractual PIU staff are provided below:

Individual Consultant Recruitment

1. PIU Project Coordinator – National (47 person-months)

The project coordinator will be responsible for the overall management and monitoring of implementation of the project under the MOJHA's supervision. The project coordinator will work closely with the MOJHA, the executing agency, three implementing agencies of the project, ADB, and other partners involved in project implementation.

Requirements. The project coordinator will be an experienced manager with: (i) minimum of master's degree in sociology, gender, or development studies, human rights, and other relevant disciplines; and (ii) at least 15 years of work experience in relevant fields, including procurement, and financial management, of which minimum of 8 years' experience in project management, and 3 years' experience in gender equity and mainstreaming, gender-based violence, including domestic violence, and/or social protection; and fluent in English.

Tasks. The project coordinator's responsibilities include the following but not limited to:

- (i) responsible for day-to-day coordination and management of all project activities, and report to the MOJHA and ADB;
- (ii) ensure implementation of the project action plans and procurement plans, and report results to the Project Director and the PSC;
- (iii) support the MOJHA in recruiting consultants and contractors, review/monitor the quality of deliverables, and ensure overall coordination among consultants (firms and individual);
- (iv) sign contracts to purchase essential goods and services; ensure stable functioning of the PIU and monitoring its implementation;
- (v) responsible for project accounts, and opening and management of the advance account;
- (vi) responsible for quality assurance, quality planning and quality reviews;
- (vii) monitor and evaluate performance of PIU staff, making recommendations on contract renewals, termination and accountability;
- (viii) perform roles and responsibilities mentioned in the Resolution of Minister of Finance no.196;
- (ix) liaise with the executing and implementing agencies, and ADB;
- (x) ensure that sufficient counterpart funds are included in the relevant draft central and local budget submitted to the Ministry of Finance (MOF);
- (xi) prepare the project quarterly and annual reports to the MOJHA and ADB in a format consistent with ADB's project performance management system;
- (xii) act as a secretariat for the project steering committee;
- (xiii) prepare annual project work plans approved by the MOJHA;
- (xiv) ensure that procurement activities and fund flow arrangements are in accordance with ADB guidelines and government requirements;

- (xv) support selection of two types of small-scale grants for: (i) select survivor women of domestic violence; and (ii) shelters, OSSCs, and MDTs, and ensure effective timely implementation of the small-scale grant programs at grassroots level through regular on-site monitoring;
- (xvi) assist ADB missions in undertaking reviews by preparing in advance the project implementation status reports;
- (xvii) supervise and coordinate PIU, consultants, contractors, and stakeholder activities to facilitate implementation according to plan, schedule and budget;
- (xviii) coordinate and facilitate public and community relations in coordination with MOJHA and field coordinators;
- (xix) administer contracts including processing of progress certificates, review of request for amendment to contracts, preparation of change orders and nonconformance notices;
- (xx) in coordination with PIU's Finance and Administrative Officer submit to the MOF: (i) the withdrawal applications based on contracts, claims and supporting documents, and (ii) requests for replenishments of advance accounts;
- (xxi) ensure the implementation and practice of appropriate financial accounting and reporting and record keeping systems, compatible with the financial reporting system;
- (xxii) arrange annual audits of project accounts and assure timely submission; and ensure auditors recommendations are implemented and approve proposed action in the event of adverse financial audits or monitoring and evaluations reports;
- (xxiii) in close coordination with PIU staff ensure compliance with social, gender and environment-related grant covenants; and
- (xxiv) prepare a project completion report following ADB guidelines 6 months after the physical project completion.

2. PIU Financial Specialist – National (45 person-months)

Requirements. The financial specialist shall have: (i) a degree in accounting, finance, public finance management or related fields; and (ii) at least 10 years of practical experience in project accounting and financial management. Work experience in financial management with ADB or other international development organizations is desired. Excellent English language skills is required.

Tasks. Under the project coordinator's supervision and in close coordination with MOJHA and MOF, the financial specialist's responsibilities include the following but not limited to:

- (i) ensure proper management and disbursement of the project funds following a sound accounting, budgeting, financial control and audit procedures in line with ADB policies and guidelines and acceptable to the Government of Mongolia;
- (ii) coordinate with other specialists and local advisors;
- (iii) set up a financial management system for the project and apply for budgeting, financial planning reporting;
- (iv) disburse service contracts amounts according to rules set by the MOJHA;
- (v) prepare regular budgets in line with projects planned activities;
- (vi) maintain the project bank account(s);
- (vii) maintain proper accounting records and prepare financial statements and reports that provide a true and fair view, and are in compliance with ADB guidelines;
- (viii) prepare regular financial reports and arrange timely financial information for internal audits of internal and external audits;
- (ix) take prompt remedial actions in respect to irregularities detected by the Auditor or ADB;
- (x) ensure all financial transactions are booked timely and accurately;
- (xi) prepare all requests for payments;

- (xii) prepare withdrawal applications and their supporting documents according to ADB guidelines and government procedures;
- (xiii) maintain accounting books in accordance with ADB and government guidelines;
- (xiv) review invoices and contracts as part of implementation and execution of payments under such contracts;
- (xv) carry out control and filing of all payment documents, invoices, and other financial documents relating to project transactions;
- (xvi) monitor the project expenditures, and supervise quarterly and annual financial reports during the project implementation;
- (xvii) consolidate financial statements and requests for payment by contractors and service providers and assist PIU in the process of approval for payment release;
- (xviii) prepare annual budgets and disbursement projections during project implementation in coordination with MOJHA;
- (xix) provide MOF, MOJHA, and ADB with project financial data, and recommendations as required;
- (xx) ensure that all documents, information, and supporting materials are kept in safe custody and are readily made available to ADB and the auditors;
- (xxi) guide the MOJHA on financial management of ADB financed project;
- (xxii) ensure compliance with the financial covenants of the project in coordination with the MOJHA;
- (xxiii) regularly review and update as necessary an action plan for financial risk mitigation;
- (xxiv) prepare regular financial reports for ADB and the MOJHA;
- (xxv) support a consulting firm for the economic empowerment program in (i) preparing a guidance note on small-scale grant utilization for the grant recipients; and (ii) conducting a training for the grant recipient women on preparation of the activity and financial report to liquidate the advance;
- (xxvi) train 25 grant recipient entities and MDTs on preparation of the activity and financial reports following the guidance note on small-scale grant utilization for the grant recipients; and
- (xxvii) do monitoring on effective implementation of the small-scale grant programs at grassroots level through field visits.

3. PIU Procurement Specialist – National (36 person-months, intermittent)

Requirements. The procurement specialist shall have: (i) a degree in accounting, finance, public finance management or related fields; and (ii) minimum of 10 years of professional experience in international and national bidding procedures, procurement procedures, especially preparation of expression of interest, notice inviting tender, TOR, request for proposal, and bidding document for procurement of consultant services, goods, and works. Work experience in procurement with ADB or other international development organizations is desired. Fluency in English is required.

Tasks. Under the project coordinator's supervision, the procurement specialist's responsibilities include the following but not limited to: ³²

- (i) ensure that the procurement under the project is conducted in accordance with ADB guidelines and the project procurement plan approved by ADB and the government, and its updates;
- (ii) closely coordinate with PIU staff including field coordinators and all consultants;
- (iii) regularly update the procurement plan as required under ADB guidelines and seek approval from the MOJHA;

³² The TOR of the procurement specialist will conform to any new government procurement arrangements agreed by ADB.

- (iv) provide assistance to the MOJHA and the evaluation and recruitment committees in organizing procurement and recruitment of consultants to accelerate processes;
- (v) the main assignment of procurement specialist will be in coordination with the MOJHA and ADB to organize the procurement process and prepare documentation, including the invitation for bid, bidding documents, employer's requirement, bid evaluation reports, letters of awards, draft contracts, etc., in the procurement of goods, works, and services including consultancies;
- (vi) provide assistance to the project coordinator and to the tender evaluation committee in the tendering process for the procurement under the project in accordance with procurement guidelines, including (i) preparation and publication of invitation to bid, (ii) coordinate answers to bidder's queries, (iii) evaluation of tenders, and (iv) preparation of bid evaluation reports;
- (vii) assist in addressing and providing answers to bidder queries and in organizing bidder site visits as needed;
- (viii) coordinate with processes of non-objection by ADB during the procedures of evaluations of tenders and consultant' proposals;
- (ix) liaise with ADB staff as required and submit the items to ADB requiring prior review and documents needing ADB approval;
- (x) make necessary arrangement for contract signatures in consultation with the MOJHA;
- (xi) keep progress of procurement and consultant recruitment activities against procurement timetables, highlight variations in progress, record reasons, and identify remedial actions, if any;
- (xii) assist in selection of small-scale 25 competitive grants for shelters, OSSCs, and MDTs nationwide; and
- (xiii) prepare periodic progress report on status of procurement and consultant recruitment as required by the project manager.

4. PIU Social and Gender Specialist – National (43 person-months)

The Social and Gender Specialist will be a full-time PIU staff reporting to the project coordinator. The Specialist will ensure the proper planning, preparation, implementation, and monitoring and evaluation of the project activities from a gender perspective, and ensure implementation of all activities listed in the project Gender Action Plan (GAP) and communication strategy.

Requirements. The applicant must have at least a Bachelor's degree, preferably master's in gender, or development studies, human rights, social work, or a relevant discipline. Minimum of 7 years' demonstrated experience in the area of gender-based violence and/or domestic violence, or gender mainstreaming in development projects; minimum of 2 years' experience in project management; sound knowledge on gender mainstreaming in development, national legal, and policy framework on domestic violence and child protection. Experience working for projects financed by ADB and other multilateral donors. Strong in oral and written Mongolian and English proficiency.

Tasks. Under the project coordinator's supervision, the Social and Gender Specialist's main responsibilities include the following:

- (i) prepare a detailed work plan for the implementation of the GAP and ensure effective and timely implementation;
- (ii) ensure gender mainstreaming in the project activities; namely women's economic empowerment program; training programs; qualitative research on domestic violence against persons with disabilities; and public communication activities;

- (iii) collaborate with the communications team to ensure that the community-based and school-based BCC activities are conducted in the most sensitive manner, and are able to provide protection, support and professional referral to needed services;
- (iv) develop detailed action plans (monthly, quarterly and annual) pertinent to specific outputs of the project in consultation with the SCCCP and technical advisory groups;
- (v) support the project monitoring and evaluation specialist in preparing and monitoring the Project Performance Management System (PPMS) following the performance indicators/targets of the GAP, and Design and Monitoring Framework;
- (vi) prepare the project quarterly and annual reports including the GAP implementation progress, including a qualitative assessment of the project benefits;
- (vii) develop a mechanism and instruments to collect sex-disaggregated data of the project interventions, including beneficiaries' data disaggregated by gender, living standards, and rural/urban areas;
- (viii) manage and handle all procurement activities (i.e., consulting services, goods and works) related to the GAP implementation following ADB procedures;
- (ix) assist in selecting the grants recipients of the economic empowerment program, and small-scale grants program for shelters, OSSCs, and MDTs;
- (x) do monitoring on effective and timely implementation of the small-scale grant programs at grassroots level through regular field visits;
- (xi) support the consulting firm for the economic empowerment program in conducting a training for the grant recipient women on preparation of (i) the activity and financial report to liquidate the advance, and (ii) a completion report showcasing the impact of the pilot program to the livelihood of the beneficiary women;
- (xii) train 25 grant recipient entities and MDTs on preparation of the activity and financial reports following the guidance note on small-scale grant utilization for the grant recipients;
- (xiii) review and provide technical guidance to all activities under the project, and assure quality control of the project outputs (e.g., consultants' deliverables; research);
- (xiv) do coordination and monitor the progress and results of all capacity building activities;
- (xv) guide, assist, coordinate, and monitor project activities to be conducted among local and national project key stakeholders and submit progress reports to the PSC and ADB, as necessary;
- (xvi) provide support for the project review missions of ADB including progress updates on the GAP implementation; and
- (xvii) ensure relevant donor coordination in the areas of gender-based violence and domestic violence.

5. PIU civil engineer – National (26 person-months)

Requirements. The civil engineer should have at least a Bachelor's degree in civil engineering, construction engineering, or a related field, and 10 years of professional experience, particularly in reviewing drawings, specifications, bills of quantities, and materials of buildings; inspecting construction sites; managing and supervising building construction within budgets. The engineer should be a licensed structural engineer or civil engineering with professional experience in engineering design and construction supervision. The civil engineer should also have intermediate knowledge of International building codes and design standards including universal access. The civil engineer will assist PIU and the local governments of Songinokhairkhan, Nalaikh and Khan-Uul districts, and Uvs, Selenge and Sukhbaatar *aimags* in reviewing the rehabilitation designs/drawings with cost estimates of 6 buildings (5 shelters and a helpline center), and supervising rehabilitation works.

Tasks. Under the project coordinator's supervision, the civil engineer's responsibilities include the following but not limited to:

- (i) review designs/drawings, specifications, and bills of quantities of rehabilitation works, together with PIU and the engineering firm which prepared the designs, drawings, and specifications, cost estimates, and supervision plans, and rehabilitation works contractors;
- (ii) review and update the supervision plan for six premises based on the designs/drawings and specifications;
- (iii) conduct site visits to each premise before the start of rehabilitation works to ensure proper on-site preparation; during rehabilitation works to supervise progress in works based on the work plan submitted by the civil works contractors and according to the drawings and specifications; and at completion to confirm that the works have been carried out according to the designs, drawings, and specifications;
- (iv) undertake quality assurance checking of drawings and calculations produced by architects; Prepare rehabilitation works progress monitoring reports;
- (v) assist PIU and local governments in managing the civil works contractors and handling delays and non-compliance with the designs, drawings, specifications, budgets, and work plans;
- (vi) certify the civil works contractors' invoices versus the works conducted by the contractors in accordance with the bill of quantities;
- (vii) supervise all rehabilitation works; and
- (viii) in coordination with the state inspection agency, carry out rehabilitation completion inspections at the end of works to confirm that the works have been done according to the designs/drawings and specifications, and prepare the inspection reports.

6. PIU Translator/Administrative Officer National (45 person-months)

Requirements. The translator/Administrative officer minimum of Bachelor's degree in management, public administration, linguistics, or a related field; at least 3 years of work experience in implementation of projects financed by international financial institutions or development organizations; fluency in English and Mongolian languages.

Tasks.

- (i) carry out daily administrative activities of the project under the project coordinator's guidance;
- (ii) facilitate communication and meetings with the project stakeholders and organize workshops/trainings under the project;
- (iii) assist the PIU staff in preparing the quarterly and annual progress reports for submission to MOJHA and ADB (in Mongolian and English languages) in a format consistent with ADB's project performance management system;
- (iv) assist in preparation of the annual project work plan;
- (v) assist ADB missions in undertaking semiannual reviews; and
- (vi) perform written translation and interpretation from English to Mongolian, or vice versa.

7. Monitoring & Evaluation Specialist – National (7 person-months, intermittent)

The main task of the specialist will be to ensure adequate monitoring of the DMF of the project and provide inputs in the regular monitoring reports produced for the project. The specialist will be responsible for interacting with different specialists working on aspects of the project, ensuring that relevant data is properly collected and analyzed.

Requirements. The M&E specialist should have a A master's or higher degree in relevant social science discipline, statistics or economics, and minimum general experience should be 8 years; minimum specific experience should 5 years of working experience as of M&E expert, and experience in conducting, and analyzing surveys and working with administrative data would be advantage. The specialist should be fluent in English.

Tasks. The M&E specialist main activities will include the following:

- (i) Review the project documentation and DMF, create a work plan identifying sequence of products, timing of different inputs, deadlines for delivery of data and indicators;
- (ii) Develop the Project Performance Monitoring System (PPMS) that is coherent and results-based approach to project planning, performance reporting, and evaluation of results;
- (iii) Support the PIU in establishing a mechanism for implementation, monitoring, and reporting of the Design and Monitoring Framework;
- (iv) Assess the achievement of the DMF target indicators and milestones;
- (v) Interact and review the inputs of consultants working on project related data collection systems;
- (vi) Obtain and compile relevant indicators from the sources referred in the DMF, in particular the MOJHA, the National Statistical Office, and Ministry of Labour and Social Protection;
- (vii) Ensure all data sources are obtained and administrative data, monitoring should occur on a continuous basis to verify data quality and ensure that any eventual corrective measures are taken;
- (viii) Develop the types and frequency of the project performance reports (e.g. annual, semiannual and quarterly progress reports) for approval by the Project Director;
- (ix) Produce the reports and ensure timely submission to the EA, MOF, and ADB, as needed;
- (x) Prepare the briefings for the Project Steering Committee, the Project Director and the PIU team on the overall project implementation status and recommendations for improvement;
- (xi) Closely work with the project environmental specialist and the social and gender specialist to monitor the project environmental impact and the social safeguards;
- (xii) Support ADB and the government project review missions;
- (xiii) Support the PIU in developing the templates for the consultants' reports;
- (xiv) Review of reports submitted for the survey of domestic violence at the beginning and at the end of the project;
- (xv) Provide technical assistance in (a) designing and implementing the BCC M&E framework; (b) designing and conducting the BCC Outcome Evaluation (baseline and endline surveys); and (c) measuring the BCC outcome on helpline promotion and utilization.

The consultant will provide the following deliverables:

- a. Inception report: DMF assessment and M&E work plan, source of information, methodology of data collection, verification, and data analysis.
- b. Periodic report: Monitoring of the baseline study findings in the BCC component; analysis in coherent and results-based approach, and design of the project performance reporting.
- c. Midterm report: Review progress of the quarterly based DMF indicators, Midterm analysis of the project status, output achievements comparison with baseline and target indicators and key milestones of the project implementation against the Project Performance Monitoring System and the M&E work plan.
- d. Final report: Overall performance of the project implementation, achievement of the DMF target indicators, end evaluation, especially in the BCC component, analysis of key achievements, and challenges encountered during the project implementation.

8. Environment Specialist – National (7 person-months, intermittent)

Requirements. The environmental specialist should have Bachelor's degree in environmental sciences, environmental engineering, and or a related field. Graduate degree is preferable. Minimum general experience should be 8 years and minimum relevant experience of 5 years is required. Experience in conducting project environmental assessment and management, preferably in projects financed by international financial institutions implemented in Mongolia would be advantage. Proficiency of English language is required. Familiarity with ADB Safeguard Policy Statement (2009) is preferable. The specialist will assist the EA, the PIU, and the relevant *aimag* and district departments in coordinating the implementation of the environmental management checklist (EMC) for civil works.

Tasks. Under the project coordinator's supervision, the environment specialist's responsibilities include but not limited to:

- (i) Confirm that rehabilitation works do not cause any involuntary resettlement impacts;
- (ii) Assist the PIU in preparing bidding documents for rehabilitation works to ensure that the environment-related specifications provided in the EMC are incorporated in technical specifications;
- (iii) Provide support in evaluating bids for construction works to ensure that compliance with the environment-related specifications is evaluated and documented in bid evaluation reports;
- (iv) If necessary, prepare relevant documents and obtain general EIAs from respective district and/or *aimag* Environmental Authorities for each site prior to the civil work contract awards;
- (v) Advise contractors and the PIU on project environment management requirements and arrangements, including establishment of a simple grievance redress mechanism;
- (vi) Provide training on environmental management checklist implementation and monitoring for the implementing agencies and civil work contractors;
- (vii) Review and clear on behalf of the PIU and the *aimag* and district departments the site-specific environmental management table (EMT) prepared by civil work contractors;
- (viii) Monitor and ensure proper implementation of the EMT prepared under the project and conduct at least three site visits to each construction site (at the beginning and completion stages of civil work, and at least 1-2 times during the civil works);
- (ix) Identify any implementation issues related to environment and provide recommendations to solve them;
- (x) Review and provide recommendations to the monthly progress reports submitted by contractors during construction period;
- (xi) Prepare the quarterly and annual progress reports of the EMC implementation (including compliance of the civil works contractors with obligations, inspection activities and findings, problems encountered during rehabilitation and operations, and relevant corrective actions undertaken);
- (xii) Together with the civil engineer, carry out civil work completion inspections to confirm the regularity and safety of each building with the involvement of relevant government agencies;
- (xiii) Prepare the EMC implementation completion report (in English and Mongolian), no later than three months after completion of all rehabilitation works under the project.

9. PIU Three Field Coordinators – National (172 person-months total; 43 person-months per each *aimag*)

The project will have three field coordinators for Uvs, Sukhbaatar, and Selenge *aimags*. The project field coordinators, who will work under supervision of PIU coordinator, will be responsible for the overall management and monitoring of implementation of the project activities at *aimag*

under the supervision of the project coordinator.

Requirements. The project field coordinator will be an experienced manager with at least 5 years of demonstrated experience and have a university degree in social sciences, education, health, or other areas relevant to the project outputs. Experience in working on domestic violence issues is an advantage. Skills for overseeing civil works are desirable. Excellent Mongolian writing and communication skills essential, ability to speak, understand, and write in English an advantage.

Tasks. The project field coordinators responsibilities include the following tasks:

- (i) prepare quarterly and annual reports to the *aimag* authorities and to the project coordinator in line with the project in a format consistent with ADB's project performance management system;
- (ii) act as a secretary for the project sub-steering committee;
- (iii) develop monthly plan and reports and submit to PIU coordinator;
- (iv) coordinate and monitor the implementation of all project activities at *aimag* and district levels including civil works, trainings, assessments and data collection, and report to the project coordinator;
- (v) support the project coordinator in monitoring the quality of all project activities carried out at respective project sites;
- (vi) prepare annual project work plans for approval by the project coordinator;
- (vii) assist in implementation of the women's economic empowerment program, including selection of the grant recipient women survivors of domestic violence; and
- (viii) assist in selecting small-scale grant proposals for shelters, OSSCs, and MDTs on competitive basis; and
- (ix) conduct regular on-site monitoring on effective and timely implementation of the small-scale grants programs at grassroots level.

10. Software Engineer – National (6 person-months, intermittent)

Requirements. Together with a legal consultant, the software engineer will prepare an e-learning training module for police officers that will be integrated into a website of the general police department. The consultant will have: (i) relevant experience on software design, creation and maintenance; (ii) undergraduate degree (postgraduate is preferred) in programming; (iii) at least 5 years of experience in the design and implementation of social data and e-learning modules; (iv) necessary resources, equipment and expertise to provide web design and maintenance services and e-learning modules; and (v) experience in training of government officials.

Tasks. The software engineer's main activities will include the following:

- (i) together with the legal consultant and information technology specialist of GPD, design an e-learning module based on the contents of a training manual for police workers (developed by International Development Learning Organization (IDLO) as a training package);
- (ii) integrate the e-learning modules into a web page in collaboration with the legal consultant;
- (iii) harmonize the entered contents and ensure its functions and accessibility to *kheseq/bag/soum* police workers of the project sites;
- (iv) undertake technical follow-ups and upgrade to the web platform in terms of web design, data representation and database management;
- (v) support the GPD in maintenance and use of the e-learning modules and police officers/visitor's attendance in the online platform;
- (vi) conduct monitoring and follow-up visits to assess use and maintenance of e-learning modules at *khoroos* and *soums* in the project sites;
- (vii) use the data analytics to provide inputs for the project quarterly and annual reports to the

M&E specialist and the communications firm.

11. Legal Specialist – National (3 person-months, intermittent)

Requirements. Together with a software engineer, prepare an e-learning training module for police officers to be integrated into a website of the general police department. The consultant will have: (i) relevant experience on legislation and implementing procedure of legislation and regulations on combating crime including domestic violence, (ii) postgraduate degree in law, (iii) at least 5 years of experience in law practice and police administration, (iv) experience and practice of using software and web-based training modules, and (v) experience in capacity building.

Tasks. The consultant will work closely with a software engineer consultant and information technology specialist of the general police department. Key activities include:

- (i) review and update the training modules for police officers developed by the International Development Learning Organization (IDLO) as a training package;
- (ii) ensure that the e-learning modules include modules with basic and intermediate level knowledge and skills for handling domestic violence incidences;
- (iii) ensure that the modules are developed in user-friendly and simple way for use by police officers, engaged with domestic violence and child protection;
- (iv) provide all necessary technical follow-up and upgrade the web platform in terms of up-to-date legislation, regulations and procedures;
- (v) together with the software engineer, design an e-learning tool by building on the aforementioned training manual for police workers;
- (vi) work closely with the engineer to harmonize the entered contents and ensure it's functions and easy accessibility for police workers; and
- (vii) support the General Department of Police and PIU in monitoring use of the e-learning modules and police officers/visitor's attendance in the learning platform.

12. Resource person for the peer educators' training for persons with disabilities – International (0.5 person-month, intermittent)

Background: A separate consulting firm will be procured to conduct the peer educators' training for persons with disabilities (PDWs). The training program will target around 30 peer educators, who will be selected from focus five project sites. The target peer educators will comprise: (i) people with hearing, visual, and mobility disabilities, and (ii) caregivers of children with disabilities and persons with intellectual disabilities. The training topics will focus on participatory techniques and community mobilization tools for establishing support groups of PWDs, increasing self-esteem, and awareness of their rights; and awareness and behavior change activities on recognition of the forms of domestic violence, legal provisions, reporting, access to services, and prevention of domestic violence. The trained peer educators will establish peer support groups, provide peer counseling to persons with disabilities on legal issues, domestic violence forms, reporting, and services for the victims and survivors; access to other relevant services, including psychological counseling, health, education, social welfare, and employment promotion services. The Japanese resource person will complement the training program to be designed and conducted by the aforementioned consulting firm.

Tasks: The resource person will work closely with the consulting firm for the peer educators' training for PWDs:

- (i) prepare a training module on: (i) specific needs of persons with visual, hearing, mobility disabilities to access information and participate in community activities; (ii) communication tools to deliver information to PWDs; and (iii) peer counseling techniques among PWDs.
- (ii) conduct a half-day training session for around 30 PWDs who will be trained as the peer educators in second quarter 2020.

Qualification: The resource speaker will have: (i) expertise on social sciences, psychology, law, human rights, or a related field; and (ii) demonstrated experience in conducting training and outreach programs for people with hearing, visual, and mobility disabilities. Specific experience in peer counseling and/or outreach activities, including information dissemination for PWDs would be an advantage.

D.2. Consulting Firm / NGO / Entity

Package C008: Training on financial and legal literacy, and implementation of a pilot economic empowerment program for survivor women of domestic violence.

Requirements. The firm will have: (i) a certificate of capacity building programs in the areas of financial and legal literacy, business proposal development, psychology, and social work; (ii) staff with postgraduate and undergraduate degrees in social work, psychology, business development and accounting; (iii) at least 10 years of experience in design and implementation of the capacity building or outreach programs for communities, in particular for women and disadvantaged segments; and (iv) necessary resources to collect and analyze needs and outcomes of training and do follow-up activities and (v) up-to-date knowledge and information on gender-based violence and domestic violence issues.

Interested organizations should indicate the management structure of the proposed team. While interested organizations can propose experts as befits the requirements of the technical proposal, EA requires a minimum of four key experts: (i) Team Leader and Learning and Training Specialist (national); (ii) Lawyer (national); and (iii) Program Management Specialist (national) and (iv) Business Development and Marketing Specialist (national).

Tasks. The consultant will work under supervision of the project coordinator and will conduct the following:

- (i) Develop the training programs on empowerment and livelihood skills for domestic violence survivor women, including development of two types of simplified training manuals, and workplan of the first and second phases of trainings³³ and follow-up visits;
- (ii) Develop two types of simplified manuals on:
 - i. Manual 1 for 100 trainees on empowerment and personal development, including self-esteem; (ii) financial and legal literacy; and (iii) business proposal development;
 - ii. Manual 2 for 50 trainees on: (i) business development and management (e.g., accounting, marketing etc.); and (ii) start-up business.
- (iii) Conduct the first phase five-days training for 100 domestic violence survivor women on basics of empowerment concepts and personal development; financial and legal literacy, and business proposal development in each project site (i.e., around 20 survivors in each project site);
- (iv) Conduct at least two follow-up visits to each site to: (i) provide tailored individual guidance on basics of empowerment concepts and business proposal development; and (ii) assist the trained 100 survivor women in preparing a business proposal to compete for small-scale

³³ 150 participants will be trained through two different trainings in the project sites.

- grants;
- (v) Develop the Selection, Implementation and Monitoring Guidelines, including eligibility criteria for the grant recipients following the indicative criteria listed in the Appendix 7 of the PAM;
 - (vi) Support the selection panel in selection of 50 survivor women out of 100 trainees of the first phase training based on the training records;
 - (vii) Develop and introduce a template of records that will include the changes occurred in the lives of trainees. A record book of each participant can include trainer's notes on domestic violence survivor woman's participation in classroom and individual consultations; copy of participants' write up or products; consultant's notes about changes in women's thoughts and lives, reflection notes by the trainees; and the result of pre-and post-survey tests;
 - (viii) Conduct the second phase four days training on business development and management (e.g., accounting, marketing etc.) for the select 50 women (i.e., around 10 domestic violence survivors from each project site);
 - (ix) Conduct pre and post-training surveys and prepare training reports, including results of pre and post-training survey for two different trainings;
 - (x) Organize at least three follow-up visits and provide tailored individual guidance on business development and management for select 50 women in the project sites to ensure effective implementation of the small grants program for livelihoods assistance;
 - (xi) Prepare a guidance note on small-scale grant utilization for the grant recipients;
 - (xii) Based on the guidance note, train the grant recipient women in collaboration with PIU on preparation of financial reports to liquidate the advance;
 - (xiii) Ensure the start-up business complies with domestic laws, ADB's Safeguards Policy and the project environmental review framework;
 - (xiv) Support each grant recipient in preparing a completion report for submission to PIU and be responsible for submission of complete and accurate reports to PIU from grant recipients; showcasing the impact of the pilot program to livelihoods of the beneficiary women;
 - (xv) Assist in BCC consulting firm in developing 25 success stories on economically empowered survivor women;
 - (xvi) Provide continued guidance and advice on empowerment program for domestic violence survivors to key stakeholders of the project sites;
 - (xvii) Act as liaison between EA, IA, and PIU staff and the grant recipients during conclusion of Contract Agreements, disbursement of installments, as well as monitoring of overall compliance with contractual obligations, financial rules, and regulations including relevant procedures.
 - (xviii) Support the PIU in organizing the project annual audit on proper utilization of overall small-scale grant implementation.
 - (xix) Submit the quarterly, annual, and final reports. Deliverables will include: (i) empowerment training program for domestic violence survivors; (ii) two simplified training manuals, and (iii) records on effective participation of trainees in two types of trainings; and
 - (xx) inputs on success stories of the economically empowered women survivors.

Package C001: Trainings on effective multidisciplinary response, law enforcement procedures, cross-sectoral coordination, and psychological counseling for local multidisciplinary teams, members of coordination sub-councils for crime prevention,³⁴ staff of shelters, OSSCs and helplines, and selected psychologists of the project sites³⁵

³⁴ Around 900 participants will attend two different trainings in each project site. Training for MDTs will be repeated at least 19 times, as the number of participant MDT members in one training should not exceed 40 participants.

³⁵ This training will cover 100 participants through a three-day training in Ulaanbaatar.

Requirements. The firm will have: (i) a certificate of capacity building programs in the areas of domestic violence, child protection and crime prevention; (ii) staff with postgraduate and undergraduate degrees in social work, psychology, police, education, medical science and/or related field; (iii) at least 10 years of experience in design and implementation of the capacity building programs for primary level administrative officials, preferably for multidisciplinary teams (MDT); (iv) necessary resources to collect and analyze needs and outcomes of training and do follow-up activities; and (v) established professional networks with key stakeholders of the project (e.g., Ministry of Labor, and Social Protection, Ministry of Justice and Home Affairs, and academia) and (vi) experience in capacity building and training of other agencies and personnel. Good command of English by at least the team leader will be an advantage.

Team composition. While interested organizations can propose experts as befits the requirements of the technical proposal, ADB requires a minimum of five key experts: (i) Team leader and senior training specialist; (ii) social worker; (iii) psychologist; and (iv) lawyer; and (v) medical doctor, preferably forensic doctor.

Expected Outputs – Tasks and Activities

Output 1: Preparation of training manual and handouts:

- (i) develop capacity building training program including separate trainings to three different groups of audiences: (i) MDT members, and (ii) Coordination Sub-Councils for Crime Prevention (CSCP) members in the project sites; and (iii) staff of shelters, OSSCs, helpline centers nationally, and psychologists of Police Departments (PD) & FCYDDs of the project sites. The training program will describe the methodology of review and update of training packages for MDTs, development of manuals for local CSCP members, and staff of shelters, OSSC, helplines and psychologists of the selected provinces and follow-up visits, training pre-, and post surveys, work schedule, stakeholders, roles and responsibilities, and budget. It should be noted that the number of participants for trainings of MDTs and psychologists should not exceed 40 participants in one time training;
- (ii) review and update a set of training manual (i.e., training manual for MDTs and the case management tool kit) developed by the Save the Children Japan, Mongolia Office, Ministry of Labor, and Social Protection, and the Family, Child, and Youth Development Authority. The training package for MDT members needs to be updated by adding the following sections to meet the requirements of an intermediate level training for MDTs: (a) assessment and intervention techniques; (b) basics of psychological counseling for working with domestic violence survivors including women and child survivors of sexual abuse; (c) basic understanding of special needs of domestic violence survivor-PWDs; (d) communication first response in case of reporting, recognizing, and protecting domestic violence survivors. The section on communication first response needs to be based on BCC module developed by BCC firm and incorporated in MDT training module for social workers and family doctors to recognize domestic violence symptoms and protect survivors and witnesses and understand communication first response. To update the training manual, the firm shall consult with key stakeholders, including the governmental and nongovernmental organizations (e.g., Confederation of Mongolian Trade Union);
- (iii) prepare training manual for the CSCP members at *aimag* and district levels. The training handout will include at least sections on management and coordination of multidisciplinary response to domestic violence;
- (iv) prepare a training manual for the staff of shelters, OSSCs, helpline centers nationally, and selected psychologists of PD and the Family, Child, and Youth Development Departments (FCYDD) in the project sites. The training manual will include sections on: (a) tailored psychological counseling for domestic violence survivors including women and child

- survivors of sexual abuse; (b) communication first response; (c) basic understanding of specific needs of domestic violence survivor-PWDs; and (d) the law enforcement procedures at minimum. The section on communication first response needs to be based on BCC module developed by BCC firm and incorporated in training module for staff of shelters, OSSC, helpline, and selected psychologists of the project sites; and
- (v) publish 800 copies of updated training packages for MDTs with digital copies of the package and videos on case management practice and basics of psychological counseling ensuring copy rights of the authors/agencies. Training package should include manuals developed by SCJ and tailored manuals on assessment and intervention techniques, basics of psychological counseling, and communication first response designed for each of multidisciplinary team members, such as *sum*, or *khoroov* governor, social worker, *kheseg* police officer, welfare officer, family doctor, school social worker, member of specialized nongovernment agency etc and digital copy of the package and videos on case management practice and basics of psychological counseling at DVD.

Output 2: Trainings in the project sites:

- (i) conduct the two-days classroom training and one-day demonstration training for 760 participants including 710 members of 88-89 MDTs from each *soum* and *khoroov* of the project sites (8 members from each MDT): *khoroov/soum* governor, social worker/secretary, *kheseg* police officer, family doctors, welfare officer, school social worker, representative of specialized NGO; and 50 specialists/officers at governor's office, family children, youth development department, education board, police department, and welfare office at *aimag* or district levels, who supervise MDT members at grassroots (10 specialists from each project site);
- (ii) conduct one and half-day training on effective coordination and management of multidisciplinary response to domestic violence and CP for the selected local CSCP members (total of 140 participants) in five project sites, including chair of each of 88-89 *soum* or *khoroov* Citizens' Representative *Khural*; 51-52 local authorities at *aimag* and district levels including chair of *aimag*/district police office, director of *aimag*/district education board, head of legal division of governor's office, chair of *aimag* family, children development center, head of health center, judge and prosecutor;
- (iii) conduct trainings for MDTs and local CSCP members in *aimag* or district centers of each project site;
- (iv) conduct follow-up visits to the project sites to assess case management on the ground and provide advice;
- (v) conduct three-day training in Ulaanbaatar for 100 staff of shelters, OSSCs and helplines nationwide, and Police Departments (PD) and Family, Child, and Youth Development Departments (FCYDD) in project sites. Participants of the training will be psychologist or counselor and social workers from the existing shelters, helplines and OSSCs (3x22=66); 2 psychologists from each focus *aimag* PD and detention centers (2x5=10); 2 psychologists from each target *aimag* Family, Child, and Youth Development Departments and 3 potential psychologist or social worker from each five new shelter (3x5=15);
- (vi) conduct pre and post-training surveys and write training reports including results of pre and post-training survey of three different trainings;
- (vii) conduct follow-up visits of trainings for MDTs and CSCP members in each project site;
- (viii) provide extended advices on capacity building and follow-up visits on case management to key stakeholders of project sites throughout the contracted period; and
- (ix) submit the quarterly, annual, and final reports, and deliverables including (i) 800 published training packages for MDTs with digital copies of the package and videos on case management practice & basics of psychological counseling; (ii) training manual for the CSCP

members; and (iii) training manual for staff of 22 shelters, OSSCs, helpline, and selected psychologists of the project sites.

The assignment will comprise a single lump-sum contract to support all costs, including staff, resources, analyses, reporting, and travel. The consultant will submit quarterly, annual, and final reports, and deliverables will include capacity building training program within the scope of assignment; published training packages for MDT members with digital modules on case management practice and basics of psychological counseling; training manual for CSCP members on management and coordination of MD response to domestic violence; and training manual for staff of shelters, OSSC and helpline and selected psychologists of the project sites on tailored psychological counseling for domestic violence survivors including women and child victims of sexual abuse, communication first response, and the law enforcement procedures at minimum.

Package C011: Victimology and Criminology Studies³⁶

Requirements. The firm will have: (i) minimum of four key experts meeting the requirement of this TOR; and (ii) at least 10 years' experience in the social research on gender-based violence/domestic violence or victimology and/or criminology study.

Tasks. The consultant will conduct the following two studies nationwide:

1. Victimology study

Purposes of victimology study are to: (i) reduce domestic violence crimes by improving domestic violence crime prevention strategy, methods and plan; (ii) identify potential victims of domestic violence at early stage, and (iii) improve victim centered service based on the outcome of the study. Scope of the victimology study are to: (i) analyze risk factors that leads to victimization of domestic violence by reviewing cases recorded at courts, prosecutors and police; (ii) assess court, prosecution, police victim centered service approach; (iii) domestic violence psychological effects on victims, relationships between victims and perpetrators; (iv) determine victims' common characteristics (e.g., factors of victims that leads them to be victimized) which may require interviewing victims and service providers; (v) assess the public attitudes toward domestic violence victims; and (vi) conduct a content analysis of domestic violence related news and materials broadcasted via media.

The consultant will conduct: (i) a content analysis of domestic violence -related news and materials broadcasted via media; (ii) desk review; and (ii) qualitative assessment (e.g., key informants' interviews).

2. Criminology research

The criminology research aims to increase knowledge and understanding of the consequences and dynamics of criminal and administrative law interventions in domestic violence cases to inform better tailored justice sector domestic violence prevention mechanisms and response. Purposes of the criminology research are to: (i) improve domestic violence crime prevention strategy, method and plan to reduce domestic violence crimes; (ii) identify domestic violence causal factors and conditions; (iii) identify responsive actions to eliminate domestic violence causal factors and conditions.

³⁶ These studies are not academic research, rather they are policy studies that will inform elements of this project. The results of the studies will also be used by EA and IAs in their future work to address domestic violence.

Tasks of the criminology research are to: (i) analyze causes of domestic violence, hidden forms of domestic violence; (ii) identify preventive approaches from domestic violence, and provide recommendations; (iii) explore international experience of combating domestic violence through desk study; (iv) assess current efforts in combating domestic violence by law enforcement agencies; (v) identify specifics of the Mongolian context; (vi) analyze relevant institutions' interventions along the justice chain in criminal and administrative domestic violence cases; (vii) identify the lessons from current international practices on effective domestic violence prevention programs within the scope of work of justice sector actors; and (viii) provide greater insights for the measures taken by the justice sector institutions in Mongolia.

Expected Outputs – Tasks and Activities:

- (i) results of two studies will be used to improve current actions on prevention and response to domestic violence in Mongolia;
- (ii) conduct a comparative analysis over the implementation and flaws of the original and revised LCDV (including gaps and lessons from the past and current efforts), as well as international best legislations on GBV/ domestic violence;
- (iii) recommend practical steps to better address domestic violence causal factors, improve reporting and victim centered service provision; and
- (iv) provide concrete recommendations on strategic legal and policy directions for policy makers and development agencies.

Package C012: Qualitative research on domestic violence among persons with disabilities

(national agency, frequent field assignments). The firm will have: (i) staff and consultants with undergraduate degrees in sociology, social sciences, human rights and/or related field that will specifically work on the program; (ii) demonstrated experience in conducting qualitative and quantitative research; (iii) substantial knowledge and at least 5 years of experience in the field of disability rights, including social model and rights-based approaches; (iv) knowledge of the relevant Mongolian laws and international instruments, such as the UN Convention on the Rights of Persons with Disabilities, the United Nations Convention on the Rights of the Child and Convention on the Elimination of Discrimination Against Women; (v) specialists who possess the knowledge and skills of communicating with persons with hearing, visual, mental and mobility disabilities, (vi) substantial knowledge of domestic violence and gender-based violence issues; (vii) demonstrated experience in participatory approaches working with persons with disabilities; (viii) experience in conducting research involving persons with disabilities is desirable; (ix) the necessary resources and equipment to conduct research involving persons with disabilities. Basic command of English by at least the team leader will be an advantage. Under the supervision of the PIU specialist and in collaboration with the Local Project Coordinator, Local Crime Prevention Councils, and Disabled People's Organizations, the research firm will conduct the research at the five project sites. The main objective of the research is to understand the extent, specific forms, and factors relating to domestic violence against persons with disabilities. The research will also determine the current understanding and behavior of PWDs toward recognition, reporting, and seeking of the services. The findings of the research will inform a design of the project activities to train peer educator PWDs and establish peer support groups of PWDs. ADB requires a minimum of five key experts: (i) Research Team Leader (national); (ii) Researcher (2 national consultants); (iii) Lawyer (national); (iv) Sociologist (national). The assignment will comprise a single contract to support all costs, including costs of the meetings, staff, local travel and reporting to conduct the following:

- (i) Design the research methodology for five project sites, detailing methods of collecting information and ways of consulting with persons with hearing, visual, mental, mobility, and mixed forms of disabilities. The methodology will make provisions to explore-age specific and gender specific experiences of domestic violence among persons with

- disabilities. Urban-rural dimensions should be studied, including access to information and services;
- (ii) Conduct on average 5-8 Focus Group Discussions (FGD) and 10 Key Informant Interviews (KIIs) at each of the project sites. The FGDs will consider representation and participation of PWDs across five types of disability, as well as gender, and age dimensions. The KIIs will be conducted with the key government officials, service providers, caregivers, representatives of the Disabled People's Organizations and community members;
 - (iii) Write up an analytical report of research findings on current perceptions, prevailing domestic violence forms, contributing, and protective factors, availability and access to information and services on domestic violence for PWDs;
 - (iv) Provide recommendations for improved recognition, reporting, access to services for PWDs at risk of domestic violence and survivors of domestic violence;
 - (v) Present findings of the research to stakeholders, including the executing agency, implementing agency, project implementation unit, and representatives of DPOs, CSOs, and mass media organizations; and
 - (vi) Ensure presentation of the research report in the forms accessible to PWDs in line with articles 9 and 21 of the CRPWD.

Package C002: Behavior change communication activities for improved recognition of domestic violence forms, reporting, and protection of survivors and families (national consulting firm, intermittent over 3 years, frequent field assignments). The firm will have: (i) minimum of five key experts meeting the requirement of this TOR (see Team Composition); (ii) at least 5 years experience in the design and implementation of BCC projects, including community campaigns, preferably with a focus on gender issues; (iii) demonstrated experience in evolving participatory approaches to train and mobilize key stakeholders including government, CSOs and communities; (iv) demonstrated experience in conducting formative research and other evidence-based methodologies, and using results to inform BCC strategies; (v) demonstrated experience in the production and strategic dissemination of quality BCC multi-media materials and training paraphernalia; (vi) demonstrated experience in conducting GBV communication and education campaigns among youth and adolescents; (vii) demonstrated experience in incorporating M&E in BCC strategies, and documenting and measuring the results of BCC interventions; and (viii) necessary resources and equipment to conduct such campaigns. To help maximize multidisciplinary expertise, proposals that include collaboration with other agencies like local community-based organizations, and/or NGOs will be highly regarded. Advanced command of oral and written English by the team leader will be an advantage. Under the supervision of the PIU project manager, the consulting firm will work closely with focal points in the Ministry of Justice and Home Affairs, Coordination Council for Crime Prevention, Authority for Family, Child, and Youth Development, multidisciplinary teams, governors' offices in *soums* and *khoroos*, and other relevant stakeholders to design and implement a BCC campaign for improved prevention, reporting of DV, and protection of families.

Expected Outputs – Tasks and Activities

- a. The consulting firm shall be responsible for the following two components:
 - (i) National multi-media activities, including communication products for persons with disabilities; and
 - (ii) Campaigns among men, and adolescent boys, and girls in selected urban and rural project sites.
- b. The consulting firm shall perform the following detailed tasks, but not limited to:

- (i) Conduct rapid behavioral assessments in the five project sites:
 - a. Confirm results of stakeholders' consultations (the formative research) done during project preparation;
 - b. Review other qualitative and formative research to confirm the determinants of stakeholder behaviors toward prevention, reporting of domestic violence, and protection of survivors and their families, including the identification of potential barriers to uptake;
 - c. Identify gaps in the school referral network that shape key behaviors among school stakeholders in recognizing domestic violence, protecting survivors and witnesses, and referring cases - in collaboration with GBV/domestic violence experts from NGOs and government child protection agencies. The assessment will also verify the preferred media and communication channels of the respondents and identification of key community influencers;
- (ii) Refine the BCC Strategy to develop an action plan using results of the rapid behavioral assessments and the formative research and implement a BCC campaign in the project sites for women, men, adolescent boys, and girls, repeat offenders, and persons with disabilities (PWDs).
 - a. The action plan will include site-specific approaches, budgets, work schedule, responsibilities, and a monitoring, and evaluation framework to describe documentation and database systems.
 - b. Ensure the implementation of the Design and Monitoring Framework, and the Stakeholder Communications Strategy in the Project Administration Manual;
- (iii) Implement a capacity building program
 - a. Develop BCC module for community- and school-based support groups and training of peer counselors;
 - b. Conduct training for teachers and school staff on communication first response to: (a) recognize risky family environments and symptoms of domestic violence and trigger referral networks for needed services and support, and (b) strengthen school referral networks to provide services for adolescents who are witness or exposed themselves to domestic violence;
 - c. Develop BCC modules on communication first response to be incorporated in the trainings for MDTs and staff of shelters, OSSC, helplines and selected psychologists of the project sites;
 - d. Develop training module for peer educators for PWDs;
- (iv) Organize and Maintain Community and School-based Support Groups
 - a. Engage at least 100 men in BCC activities in urban and rural project sites through 10 community-based support groups to increase understanding of domestic violence consequences, and promote positive role modeling behavior;
 - b. Implement BCC activities among adolescent boys and girls, newly-wed couples, women, men, and high risk individuals and domestic violence perpetrators;
 - c. Facilitate the participatory identification and selection of volunteers. This will include participatory action planning to strategize implementation and monitoring of BCC activities;
- (v) Organize School-based Support Groups
 - a. Composed of adolescents, teachers, volunteer parents and members of Parent-Teacher Associations);
 - b. Train at least 10 adolescent boys and girls as peer educators in each school-based support group, engaging at least 200 adolescent boys and girls in BCC campaigns in urban and rural project sites to increase awareness on domestic violence recognition, reporting lines, and survivor protection
 - c. Conduct BCC campaigns on the prevention and recognition of domestic violence;

- d. Set up support and protection networks for adolescents in risky environments in collaboration with school social workers
- (vi) Develop BCC paraphernalia for adolescents to promote positive role modeling behavior based on mutual respect and non-violence;
- (vii) Produce and strategically disseminate BCC multi-media materials for women and men, and adapt these to ensure accessibility for PWDs;
- (viii) Work with IT/helpline systems specialist to ensure readiness of hotline 107:
 - a. Assess the operations and communication capacity of hotline operators;
 - b. Develop BCC module and materials for operators to utilize in communication first response and train them on communication first response;
 - c. Implement an online tracking system to monitor calls and service referrals
- (ix) Design and incorporate a Monitoring and Evaluation Framework into the BCC action plan at the onset and;
 - d. Establish a documentation system and standard database to monitor and evaluate activity inputs and outputs to measure interim behavior changes among key BCC audiences;
 - e. Part of the documentation will involve the tracking of behavioral changes in 25 women and/or their families, and production of 25 case studies to document project intervention benefits of the pilot women's economic empowerment program;
- (x) Submit the quarterly progress and annual reports, and a final report, including updates on data analytics of the helpline 107 and documentation system, research results, and BCC paraphernalia, and training products.

Team composition: While interested organizations can propose experts as befits the requirements of the technical proposal, ADB requires a minimum of five key experts, including four national and one international expert: (i) Senior public communication and media specialist/Team leader with at least 8 years practical local experience in BCC capacity building, production and strategic dissemination of BCC multi-media paraphernalia; (ii) International BCC/development communication specialist with at least 5 years demonstrated international experience in BCC/development communication; (iii) Social and community mobilization specialist; (iv) Gender-based violence/Child protection specialist; and (v) Production specialist.

The assignment will comprise a lump-sum contract to support all costs, including staff, resources, analyses, development, and placement of multi-media materials, reporting, and local travel, among others.

C009: Outcome/effectiveness evaluation for behavior change communication (BCC) activities for improved recognition of domestic violence forms, reporting, and protection of survivors and families (national consulting firm, intermittent over 2 years (2019 and 2022), field assignments). The consultant will have: (i) at least 8 years demonstrated experience in conducting outcome evaluations for national and community communication campaigns, preferably with a focus on gender issues; (ii) demonstrated experience in involvement with BCC projects and/or campaigns. Advanced command of oral and written English will be an advantage. Under the supervision of the PIU project coordinator, the consultant will work closely with focal points in the Ministry of Justice and Home Affairs, Secretariat of Coordination Council for Crime Prevention (SCCCP) and Sub-Committee of Communication under the SCCC to design and conduct an outcome evaluation of the project's BCC component on improved prevention, reporting of domestic violence, and protection of survivors and families. The assignment will comprise one contract to conduct the following:

- (i) Conduct the baseline and endline outcome evaluation studies to determine scope of behavior changes of target group, and the attributions of BCC component to the project outcome.

- (ii) Review project documents including results of stakeholders' consultations, rapid assessments, and supplementary research, BCC Strategy, and action plans, BCC monitoring and evaluation framework, and the documentation, and completed database used to measure behavior changes specific to implementation of the BCC component.
- (iii) Identify scope and road map of evaluation and design protocol detailing the methodologies, approaches, instruments, and criteria for selection of respondents.
- (iv) Conduct a comparative and qualitative analysis over the pre-and post-intervention scenarios to demonstrate the following expected outcome of BCC activities: (i) increased understanding of over 100 men engaged in BCC activities in urban and rural project sites through 10 community-based support groups on domestic violence consequences and positive role modeling behavior; and (ii) increased awareness of at least 200 adolescent boys and girls in BCC campaigns in urban and rural project sites on domestic violence recognition, reporting lines, and survivor protection. To identify target groups, the consultant should closely work with the consulting firm in charge of BCC activities for improved recognition of domestic violence forms, reporting, and protection of survivors and families.
- (v) Incorporate documentation materials relating to BCC activities such as case studies, human interest stories, success stories, and relevant documentations within the target group.
- (vi) Produce an inception report including a workplan and methodologies.
- (vii) Prepare the baseline and endline study reports on BCC activities at the commencement and end of the project.
- (viii) Prepare a Completion report of the consulting services.

The following minimum requirements are expected for the consulting firms in terms of overall experience that befits the assignment: (i) Demonstrated experience in conducting outcome evaluations for public communications and/or BCC campaigns, preferably with a focus on gender issues; (ii) Demonstrated experience in involvement with BCC projects and/or campaigns; (iii) Demonstrated up-to-date knowledge and information on gender-based violence and domestic violence issues of Mongolia.

Team composition: While interested organizations can propose team members as befits the requirements of the technical proposal, ADB requires a minimum of three key experts: (i) Evaluation specialist and Team leader (national); (ii) Monitoring and Evaluation specialist (international); and (iii) BCC/development communication specialist (national).

C010. Peer educators and support groups' program for persons with disabilities (national consulting firm or consortium, intermittent, 2 years, frequent field assignments). The firm will have: (i) staff and consultants with undergraduate degrees in social sciences, psychology, law, human rights and/or related field that will specifically work on the program; (ii) demonstrated experience in conducting outreach programs involving persons with hearing, visual, and mobility disabilities, including activities to increase access to information; (iii) specialized in the design and implementation of projects on disability rights, including community programs which help build persons with disabilities' awareness of their rights, facilitate access to government services, and increase their participation in community life; (iv) specific experience of programs with a focus on domestic violence issues, and communication for behavior change will be considered as an advantage; (v) demonstrated experience in participatory approaches working with persons with disabilities; (vi) demonstrated experience in measuring the results of community programs, including changes in behavior; and (vii) the necessary resources and equipment to conduct such activities and to measure the outcomes. To help promote scaling up of the project, proposals that include collaboration with other agencies, local community groups, and/or Civil Society Organizations/Disabled People's Organizations (CSOs/DPOs) would be given an advantage. Good command of English by at least the team leader will be an advantage. Under the supervision

of the PIU coordinator, the consulting firm will work closely with the PIU, local Crime Prevention Sub-councils, the Family, Child, and Youth Development Departments, multidisciplinary teams, *soum/khoroo/bagh* government workers, *kheseg* leaders, and other relevant stakeholders to design and implement a capacity building and behavior change program on prevention of domestic violence and improving access to services for the PWDs. The consulting firm will work closely with the Communication firm that will design communication products on domestic violence issues for PWDs in accessible forms. The assignment will comprise a lump-sum contract to support all costs, including staff, support group activities for capacity building and behavior change, monitoring, reporting, and travel, to conduct the following.

- (i) Design a training program to build capacity of the locally selected peer educators to establish and facilitate peer support groups, provide peer counseling for persons with disabilities on legal issues, domestic violence forms, reporting, and services for the victims and survivors; access to other relevant services, including psychological counseling, health, education, social welfare, and employment promotion services. The peer educators program will be informed by the findings of the qualitative research on domestic violence against PWDs, conducted by a separate research firm;
- (ii) Select five peer educators per each project site, jointly with the project field coordinators and local Crime Prevention Sub-councils through open, transparent, and competitive selection procedures. During the selection, provide information to as many people with disabilities and their caregivers as possible to improve their participation and select people who already have communication skills and experience of working with people with visual, hearing, mobility and other forms of disability;
- (iii) Facilitate establishment of five support groups of PWDs in each site according to the specific forms of disability, and provide training, guidance, and support to the activities of these groups throughout project implementation. Train peer educators in participatory techniques and community mobilization tools for establishing support groups of PWDs, increasing self-esteem, and awareness of their rights. The firm will also build capacity of peer educators in management of financial resources, advocacy, and community mobilization for the realization of the rights of PWDs. The training programs will take into account specific needs of persons and children with visual, hearing, and mobility disabilities to access information and participate in the community activities. The training will make use of the BCC products in accessible formats developed by a separate communications firm;
- (iv) Establish contracts with peer educators, including their remuneration, monthly, or quarterly costs of support group activities. Assist peer educators in developing quarterly and annual workplans and benchmarks for monitoring of activities and results. Monitoring framework will be: (a) compatible with the M&E system that will be developed by the PIU for overall project monitoring and reporting; (b) include sex and disability disaggregated data on people attending support group meetings and events;
- (v) Assist peer educators in design and implementation of support groups' activities involving PWDs and their caregivers focusing on awareness and behavior change communications to recognize different forms of domestic violence, legal provisions, prevention, reporting, and access to services. Provide on-site support for peer educators through monitoring and support visits at least twice for each project site;
- (vi) Work closely with the project field coordinator, local government including Crime Prevention Sub-councils from the project outset to ensure provision of meeting venues and/or premises for the support groups, coordination of activities on communications and behavior changes, access to services for the domestic violence survivors, overall project effectiveness and sustainability issues;
- (vii) Provide inputs to communication products developed by the communications firm, and ensure regular communication, and coordination of activities to ensure consistency and best use of resources. Such communication will be ensured at the level of PIU and project sites

through local project coordinator and LCPC. Coordinate and provide inputs to the contracted communication firm on: (a) adapting and strategically disseminating the BCC products developed by the firm to ensure accessibility for PWDs; (b) incorporating into the documentation system and standard database developed by the firm activity inputs and outputs to measure interim behavior changes among key PWD audiences. Ensure regular communication and coordination of activities to ensure consistency and best use of resources through the PIU, local project coordinator and LCPC;

- (viii) Prepare at least one knowledge product resulting from the peer educators and support groups program. This may include educational materials, results of knowledge, attitude and practice surveys, or other materials;
- (ix) Submit the quarterly and annual progress reports, and a final report including the program activities, baseline, interim and final assessments of awareness and training products, and lessons learned.

VII. SAFEGUARDS

80. **Environment.** The project is categorized as C for environmental safeguards. Under ADB's Safeguard Policy Statement (SPS, 2009), only activities likely to have minimal or no adverse environmental impacts will be implemented under the project. No environmental assessment and formal procedure is required for category C projects although environmental implications need to be reviewed. An EMC has been prepared and complies with ADB's SPS (2009).³⁷ The EMC describes: (i) the project, its components, relevant national environmental regulations, and ADB safeguard requirements; (ii) anticipated environmental impacts of the project activities; (iii) requirements and criteria for screening, planning, and implementation of activities, especially for the selection and operation of the small-scale rehabilitation work of six premises (five shelters and a helpline) under output 1 and 3; and (iv) meaningful consultation with affected people and other stakeholders, and information disclosure requirements. Environmental assessment and reporting documents shall follow the procedures in the EMC. These documents shall be endorsed by the executing and implementing agencies and submitted to ADB for final clearance. The EMC is described in Appendix 2.

81. **Consultation and public disclosure.** In accordance with ADB's SPS (2009), the implementing agencies and PIU will conduct consultations with affected people and other concerned stakeholders as necessary, prior to the rehabilitation of shelters and/or project activities. The consultation process shall also be used to introduce and discuss the project grievance redress mechanism. Any concerns raised by stakeholders and measures to address these will be documented in the project design and mitigation measures. Proof of consultations (e.g., attendance sheets, minutes of meetings, and pictures) shall be included in the documentation. A template for consultation records is in the EMC.

82. The PIU is responsible for ensuring that all environmental assessment documentation is properly and systematically kept as part of the project record. The PIU shall make these documents available in a form, language, and at a location in which they can be easily accessed by all stakeholders including affected people. The results of environmental assessment and monitoring reports will be included in the project annual progress reports to ADB, which will be posted on ADB's website.

³⁷ Disclosed on the [ADB website](http://www.adb.org/documents/safeguard-policy-statement) in accordance with ADB's Safeguard Policy Statement (SPS, 2009) disclosure requirements. ADB's SPS is available in English and Mongolian language at: <http://www.adb.org/documents/safeguard-policy-statement>; and, <http://www.adb.org/mn/documents/safeguard-policy-statement>

83. **Grievance redress mechanism.** The EA and PIU have established a grievance redress mechanism (GRM) on 30 June 2020 to receive and facilitate resolution of affected peoples' concerns, complaints, and grievances about the project's environmental and social performance. The GRM will address affected people's concerns and complaints promptly, using an understandable, and transparent process that is gender-responsive, culturally appropriate, and readily accessible, at no costs, and without retribution. The GRM will not impede access to Mongolia's judicial or administrative remedies. The GRM has been disclosed publicly during civil works of the shelters in the project sites and is accessible to potential affected people during the project implementation.

84. **Institutional arrangements and responsibilities for the EMC.** The PIU will be responsible for implementation of the EMC, supported by the implementing agencies (SCCCP, MLSP, AFCYD). An intermittent Environment Specialist will be recruited in the PIU to monitor the implementation of the EMC. Terms of reference for the Environment Specialist include the EMC procedures for screening, consultation, and monitoring of the EMC implementation.

85. **Involuntary resettlement.** The project is categorized as C for involuntary resettlement. No involuntary resettlement or land acquisition is envisaged, as the shelters, and helpline center will be established in the existing premises.

86. **Indigenous peoples.** The project is categorized as C for indigenous peoples. Kazakh community settled in Nalaikh district of Ulaanbaatar city around 90 years ago to work in the coal mine, and they have similar social and economic conditions as the Khalk. No communities that are considered as indigenous peoples under the ADB SPS are living in the proposed project areas.

87. **Prohibited activities.** Pursuant to the SPS, ADB funds may not be applied to activities described on ADB *Prohibited Investment Activities List* set forth in Appendix 5 of the SPS. All project activities will also comply with all applicable national laws and regulations and policies and plans.

VIII. GENDER AND SOCIAL DIMENSIONS

88. **Poverty and social dimensions.** Poverty headcount in the six selected *aimags* and Ulaanbaatar city stand at 30.2% Sukhbaatar, 34% Selenge, 29.6% Uvs, 27% in Dornod, 19% Dundgovi, 25.7% in Zavkhan and 25.9% Ulaanbaatar respectively, from which poverty incidences of Sukhbaatar and Selenge *aimags* are higher compared to national poverty incidence of 29.6%. The unemployment rates of Uvs is 8.5%, Selenge 3.4%, Sukhbaatar 6.2%, Dornod 20.5%, Dundgovi 7.5%, Zavkhan 6.2% and Ulaanbaatar 8.2% while national average unemployment rate of 8.9%. Although local labor departments have specific programs on promoting employment, there is no specific program in support of the domestic violence survivor women.

89. In 2020, 11,444 domestic violence cases were reported by police, which comprise 10,306 infringement cases and 1,138 criminal cases. Out of 1,138 criminal cases related to domestic violence, 1,043 cases were related to injuries, while 53 were rapes, and 18 deaths.³⁸ However, official statistics underrepresent the true extent of domestic violence in Mongolia as many incidents go unreported because of lack of recognition, protection, and prevention mechanisms to tackle domestic violence. Social norms also discourage individuals from speaking out against perpetrators. While Ulaanbaatar alone accommodates over 47% of the total population (1.5 million), there are only five shelters and seven OSSCs run by the government and nongovernmental organizations. Women in remote rural areas are also more vulnerable and need protection services, given the fact that 10 out of 21 *aimags* have shelters, while 10 *aimags* have OSSCs. The discrepancy in existing data shows that domestic violence in Mongolia is more likely to be underestimated, exists in hidden forms or not properly addressed because of lack of recognition, protection, and prevention mechanisms to tackle domestic violence. There is insufficient number of systematic training or the content for training and program for service providers which led into ineffectively prevention, response, and referral services of domestic violence.³⁹

90. Domestic violence increases risks to poverty among women due loss of productivity, and high socioeconomic costs of household. The project has thus strong pro-poor, socially inclusive, and gender-sensitive features. The project will directly benefit a total of 2,132 persons, including 600 domestic violence survivor women and 130 PWDs, who are most vulnerable to domestic violence, in three *aimags* and two districts, while indirectly benefiting a total of 605,922 persons, of whom women constitute 306,308. The extensive public awareness activities and campaigns on BCC of this project will contribute in reducing prevalence and severity of poverty in long run by eliminating domestic violence related consequences such as loss of efficiency or production, increase of health cost, and poverty.

91. Poverty reduction measures will be achieved through economic empowerment program from which 50 women will benefit directly, while 100 women will benefit indirectly. Domestic violence survivors, and women, and children at risks of domestic violence will benefit also from pilot community initiatives. The project also will reach PWDs who are most vulnerable to domestic violence and poverty through peer educators who can assist them to be protected and received legal and welfare services.

92. **Gender.** The project is categorized as Gender Equity Theme (GEN), as it will directly address gender equality and women's empowerment by narrowing gender disparities in line with ADB's Operational Priority 2: Accelerating Progress in Gender Equality. Key project beneficiaries

³⁸ General Police Authority. 2021. *Police administrative records-2020*. Ulaanbaatar.

³⁹ Mongol Urkh Psychological Institute NGO. 2021. *Rapid Assessment Report*. Ulaanbaatar (under JFPR-financed current project [Grant 9198]).

will be women and girls in urban and rural areas, including especially GBV/ domestic violence survivor women and girls. A Gender Action Plan of current project has been updated reflecting the additional financing interventions. The revised Gender Action Plan includes 22 activities and 27 performance indicators, of which 21 have gender-related targets. Overall project outcome and output gender targets and indicators in the DMF are aligned with ADB's Strategy 2030 Operational Priority 2 on Accelerating Progress in Gender Equality to capture gender equality results

93. Progress on the implementation of the gender action plan will continue to be submitted to ADB on the quarterly and annual basis.

REVISED GENDER ACTION PLAN

Activities	Targets/Indicators	Responsible Parties	Timeframe	Budget
Output 1: Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered				
1.1. Establish 5 shelters in three <i>aimags</i> (Uvs, Selenge, Sukhbaatar) and two districts (Songinokhairkhan, Nalaikh).	1. Five shelters operational for domestic violence victims in three <i>aimags</i> and two districts, meeting the national standards. 2. Two out of five shelters refurbished according to universal access design specifications established.	MOJHA, MLSP, Police Departments and FCYDDs in project sites, and PIU	<u>2020-2023</u>	Included in the project budget
1.2. Economically empower Train 100 domestic violence survivor women on through financial and legal literacy, and business proposal development.	3. At least 90 trainee women domestic violence survivors in five project sites report improved understanding on financial and legal literacy, and business proposal development.	MOJHA, MLSP, Police Departments and FCYDDs in project sites, and PIU	<u>2020-2023</u>	Included in consultancy budget for women's empowerment program
1.3. Provide a follow-up training on business development, communication skills, and leadership for 50 domestic violence survivor women out of 100 survivors trained.	4. 50 domestic violence survivor women report improved knowledge and skills on business development and management (e.g., accounting, marketing), and start-up business.	MOJHA, MLSP, Police Departments and FCYDDs in project sites, and PIU	<u>2021-2023</u>	Included in consultancy budget for women's empowerment program
1.4. Provide small grants to 50 <u>women</u> domestic violence survivors to <u>pilot</u> successfully completing the <u>women's</u> economic empowerment program to: (i) attend vocational courses; and (ii) initiate micro and small businesses.	5. At least 50 survivor women receive small grants, of whom 60% are able to start a new business or find employment. 6. At least 80% women in the economic empowerment program report improved self-esteem.	MOJHA, MLSP, Police Departments and FCYDDs in project sites, and PIU	<u>2021-2023</u>	Included in the project budget for direct support

Activities	Targets/Indicators	Responsible Parties	Timeframe	Budget
1.5. Pilot 50 community initiatives at grassroots levels through small-scale grants aimed at increasing the outreach capacity and quality of services of MDTs, shelters, and OSSCs.	<p>7. Number of communities benefited from outreach activities and services provided by MDTs.</p> <p>7. Additional two <u>five</u> existing shelters or OSSCs have improved safety features and/or child-friendly facilities <u>and at least seven communities (total of around 560 persons, with 40% men) have increased understanding on GBV and domestic violence as a result of community-based initiatives.</u></p>	MOJHA, MLSP, AFCYD, and PIU	<u>2020-2023</u>	Included in the project budget
1.6. <u>Fully furnish a new facility that accommodates a shelter and the hotline center #107.</u>	8. <u>Physical capacity of a shelter of municipality Police Department increased up to 54 beds.</u>	MOJHA, Municipal Police Department, and PIU	<u>2022-2023</u>	Included in the project budget
Output 2: Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved				
2.1 Improve capacity of MDTs <u>in the original five project sites</u> by updating and printing existing MDTs' training package and case management tool kit, and conducting follow-up workshops on case management.	<p>9. 700 MDT members trained on the updated MDT manual and case management tool kit by <u>2023</u> (with at least 70% women).</p> <p>10. At least 70% of <u>trainee</u> 700 MDT members <u>report</u> improved knowledge and skills on case management.</p>	MOJHA, MLSP, AFCYD, Police Departments and FCYDDs in project sites, and PIU	<u>2021-2023</u>	Training package for MDTs, officials of coordination sub-councils, and staff of shelters, OSSCs, helplines, and psychologists in project sites
2.2 <u>Improve capacity of 50% of 691 MDTs nationwide report increased awareness on prevention and effective multidisciplinary response to domestic violence.</u>	11. <u>At least 70% of 345 MDTs (2,650 members) report increased knowledge on prevention and effective multidisciplinary response to domestic violence.</u>	MOJHA, MLSP, AFCYD, Police Departments and FCYDDs in project sites, and PIU	<u>2022-2023</u>	<u>Included in PIU's budget for training component</u>
2.3 Conduct an advocacy training on MDTs' roles and responsibilities, and effective oversight for 130 managers and members of local CSCP in project sites.	12. <u>At least 70% of trainee 130 managers* and members of local CSCP report increased knowledge on cross-sectoral coordination of multidisciplinary response to domestic violence.</u>	MOJHA/Secretariat of CCCP, MLSP, AFCYD, and PIU	<u>2022-2023</u>	Included in training package for (i) MDT members, (ii) officials of coordination sub-councils, (iii) staff of shelters, OSSCs, helplines and

Activities	Targets/Indicators	Responsible Parties	Timeframe	Budget
2.4 Train 100 staff of shelters, OSSCs and helplines nationwide, and selected psychologists of police departments and FCYDDs in project sites on psychological counseling, communication first response, and law enforcement procedures.	13. At least 70% of 100 trained staff of shelters, OSSCs, helplines, and selected psychologists of police departments and <u>FCYDDs in the project sites</u> report improved knowledge in psychological counseling, communication first response, and law enforcement procedures (85% women).	MOJHA, MLSP, AFCYD, Police Departments and FCYDDs in project sites, and PIU	<u>2021-2022</u>	psychologists in project sites Included in training package for (i) MDT members, (ii) officials of coordination sub-councils, (iii) staff of shelters, OSSCs, helplines, and psychologists in project sites
2.5 Pilot test comprehensive practical e-learning modules based on IDLO training curricula for police on GBV/ domestic violence.	14. Number of police officers who took basic and intermediate e-learning modules on gender-based violence/domestic violence.	MOJHA, GPA, Police Departments in the project sites, and PIU	<u>2021-2022</u>	Included in the consulting service
2.6 Conduct gender-responsive qualitative research on domestic violence among persons with disabilities in five project sites.	15. Research findings with sex-disaggregated data and gender analysis are reflected in the training manual and handouts for peer educators with disabilities (70% of research participants are female).	MLSP, national, and local DPOs and PIU	2020-2021	Included in the individual consulting service
2.7 Organize a classroom training and field visit for 30 peer educator PWDs of the project sites.	16. 30 peer educator PWDs have improved knowledge and skills on peer counseling, use of communication tools, concepts of domestic violence and running support groups (80% of participants are female). 17. At least 125 PWDs and 150 caregivers engaged by 25 support groups and services/activities offered by peer educators (80% women).	MLSP, MOJHA, local DPOs in five sites, national DPOs, and PIU	2020-2022	Included in the consulting service
2.8 <u>Train around 130 social workers, psychologists and officers of Detention Centers nationwide on mandatory trainings on behavior change for domestic violence perpetrators.</u>	18. <u>Mandatory behavior change training programs for perpetrators updated and published.</u> 19. <u>At least 80% of 130 social workers, psychologists and officers report increased knowledge of mandatory training programs on behavior change for perpetrators.</u>	MOJHA, Police Departments, and PIU	2022-2023	Included in PIU's budget for training component
Output 3: Behavior of key stakeholders on prevention, reporting, and protection of survivors improved				

Activities	Targets/Indicators	Responsible Parties	Timeframe	Budget
3.1 Assess and train the 107 hotline operators on communication first response.	20. <u>All 107 hotline operators trained in communication first response, psychosocial, and legal counseling and digital platform services.</u>	MOJHA, GPA, MLSP, and PIU	<u>2022-2023</u>	Included in the communication consulting service
3.2 Produce and strategically disseminate BCC products through national and local media, online and offline platforms, and community support groups.	21. At least 5 audio visual clips crowdsourced from real-life stories of women and at least 5 audio clips from men to encourage positive role modeling produced and disseminated.	MOJHA, Secretariat of CCCP, and PIU	<u>2020-2023</u>	Included in the communication consulting service
3.3 Organize and train community support groups and school social workers to implement BCC activities among adolescent boys and girls, men, and newly-wed couples.	22. At least 10 support groups to encourage positive role modeling of adolescents and 10 support groups of men are organized at two selected project sites, and trained in peer counseling and BCC materials. 23. At least 70% of 200 adolescent girls and boys (100 each), and 100 men in selected rural and urban areas demonstrate increased understanding of domestic violence consequences and positive behavior.	MOJHA, MLSP, AFCYD; <i>soum</i> and <i>khoro</i> governor's offices, Education Board, and FCYDD in project sites	<u>2020-2023</u>	Included in the communication consulting service
3.4 Produce BCC products targeting women and children with disabilities.	24. BCC materials targeting women and children with disabilities produced and disseminated.	MOJHA, MLSP, PDOs, and PIU	<u>2021-2022</u>	Included in the communication consulting service
3.5 <u>Launch an integrated digital ecosystem for the hotline operations.</u>	25. <u>At least two universal access features for people with hearing and visual impairment integrated into a website of the hotline center.</u>	MOJHA, General Police Authority, and Municipal Police Department	<u>2022-2023</u>	Included in the ICT vendor's contract
3.6 <u>Launch the ISO standard (ISO: 27001) on information security management system for the hotline #107 operations.</u>	26. <u>The ISO standard (ISO: 27001) on information security management system adopted for the hotline operations.</u>	MOJHA, General Police Authority, and Municipal Police Department	<u>2021-2023</u>	Included in the consulting service for adoption of the ISO standard
Project Management				

Activities	Targets/Indicators	Responsible Parties	Timeframe	Budget
3.7 Recruit Social and Gender specialist to implement the Gender Action Plan and oversee <u>consultancy works</u> , consultants of trainings, women's empowerment program, and BCC component	27. Quarterly <u>and annual project</u> progress reports include the GAP implementation <u>status</u> .	MOJHA and PIU	2019- <u>2023</u>	Included in the project budget
3.8 Ensure gender-responsive monitoring, evaluation, and reporting throughout the project implementation with sex-disaggregated data as relevant.	28. Sex-disaggregated data is collected, <u>analyzed, and reported</u> for relevant activities and training programs. 29. Gender dimensions are reflected in the project progress and annual reports.	MOJHA and PIU	2019- <u>2023</u>	Included in the project budget

AFCYD = Authority for Family, Child, and Youth Development; BCC = behavior change communication; CSCP = Coordination Sub-council for Crime Prevention; GBV= gender-based violence; CWD = children with disabilities; DPO = disabled people's organization; FCYDD = Family, Children, Youth Development Department; GAP = Gender Action Plan; GPA= General Police Authority; IDLO= International Development Law Organization; ISMS = information security management system; MLSP = Ministry of Labor and Social Protection; MOJHA = Ministry of Justice and Home Affairs; MDTs = multidisciplinary teams; OSSCs = One-stop service centers; PIU = project implementation unit; PDO = persons with disabilities organizations; PWDs = persons with disabilities; SCCCPC = Secretariat of Coordination Council for Crime Prevention.

Notes: *Heads of local departments of Health, Education, and FCYD.

IX. PERFORMANCE MONITORING, EVALUATION, REPORTING AND COMMUNICATION

A. Revised Design and Monitoring Framework

The revised design and monitoring framework strikes out content for deletion and underlines content to be added.

Impacts the Project is aligned with:

Gender equality in political, legal, economic, social, cultural, and family relations substantially achieved (National Program on Gender Equality 2017–2021)^a

~~Social equality through inclusive growth substantially achieved~~^b Non-traditional risks to peace and safety of citizens and society reduced (Mongolia's Vision–2050)^b

Result Chain	Performance Indicators	Data Sources and Reporting Mechanisms	Risks and Critical Assumptions
<p>Outcome Quality of and access to prevention and multidisciplinary response to domestic violence strengthened</p>	<p>By 2023<u>2024</u>:</p> <p>a. Number of beneficiaries benefited from six types of multidisciplinary services (i.e., safety protection, social welfare, psychological, health, child protection, and referral services) in project sites increased by 30% (2017 baseline: 416 beneficiaries)</p> <p>b. 70%<u>60%</u> of the 50 women survivors of domestic violence who benefited from the economic empowerment program are able to start a new business or find employment (2018 baseline: 0) (OP 2.2.3)</p> <p>c. At least 30% increase in utilization of hotline by domestic violence survivors receiving service information, psychosocial and legal counseling, and referrals (2017 baseline: 2,068) (<u>2019 baseline: 4,968</u>) (OP 2.2.3)</p>	<p>a. AFCYD's consolidated administrative records of MDTs in <i>khoroos</i> (sub-districts) and <i>soums</i> (counties)</p> <p>b. Economic empowerment program for domestic violence survivors and project progress reports</p> <p>c. Hotline #107 administrative records</p>	<p>R: Weak multidisciplinary coordination for the law enforcement</p>
<p>Outputs 1. Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered</p>	<p>By 2022<u>2023</u>:</p> <p>1a. Five new shelters with at least 50 beds operational in three <i>aimags</i> and two districts (2018 baseline: 11 shelters; 106 beds) (OP 2.1.4)</p> <p>1b. Two out of five shelters refurbished according to universal access design specifications established (2018 baseline: 0)</p> <p>1c. At least 90 women domestic violence survivors in five project sites report improved understanding on financial and legal literacy, business proposal development (2018 baseline: 0)</p> <p>1d. A pilot for economic empowerment program tested and lessons learned disseminated among relevant government</p>	<p>1a. MOJHA project documentation and AFCYD's consolidated administrative records of MDTs</p> <p>1b. MOJHA and PIU project documentation</p> <p>1c. Training program and reports, and pre- and post-training assessments</p> <p>1d. Empowerment program guidelines and PIU documentation</p>	

	<p>agencies and policy makers (2018 baseline: 0) (OP 2.2.3)</p> <p>1e. Additional two <u>five</u> existing shelters or OSSCs have improved safety features, and/or child-friendly facilities <u>and at least seven communities (total of around 560 persons, with 40% men) have increased understanding on GBV/domestic violence as a result of community-based initiatives (2018 2020 baseline: 0)</u> (OP 2.1.4; OP 2.2.3)</p> <p>1f. <u>Physical capacity of a shelter of municipal Police Department increased to 54 beds (2020 baseline: 30 beds)</u> (OP 2.1.4; OP 2.2.3)</p>	<p>1e. Guidance and selection criteria for small-scale grants and respective completion reports</p> <p>1f. MOJHA project documentation</p>	
<p>2. Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved</p>	<p>By 2022: <u>2023:</u></p> <p>2a. 830 officials <u>in five project sites</u> with responsibilities for protection and rehabilitation, including 700 MDT members and 130 officials of crime prevention coordination sub-councils in project sites trained; of whom 70% report improved knowledge of effective multidisciplinary response to domestic violence (2018 baseline: 0) (OP 2.2.3; OP 6.1.1)</p> <p>2b. E-learning modules on GBV and domestic violence based on existing police curricula developed and available in the police intranet (2018 baseline: 0)</p> <p>2c. At least 70 of 100 trained staff of shelters, OSSCs, helplines, and selected psychologists in the projects sites report improved knowledge in psychological counseling, communication first response, and law enforcement procedures (85% of participants are female) (2018 baseline: 0) (OP 2.2.3; OP 6.1.1)</p> <p>2d. At least 30 PWDs are trained as peer educators on peer counseling, use of communication tools, and GBV and domestic violence legal framework, and 25 support groups are established (2018 baseline: 0)</p> <p>2e. <u>At least 70% of trainee 345 multidisciplinary teams (2,650 members) report increased knowledge on prevention and effective multidisciplinary response to domestic violence (2019 baseline: 55.8% of MDTs/2,431 members trained)</u> (OP 2.2.3; OP 6.1.1)</p>	<p>2a. Training program and reports, and pre- and post-training assessments</p> <p>2b. E-learning modules and records on the number of trained police</p> <p>2c. Training program and reports, and pre- and post-training assessments</p> <p>2d. Training reports and PIU documentation</p> <p>2e. PIU training reports including pre- and post-training assessments</p>	<p>R: Frequent turnover of government staff trained on multidisciplinary services</p>

<p>3. Behavior of key stakeholders on prevention, reporting, and protection of survivors improved</p>	<p>By 2022: 2023:</p> <p>3a. All 107 domestic violence hotline operators trained in communication first response, psychosocial and legal counseling and other support services and <u>digital platform services</u> (2017 baseline: 2) (OP 2.2.3; OP 6.1.1)</p> <p>3b. At least 70 of 100 men engaged in BCC activities in two urban and rural project sites through 10 community-based support groups report increased understanding of domestic violence consequences, and promoted positive role modeling behavior (2018 baseline: 0) (OP 2.2.3)</p> <p>3c. At least 200 adolescent girls and boys (100 each) in BCC campaigns in two urban and rural project sites demonstrate increased awareness on domestic violence recognition, reporting lines and survivor protection (2018 baseline: 0) (OP 2.2.3)</p> <p>3d. <u>The ISO standard (ISO: 27001) on information security management system adopted for the hotline operations (2020 baseline: 0)</u></p> <p>3e. <u>At least 80% of trainees 130 social workers, psychologists and officers of detention centers report increased knowledge of mandatory training programs on behavior change for perpetrators (2020 baseline: 0) (OP 2.2.3; OP 6.1.1)</u></p>	<p>3a. MOJHA and hotline center documentation</p> <p>3b. BCC outcome/ effectiveness evaluation study</p> <p>3c. BCC outcome/ effectiveness evaluation study</p> <p>3d. MOJHA and the hotline center documentation</p> <p>3e. PIU training reports including pre- and post-training assessments</p>	<p>R: Unwillingness and low participation of men in BCC campaigns</p> <p>R: Unqualified hotline operations as per the ISO standard</p>
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Key Activities with Milestones

Output 1: Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered

- 1.1 Renovate/construct and furnish five shelters in three *aimags* and two districts, of which two shelters will be refurbished according to universal access design specifications (Q2 2020-Q3 2023).
- 1.2 Train 100 domestic violence women survivor on empowerment program (e.g., legal and financial literacy, personal development, self-esteem, business proposal development) (Q2 2021-Q1 2022)
- 1.3 Train selected 50 survivor women in business development and management (e.g., accounting, marketing), and start-up business; and provide grants for livelihood assistance services, including technical and vocational skills training, and start-up business (Q2 2022-Q4 2023)
- 1.4 Pilot two types of ~~25~~ 50 community-based initiatives through small-scale grants among: (i) existing shelters and OSSCs; and (ii) MDTs in all *khoroos* of Ulaanbaatar and *soums* of 21 *aimags* for the improvement of physical environment (e.g., safety features, child-friendly facilities) and multidisciplinary services through equipment supply, public outreach and prevention of GBV/domestic violence (Q3 2020-Q4 2023)

Output 2: Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved

- 2.1 Train 830 officials with responsibilities for protection and rehabilitation, including 700 MDT members and 130 officials of Crime prevention coordination sub-councils in project sites based on the existing training manual and case management tool kit. (Q1 2022-Q3 2023)
- 2.2 Develop e-learning modules on GBV and domestic violence based on the existing police curricula and integrate into the police intranet (Q3 2021-Q1 2023)

- 2.3 Train 100 staff of shelters, OSSCs and helplines, and selected psychologists in the project sites in psychological counseling, law enforcement procedures and communication first response (Q1 2022–Q3 2023)
- 2.4 Train 30 people (including persons with disabilities caregivers and sign language translators) as peer educators on peer counseling, GBV/domestic violence legal framework, use of communication tools and financial management, and pilot test a peer counseling among persons with disabilities through 25 support groups (Q4 2021–Q2 2023)
- 2.5 Train 345 multidisciplinary teams on prevention and effective multidisciplinary response (Q2 2022–Q3 2023)

Output 3: Behavior of key stakeholders on prevention, reporting and protection of survivors improved

- 3.1 Conduct three studies on: (i) victimology on psychological effects of GBV and domestic violence on victims; (ii) criminology to assess consequences and dynamics of criminal and administrative law interventions in domestic violence cases; and (iii) qualitative research of domestic violence among PWDs (Q3 2021–Q4 2022)
- 3.2 Expand hotline #107 to improve access to information, psychosocial and legal counseling, and referral, and train operators on communication first response and integrated digital ecosystem (Q1–Q4 2022)
- 3.3 Adopt international standard on information security management system (ISO 27001) to the hotline #107 operations (Q2 2022–Q4 2023)
- 3.4 Hire the public communication firm to (i) develop and implement a communication action plan; (ii) produce and disseminate BCC products to prevent domestic violence, increase reporting and encourage positive role modeling; and (iii) adopt BCC products ensuring accessibility for PWDs (Q4 2020–Q4 2023)
- 3.5 Engage 100 men in BCC activities in two urban and rural project sites through 10 community-based support groups to increase understanding of domestic violence consequence, and promote positive role modeling behavior (Q2 2021–Q4 2023)
- 3.6 Train at least 10 adolescent boys and girls as peer educators in each school-based support group, engaging at least 200 adolescent boys and girls in BCC campaigns in two urban and rural project sites to increase awareness on domestic violence recognition, reporting lines and survivor protection (Q2 2021–Q4 2023)

Project Management Activities

Establish a project steering committee at MOJHA and steering sub-committees in three *aimags* comprising relevant ministries, agencies, local government and CSO, and a technical advisory group including technical specialists of government agencies and CSO (Q4 2019–Q2 2021).

Monitor and evaluate the project outcome and outputs using the project performance management system; and submit the quarterly and annual progress reports (Q3 2019–Q4 2023).

Prepare midterm (Q4 2021) and final (Q4 2023) reports.

Inputs

Japan Fund for Poverty Reduction: ~~\$3.0~~ \$4.0 million (\$1.0 million additional);

Counterpart in-kind support: ~~\$200,000~~ \$241,058 (\$41,058 additional financing)

Notes: Under the current project, the government will provide in-kind support in the form of six premises, rehabilitation designs/drawings and cost estimates of five shelters, PIU office space and field coordinators in three *aimags*, workshop venues, counterpart staff time, and operations and variable costs of five shelters and a helpline center. Under the additional financing, the government will provide in-kind support in the form of (i) exemption of value-added tax and duties for goods and equipment; (ii) facilities for delivery of training programs, psychosocial counseling and health care services at the detention centers; (iii) operations and maintenance costs of the shelter, four detention centers and the hotline center; (iv) PIU office space; (v) meeting venues; and (vi) counterpart staff time.

ADB = Asian Development Bank; AFCYD = Authority for Family, Child and Youth Development; BCC = behavior change communication; CSO = civil society organization; GBV = gender-based violence; MDT = multidisciplinary team (composed of medical doctor, police, school social worker, community social worker and local governor who work for prevention, response and referral services for domestic violence victims); MOJHA = Ministry of Justice and Home Affairs; MLSP = Ministry of Labor and Social Protection; OP = operational priority; OSSC = one-stop service center; PIU = project implementation unit; PWDs = persons with disabilities; Q = quarter, R= risk.

^a Government of Mongolia. 2011. *Law of Mongolia on Promotion of Gender Equality*. Ulaanbaatar.

^b State Great Khural. 2020. *Mongolia's Vision–2050*. Ulaanbaatar.

Contribution to Strategy 2030 Operational Priorities: Expected values and methodological details for all OP indicators to which this operation will contribute results are detailed in the linked document on Contribution to Strategy 2030 Operational Priorities.

Source: Asian Development Bank.

B. Monitoring

94. **Project performance monitoring.** A PPMS has been prepared for the project.⁴⁰ The DMF forms the basis for monitoring the project progress. During project implementation, the PPMS, through the project performance report, will monitor the likelihood that key milestone dates for activities, outputs, outcome, and impact will be achieved. For the impact, measured 5 years after project completion, this will be indirectly through monitoring assumptions and risks. The DMF will be reviewed during the project implementation and if needed, adjusted to reflect changing circumstances and project environments so that the project outcome can be achieved. Following project completion, the project is subject to an assessment of the achievement of outcome and output targets along with recommendations for enhancing and sustaining the outcome. A project completion report will also include a preliminary assessment of the impact. The project impact, outcome, outputs, and targets, and indicators can be seen in the DMF.

95. The PIU will monitor project implementation through the progress of the PIU team members and as well as feedback from the executing and implementing agencies, project steering committee, project beneficiaries, and other stakeholders. ADB will monitor project performance in five aspects, i.e., technical, procurement, disbursement, financial management, and safeguards, through the executing agency's quarterly and annual progress reports (prepared by the PIU and endorsed by the executing agency), day-to-day communication with the PIU, and ADB review missions.

96. **Compliance monitoring.** The PIU on behalf of the executing and implementing agencies will monitor compliance with covenants stipulated in the grant agreement. ADB will monitor the compliance status through the executing agency's semiannual progress reports, day-to-day communication with the PIU, and ADB review missions; and take necessary remedial measures for any non-compliance.

97. **Monitoring of the environmental safety guidelines.** During implementation, the PIU will monitor the implementation of the guidelines, including the grievance redress mechanism (Appendix 4). PIU team members will be required to screen, monitor and report the project activities under their coordination against the guidelines and this is included in their terms of reference (Section VI.D). Progress reporting will be submitted as part of the quarterly and annual project progress reports. In the event of any environmental incidents, accidents, or complaints, the PIU will immediately report these to the executing and implementing agencies and ADB. Corrective actions will be developed as needed, and agreed between the executing and implementing agencies, PIU, affected persons, and any other relevant agencies.

98. **Social safeguards monitoring.** No involuntary resettlement impacts or impacts on indigenous peoples will occur because of the project. The PIU will immediately inform the implementing and executing agencies and ADB, of any unanticipated social safeguard concerns.

99. **Gender and social dimensions monitoring.** The PIU social and gender specialist will record sex-disaggregated data and diagnostics on the social, gender, and participatory aspects

⁴⁰ ADB's PPMS is a coherent and results-based approach to project planning, performance monitoring, and evaluation of results. The PPMS comprises five components: (i) DMF; (ii) project performance report (PPR); (iii) grant recipient's monitoring and evaluation (at the central, and executing and implementing agencies levels); (iv) project completion report (PCR); and (v) project performance evaluation report (PPER), and where appropriate, impact evaluation studies. The DMF provides the basis upon which the PPMS operates. It does this by establishing quantified, time-bound targets and measurable indicators, and by identifying key risks and assumptions that are used to monitor and evaluate performance in the PPR, PCR, and PPER.

of the project during the project, while assessing practical gender benefits of the project. The progress on the GAP implementation will be reported through the quarterly and annual progress reports.

C. Evaluation

100. Project performance will be regularly monitored and rated through ADB's e-Operations project implementation module. ADB's overall grant implementation rating will be made based on five performance indicators: technical, procurement, disbursement, financial management, and safeguards (Section IX.B). ADB's method for deriving the overall grant implementation rating is described in Appendix 3. Such rating will be updated semi-annually based on executing agency's semiannual project progress reports and/or ADB review missions. Within 6 months of physical completion of the project, the MOJHA (executing agency) will submit a grant completion report to ADB.

101. ADB will conduct an inception mission when the grant becomes effective. ADB and the government will jointly field review missions of the project at least once a year. The missions will (i) review overall implementation of the project and update, in consultation with the executing agency, the project implementation schedule; (ii) examine existing and potential implementation problems, and find out measures with the executing agency to resolve them; (iii) review progress in procurement and disbursement; (iv) review the grant recipient's compliance with grant covenants and, where there is any non-compliance or delay, discuss proposed remedial measures; and (v) assess the likelihood of attaining the project's outcome.

102. ADB and the government will undertake a midterm review at the beginning of the third year of project implementation, to assess implementation status, and take appropriate measures—including modification of scope and implementation arrangements, and reallocation of grant proceeds, as appropriate—to achieve the project's outcomes and impact.

103. A final ADB review mission will take place within six months after physical completion of the project. This mission will: (i) assess project performance against targets and benchmarks including any revision(s) as agreed during the midterm review; (ii) identify any incomplete activities, or unused project funds; and (iii) determine the project satisfactory rating. A project completion report will be prepared, in cooperation with the government. In case the project is selected as a sample of projects for project performance evaluation reporting, the project will be subject to more detailed performance evaluation and impact assessment about three or more years after completion.

D. Reporting

104. The PIU, on behalf of the executing and implementing agencies, will provide ADB with: (i) quarterly progress reports in a format consistent with ADB's project performance reporting system; (ii) consolidated annual reports including (a) progress achieved by output as measured through the indicator's performance targets against the baseline data, (b) key implementation issues and solutions; (iii) updated procurement plan; (iv) updated implementation plan for each 12 months; and (v) a project completion report within six months of physical completion of the project. The completion report will present the government's assessment of the project's effectiveness and will take account of findings of ADB's final review. To ensure that the project continues to be viable and sustainable, project accounts, and the audited project financial statements, together with the associated auditor's report, should be adequately reviewed. The project completion report will comprise an assessment of the project impact and outputs, project

performance monitoring and evaluation, and suggestions for further improvement of the project implementation.

105. The PIU shall include the results of implementing the environmental safety guidelines, GAP, and SPRSS in the quarterly and annual reports to be submitted by the executing agency to ADB. This shall include progress with implementation of the EMC, grievance redress mechanism, site inspection checklists, and any completion forms by environmental inspectors.

106. **Donor visibility.** The visibility of ADB and JFPR is assured under the project as detailed in the communication strategy in Appendix 6 highlighting a pioneering nature of the project. All project reports, training programs, events, training programs, seminars, workshops, press briefings and gatherings organized under the project will promote ADB-JFPR visibility by indicating the funding from the Government of Japan and using JFPR and Japan Official Development Assistance logos⁴¹ for the event materials and banners based on branding guidelines. Shelters renovated under the project, project billboards/signage, PIU office, project products portal⁴² will also carry the JFPR and ADB logos. Press events will be organized to publicize important project milestones, e.g., grant signing ceremony, inception workshop, launch of media products, opening of renovated shelters, launch of the economic empowerment program, and closing workshop, among others.

107. The GOM, including the executing, and implementing agencies, are requested to ensure that JFPR-financed activities are well covered by local print, electronic and social media, and that all related publicity materials, official notices, reports, and publications explicitly acknowledge Japan as the source of funding received. The executing and implementing agencies and PIU will collect and maintain a database of high-resolution photographs of the project activities, for use in project communication activities and for provision to the GOM, ADB, and Embassy of Japan in Mongolia, which may use them for public awareness and visibility purposes.

108. **Dissemination of project results to the Government of Japan.** The PIU will provide the executing agency and implementing agencies and ADB with reporting materials on the project activities, including high-resolution photos, testimonials from project recipients, and implementers, publications, and other knowledge products. In turn, ADB project team will provide this information to ADB's Partners Fund Division – Japan team, as well as back-to-office reports, inception, midterm review, and completion reports.⁴³ Information and methods for donor visibility and coordination are described in Appendices 3 and 4.

E. Stakeholder Communication Strategy

109. A Stakeholder communication strategy has been prepared for the project (Appendix 7). Project interventions address the creation of an environment that enables the strengthening of multidisciplinary responses to domestic violence. The project component 3 uses BCC to integrate best-practice approaches on interpersonal communication, social mobilization, media advocacy, ICT for development, and entertainment-education. BCC complements and reinforces project Outputs 1 and 2 on capacity building, establishment of model shelters, and economic empower programs by enabling the behavior changes of key stakeholders involved in implementation, as well as audiences whose specific behavior changes are crucial for project success. BCC uses

⁴¹ ADB. 2019. *Japan Fund for Poverty Reduction. Guidance Note on Visibility of Japan*. Manila.

⁴² To ensure that the acquired knowledge and the developed products under the project become accessible to others, the project team will store information in a centralized location accessible for easy retrieval. The location will be determined during the project inception mission.

⁴³ ADB. 2016. *Japan Fund for Poverty Reduction. 2016 Policy Guidelines for Project Grants*. Manila.

evidenced-based, site-specific approaches to reinforce a continuum of behavior directed toward: (a) recognizing and preventing domestic violence; (b) reporting domestic violence cases; and, (c) protecting survivors, families, and witnesses.

110. This document lays out strategies for the more detailed BCC action plan that will be further refined and implemented by a communication firm. These strategies were based on stakeholders' consultations that mapped and identified critical audiences, and tracked the behavior continuum and determined barriers to the uptake of behavior related to domestic violence recognition and prevention, reporting, and protection of families. The consultations also explored the key stakeholders' current and preferred media, ICT and traditional communication channels, and identification of key community influencers. The scope of this communication strategy was also shaped by consultations with donors and civil society organizations (CSOs) with current gender-based violence and/or domestic violence programs to build on gains, maximize resources, and avoid duplication.

111. As this project is the first of its kind supported by ADB and JFPR in Mongolia, this document also lays out the general knowledge management direction for the project which will be further detailed in the BCC action plan. This document also lays out plans to ensure JFPR and ADB visibility and branding throughout the project cycle.

112. A consultations protocol was designed and vetted with selected representatives from the EA and IAs, and was used to standardize the roll-out of the consultations depending on the stakeholder group. Given the sensitive nature of domestic violence, a section on ethics outlined clauses on informed consent, anonymity and confidentiality, and detailed standard procedure should disclosures about domestic violence cases are revealed.

113. The consultations involved representatives of executing and implementing agencies directly and indirectly mandated to implement the Law on Combating Domestic Violence,⁴⁴ as well as adjunct service providers who form Multidisciplinary Teams (MDTs).⁴⁵ Donors and CSOs with existing domestic violence and gender-based programs,⁴⁶ sectoral organizations representing disabled people, Civil Society Organizations with experience in psychological counseling and community work on gender issues, as well as mass media practitioners also gave their inputs in separate consultations. In each of the project sites, separate consultations were held with project affected groups including adolescent girls and boys, men, women, and survivors of domestic violence. The results of these consultations served as inputs to shape this communication strategy, and will influence the direction of BCC activities.

114. The project's communication strategy aims to: (a) change mindsets that abusive behavior in intimate relationships is normal and accepted; (b) increase awareness about spotting violent behavior and risky family set-ups; (c) increase utilization of domestic violence helpline; (d) provide and increase utilization of alternative counseling platforms for PWDs and domestic violence survivors; and, (e) complement capacity building of helpline operators, police, social workers, and

⁴⁴ LCDV became effective in 1 February 2017. The project team conducted key informant interviews with national and sub-national representatives from the ministries of Justice and Internal Affairs, and Labor and Social Protection; Authority for Family, Child and Youth Development; Local Crime Prevention Councils; Citizens Representatives (local parliament); government departments on Law and Legal Affairs, Social Development, Finance and State Treasury, Statistics, Health, Education, Labor and Social Welfare.

⁴⁵ The project team conducted focus group discussions and key informant interviews with provincial-level MDT members in the five projects sites. Separate FGDs and KIIs were held with police officers, doctors and social workers.

⁴⁶ National Centre Against Violence, Mongol Urkh, Save the Children Japan, United Nations Population Fund, International Development Law Organization.

doctors to strengthen communication first response, counseling, and handling of domestic violence cases. The communication matrix details the specific BCC objectives per key stakeholder, their current, and ideal behaviors, messaging, channels, and identifies implementation elements.

115. To achieve above communication objectives, the project will employ following approaches:
- a. Strengthening of helpline system, and capacity building of helpline operators on communication first response to improve quality of case management and increase reporting. The domestic violence helpline will be promoted on media and various communication channels to encourage reporting of domestic violence cases. To absorb the expected increase in calls, helpline operators will be trained on communication first response and referral to ensure that domestic violence survivors and family members are linked to needed services. In addition, the helpline operators will be trained in the use and maintenance of the new software and hardware to be provided under this project;
 - b. Production and strategic dissemination of BCC products to prevent domestic violence, increase reporting, protection of survivors and families, and encourage positive role modeling. Real-life stories about domestic violence will be crowdsourced from online and offline platforms to encourage public participation, reflect sectoral contexts, issues, and perspectives. These stories will be translated into audio visual clips and other BCC products to enable families to recognize violent behavior, emphasize role of communities in protecting women and children and report cases to the domestic violence helpline. These BCC products will be adapted to ensure accessibility for PWDs;
 - c. Implementation of a BCC capacity building program to ensure that witnesses and survivors who recognized, prevented, or reported domestic violence cases are protected and provided with needed services. The program includes: (i) developing session modules and materials on recognizing and communicating domestic violence symptoms and stigma prevention for survivors and witnesses (to be incorporated in Multidisciplinary Teams training program), and training MDT members; (ii) developing session modules for staff of shelters, OSSC and helplines, and selected psychologists of the project sites on communication first response; (iii) developing peer counseling and BCC campaign management module and materials, and training community support groups, and *khoroosoum* and school social workers; and, (iii) developing a BCC module in the peer educators for PWDs training module (to be incorporated in peer educators' training program);
 - d. Mobilization and capacity building of community support to implement BCC activities among adolescent boys and girls, men, women, and newly-wed couples. Community-based and/or school-based support groups will be organized in selected sites to reinforce individual and community behavior changes in recognition of risky behaviors, prevention and reporting of domestic violence cases, and protection of survivors, and witnesses.
116. The communication strategy includes a section on knowledge management to ensure that planning and implementation processes as well as innovations and pilot interventions are documented at different stages of the project. Knowledge products will be produced and knowledge-sharing sessions will be conducted to distill good practices, and generate, and share lessons to various audiences. Case studies will be developed to track the behavior changes and breadth of experience of the survivors and family members to measure extent of benefits from the project — before, during, and after engagement. These studies can be packaged into popular formats and repurposed as blogs, short story packages, audio-video clips, photo essays, feature articles, and used during knowledge-sharing sessions. All the knowledge outputs and products developed by the project will be stored in an online repository for easy retrieval and access.

117. A monitoring and evaluation framework will be developed as part of the BCC action plan to ensure that a standard documentation system and database are in place to track interim behavior changes throughout the project cycle. The BCC component will be measured by an outcome evaluation to determine scope of behavior changes of key stakeholders, and the attributions of BCC component to the project outcome. More detailed communication strategy is in Appendix 6.

X. ANTICORRUPTION POLICY

118. ADB reserves the right to investigate, directly or through its agents, any violations of the Anticorruption Policy relating to the project.⁴⁷ All contracts financed by ADB shall include provisions specifying the right of ADB to audit and examine the records and accounts of the executing agency and all Project contractors, suppliers, consultants, and other service providers.

119. Individuals and/or entities on ADB's anticorruption debarment list are ineligible to participate in ADB financed activity and may not be awarded any contracts under the Project.⁴⁸

120. To support these efforts, relevant provisions are included in the Grant Agreement for the project.

XI. ACCOUNTABILITY MECHANISM

121. People who are, or may in the future be, adversely affected by the project may submit complaints to ADB's Accountability Mechanism. The Accountability Mechanism provides an independent forum and process whereby people adversely affected by ADB-assisted projects can voice, and seek a resolution of their problems, as well as report alleged violations of ADB's operational policies and procedures.

122. Before submitting a complaint to the Accountability Mechanism, affected people should make a good faith effort to solve their problems by working with the concerned ADB operations department. Only after doing that, and if they are still dissatisfied, should they approach the Accountability Mechanism.⁴⁹

123. Details of the grievance redress mechanism for the project are provided in section VII of this document.

XII. RECORD OF PAM CHANGES

124. All revisions and/or updates during course of the overall project implementation should be retained in this Section to provide a chronological history of changes in arrangements recorded in the PAM. Records of changes in the PAM under the current project is provided in the Appendix 8 of this updated PAM of the overall project.

⁴⁷ Available at: <https://www.adb.org/documents/anticorruption-policy>

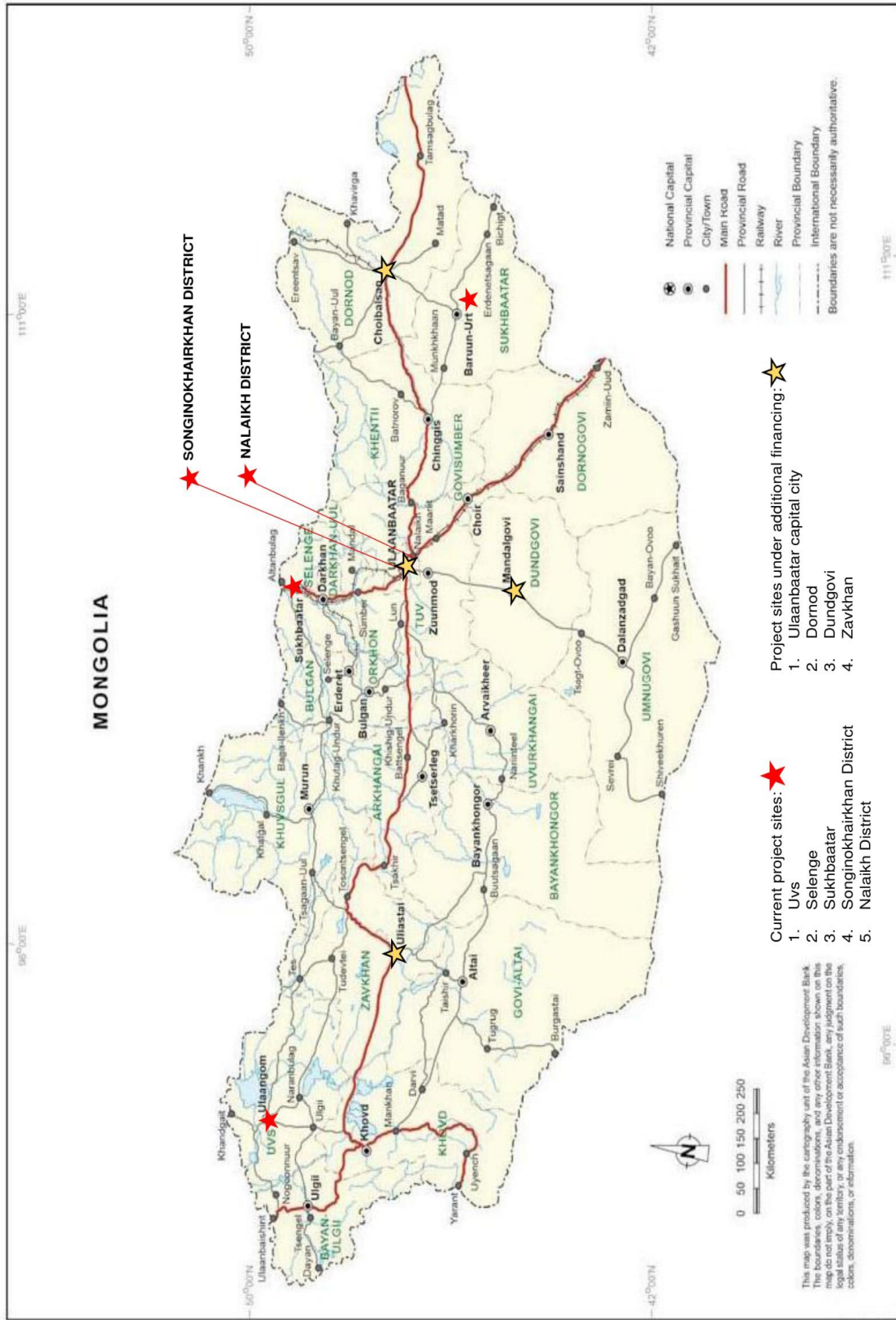
⁴⁸ ADB's Integrity Office web site <https://www.adb.org/site/integrity/main>

⁴⁹ Accountability Mechanism. <https://www.adb.org/site/accountability-mechanism/main>

APPENDICES

1. Map of the project sites
2. Environmental management checklist
3. Guidance note on visibility of Japan
4. Guidance note on coordination with the Embassy of Japan
5. Stakeholder Communication Strategy
6. Guidance note for implementing the overall project
7. Summary of Socioeconomic statistics of the project sites
8. Records of changes in the PAM under the current project

MAP OF THE PROJECT SITES



Environmental Management Checklist for Project Implementation

Project Number: 51217-001 and 51217-002
July 2021 (updated)

Mongolia: Combating Domestic Violence Against Women and Children—Additional Financing

CURRENCY EQUIVALENTS

(as of 2 July 2021)

Currency unit	–	Tugrug (MNT)
MNT 1.00	=	\$0.00035
\$1.00	=	MNT2,855.09

ABBREVIATIONS

ADB	–	Asian Development Bank
AFCYD	–	Authority for Family, Child, and Youth Development
CSO	–	civil society organization
DEIA	–	detailed environment impact assessment
EIA	–	environmental impact assessment
EMC	–	environmental management checklist
GBV	--	gender-based violence
GEIA	–	general environmental impact assessment
GRM	–	grievance redress mechanism
MOJHA	–	Ministry of Justice and Home Affairs
MOLSP	–	Ministry of Labor and Social Protection
PIU	–	project implementation unit
PSC	–	project steering committee
S CCCP	--	Secretariat of Coordination Council for Crime Prevention
SPS	–	Safeguard Policy Statement

GLOSSARY

<i>aimag</i>	–	province
<i>soum</i>	–	sub-province

NOTES

- (i) The fiscal year (FY) of the Government of Mongolia and its agencies ends on 31 December.
- (ii) In this report, "\$" refers to US dollars.

This environmental management checklist is a document of the grant recipient. The views expressed herein do not necessarily represent those of ADB's Board of Directors, Management, or staff, and may be preliminary in nature. Your attention is directed to the "terms of use" section of this website.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgments as to the legal or other status of any territory or area.

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I. INTRODUCTION

1. The current project MON-G9198 on Combating Domestic Violence Against Women and Children was approved on 15 October 2018 and became effective on 1 February 2019. The project physical completion date is 30 June 2022 and the closing date is 31 December 2022. The project total cost is \$3.29 million of which \$3.0 million is financed by the JFPR, administered by Asian Development Bank (ADB) and \$0.20 is financed by the Government of Mongolia through in-kind contribution. The current project will rehabilitate 5 shelters in existing buildings for protection of domestic violence survivor women and children. The government will identify location of shelters in three *aimags* and 2 districts in Ulaanbaatar based on a selection criteria. The shelters will accommodate up to 15 women and children each in 4-5 rooms (e.g. counseling room, bedrooms, kitchen and children play room) with basic and reliable utility services including heating, electricity, and waste management. The design of proposed civil work must meet all applicable national standards. The shelters will also be provided with basic furniture. A security system (e.g. camera, alarm) will be installed in the shelters to protect the survivors. Project sites are not within protected areas, neither encroach on historical/cultural areas nor in precious ecology. It is foreseen that impacts from small civil works will be low. These are universal access for disabled people, wall surfacing, windows, and door replacement, if required, and/or painting of windows, doors, walls, and floors. The impacts anticipated during rehabilitation (dust, noise, wastewater, solid waste, and risks to community and occupational health and safety) can be mitigated. No adverse impacts on the environment from the project is expected.

2. Under ADB's Safeguards Policy Statement (SPS, 2009), the current project was categorized as C for the environment as it is anticipated to cause minimal or no adverse environmental impacts. No formal environmental assessment and management procedure are required for category C projects, although an Environmental Management Checklist with proposed mitigation measures for potential minor impacts for small-scale civil works, including implementation monitoring was prepared and approved by ADB.

3. Through a letter of 24 April, 2020, the EA has requested to (i) change the W014 rehabilitation of an existing building in Songinokhairkhan District into construction of a new shelter; and (ii) increase the original budget of \$96,625.00 by \$139,416.36, which makes the total amount \$236,041.39. Demolishment cost of the existing building is included in the proposed cost estimates. Justifications for opting to reconstruct the facility are the following: (i) rehabilitation designs/drawings require to include two optional ways of sewage connection through main trunk and sewage manhole following the Water Utilities Authority instructions; and (ii) Songinokhairkhan District is the largest district of Ulaanbaatar city with population of over 330,000 with high influx of rural-urban migration. Consequently, the district faces numerous social and gender concerns. While reported cases of domestic violence are far higher compared to other districts and all provinces across the country, there is currently no shelter in this district. With the proposed new construction, size of the existing premise (123 square meters [m²]) is expected to increase up to 400 m², accommodating up to 25 persons. Local government has reassured its commitment to cover all operations and maintenance costs of the proposed new shelter with increased capacity. As the construction of the proposed shelter is expected to be completed by February 2022, there will be no impact on the project implementation timeline and associated arrangements.

4. On 13 May 2020, ADB approved a minor change to the project and updated a procurement plan. The proposed minor changes will not materially alter or fundamentally affect the approved scope and project outcome. The proposed minor changes will not affect the allocation and withdrawal of grant proceeds in the Grant Agreement, nor overall financing plan, and disbursement arrangements.

5. The additional financing will provide funds for the PIU to implement the project through 31 December 2023, which is one year longer than the current project. The implementation arrangements (i) executing agency, (ii) implementing agencies, and (iii) PIU will remain unchanged from the ongoing project. The additional financing will (i) scale up pilot community initiatives at grassroots level through 20 additional competitive small-scale grants for improved physical environment and multidisciplinary services; (ii) furnish a shelter and #107 hotline center under the Ulaanbaatar Urban Services, which was established by the funding of ADB's loan and *Ger Areas Development Investment Program* to ensure synergy of ADB's two project; (iii) 50% of all multidisciplinary teams nationwide will be trained on effective multidisciplinary response and case management; and undertake local experience sharing study tours for key stakeholders; (iv) adopt an integrated digital ecosystem to expand the hotline center #107; (v) strengthen the hotline by providing trainings to hotline operators; (vi) support adoption of international standards on information security management system (ISO 27001) to the hotline operations; (vii) conduct a system analysis to ensure technical compatibility, namely through analysis and assessment of original systems against integrated new system requirements for improvement of an entire business process; and (viii) create a learning environment and provide mandatory behavior change training program to perpetrators through update of the training manual, capacity building of 130 training facilitators, and furnishing of 11 training and psychological counseling rooms on the existing facilities of Detention Centers in Ulaanbaatar and 3 *aimags* of Dornod, Dundgovi, and Zavkhan.

6. The overall project is aligned with the following impacts: (i) gender equality in political, economic, social and, cultural spheres, and in family relations substantially achieved, and (ii) non-traditional risks to peace and safety of citizens and society reduced.⁵⁰ The overall project outcome is the quality of and access to prevention and multidisciplinary response to domestic violence strengthened. The geographical focus of the project will include shelters and detention centers in Ulaanbaatar and target a total of 6 *aimags*. The project will have three outputs as follows including the additional financing:

7. **Output 1: Multidisciplinary response and livelihood assistance services to domestic violence survivors delivered.** The current project is (i) establishing model shelters for survivor women and children of domestic and sexual violence in three *aimags*, and two districts in Ulaanbaatar, each with the capacity to serve between 100-120 women and children per year. Two shelters will be physically accessible for PWDs. These shelters will offer up to 30 days of protection and other multidisciplinary services to survivors. These new shelters will increase the shelter capacity of Mongolia by 50%. (ii) developing a pilot women's economic empowerment program for survivor women. The program will include: (a) psychosocial counseling; and (b) training on financial and legal literacy, and business proposal development for 100 survivor women in five project sites. To support livelihoods and income generation of the disadvantaged groups, 50 survivor women will receive small grants as part of the program to cover vocational education fees. (iii) piloting 30 community initiatives at grassroots levels through two types of competitive small-scale grant programs to increase the outreach capacity and quality of services of multidisciplinary teams (MDTs), one-stop service centers (OSSCs) and shelters. The pilots will promote: (a) public outreach activities and services provided by MDTs to communities in remote rural areas or suburban areas of Ulaanbaatar with limited access to information and services; and (b) physical environment improvement to ensure safety and security of survivors, and a child-friendly environment, among others. MDTs' partnership with local community-based

⁵⁰ Updated second impact statement based on the "Vision-2050" following the Parliament adoption on 3 May 2020. This policy document supersedes Mongolia's Sustainable Development Vision-2030. No change in project outcome.

organizations will be encouraged for grassroots level activities. The project implementation unit (PIU) will manage the 30 community-based initiatives under the guidance of the EA and IAs.

8. The additional financing will (i) expand pilot community initiatives at grassroots level through offering 20 additional competitive small-scale grants for improved physical environment and multidisciplinary services that will increase outreach capacity by multidisciplinary teams, OSSCs and shelters; (ii) furnish a shelter and hotline center #107 under the Ulaanbaatar Urban Services and Ger Areas Development Investment Program (tranche 2) to ensure synergy between the two ADB projects.

9. **Output 2: Capacity of key officials and staff responsible for protection and rehabilitation services for domestic violence survivors improved.** The current project is (i) improving the technical capacity of multidisciplinary service providers for women and children survivors of domestic and sexual violence by delivering training programs on prevention, coordinated response, protection, and rehabilitation. These are tailored and targeted at the following stakeholders: (a) MDTs in the project sites who assist women and children survivors of domestic and sexual violence; (b) coordination sub-councils for crime prevention in the project sites; (c) staff of the shelters, OSSCs, and helpline centers. In addition, e-learning modules on GBV/domestic violence will be prepared for police officers based on national guidelines for law enforcement procedures in line with the revised LCDV; (ii) fostering the institutionalization of Output 2 interventions through adoption of job descriptions of at least four professionals of MDTs by the Secretariat of Coordination Council for Crime Prevention; and introduction of e-learning modules on GBV/domestic violence for police officers based on the national guidelines for law enforcement procedures in cases of domestic violence; (iii) delivering innovative training of 30 peer educators for PWDs on communication tools to deliver information to PWDs, peer counseling techniques among PWDs, and concepts of domestic violence to reach out to more women and girls with hearing, visual, and mobility disabilities, who are at high risk of gender-based violence. Around 125 PWDs and 150 caregivers will receive services offered by the peer educators. Local nongovernment organizations for PWDs are expected to be engaged under this output and the Japanese involvement will be encouraged in conducting the training.

10. Under the AF, 50% of all multidisciplinary teams nationwide will be trained on effective multidisciplinary response and case management based on the training manual and case management tool kit to be updated under the current project and the local experience sharing study tours will be organized for officials of the EA, PIU and multidisciplinary officials of 5 project sites to provide a learning opportunity from good practices of existing shelters/OSSCs and the shelters established under the current project.

11. **Output 3: Behavior of key stakeholders on prevention, reporting, and protection of survivors improved.** The current project is (i) expanding the existing helpline center 107, which receives distress calls for referral to police and provides psychosocial and legal counseling. Improvements will include software and database system (i.e., immediate referral of urgent calls nationwide and reporting via mobile gadgets through text messaging); and training of new helpline operators on communication first response; and (ii) increasing public awareness on domestic violence, and developing a targeted, and focused BCC campaign in the project sites. The public awareness campaign will cover (a) identifying and preventing domestic violence; (b) reporting domestic violence cases; and (c) supporting and protecting women by providing information on what survivors and/or witnesses of domestic violence can do and where they can go for help in the locality. The project is also producing communication and awareness materials tailored to women and children with disabilities. Community groups will be mobilized to reinforce the communication campaign and provide support mechanisms at the grassroots level. The BCC

campaign will pilot BCC activities engaging 100 men, and 200 adolescent boys and girls in two urban and rural project sites through community and school-based support groups to demonstrate increased understanding of abusive behavior and domestic violence consequences and promote positive role modeling behavior; (iii) to assess the effectiveness/outcome of BCC campaigns, an outcome evaluation study will be conducted. Under this output, three studies will be conducted: (a) qualitative assessment of domestic violence on PWDs; on the basis of this will inform the training of peer educators for PWDs; (b) victimology study focusing on psychological effects of GBV/domestic violence on victims; and (c) criminology research to assess consequences and dynamics of criminal and administrative law interventions in domestic violence cases to inform better tailored justice sector prevention and response mechanisms.

12. The additional financing will (i) pilot an integrated digital ecosystem to expand the hotline center #107 by launching a website and artificial intelligence-based systems including chatbots to increase access to information, and legal, and psychosocial counseling for rural, remote, and underserved communities and for people with disabilities and introduce emergency reporting system. Following international guidelines on web content accessibility, the website will be designed in an accessible way for blind and deaf people; (ii) strengthen the hotline by delivering a training program for the hotline operators on communication first response and the integrated digital ecosystem; (iii) support adoption of international standards on information security management system (ISO 27001) to the hotline operations; (iv) conduct system analysis to ensure technical compatibility, namely through analysis and assessment of original systems against integrated new system requirements for improvement of an entire business process; (v) improve of mandatory training manual on behavior change programs for domestic violence perpetrators and capacity building of 130 training facilitators of the Court Decision Enforcement Agency and police departments nationwide; and (vi) create a learning environment for mandatory behavior change training programs for domestic violence perpetrators through furnishing of 11 training and psychological counseling rooms of Detention Centers in Ulaanbaatar and focus 3 *aimags* of Dornod, Dundgovi, and Zavkhan.

Target *aimags* and list of rooms for furnishing

N	Locations	Rooms for furnishing
1	Dundgovi <i>aimag</i>	Training room and psychosocial counseling room
2	Dornod <i>aimag</i>	Training room and psychosocial counseling room
3	Zavkhan <i>aimag</i>	Training room and psychosocial counseling room
4	Ulaanbaatar capital city	Training room, psychosocial counseling room, library, doctor's office and treatment room, and installment communications system for 44 rooms.

13. This Environmental Checklist has been updated to reflect minor changes and proposed activities under the additional financing. No major environmental impacts by the project are anticipated. This document: (i) describes the project outputs; (ii) assesses the potential environmental benefits and risks of the project activities; (iii) specifies the procedures for screening and categorization of activities, meaningful consultation with stakeholders, and information disclosure requirements; and (iv) describes the institutional arrangements, and monitoring, and reporting procedures.

14. The activities under the additional financing will not involve any civil works and will not support any activities listed in ADB Prohibited Investment Activities List. Therefore, the project category remained unchanged as C for environment, which was cleared during the concept stage on 8 July 2020.

15. The grant proceeds of the overall project will (i) establish the administrative framework for the project, including a steering committee and project implementation unit (PIU); and (ii) finance the specialist support and PIU operational costs required to implement outputs 1–3. The PIU will implement the project on behalf of the executing agency, including accounting, procurement, training, preparation, and dissemination of knowledge products, monitoring, and reporting.

II. ASSESSMENT OF LEGAL FRAMEWORK AND INSTITUTIONAL CAPACITY

A. Legal Framework of Mongolia

16. Mongolia has enacted a comprehensive policy and legal framework for environmental assessment and management. It has policies, legislation, and strategies in place to manage the protected estate, satisfy its international obligations, and to protect the quality of the environment for the health and well-being of its citizens. The hierarchy of policies and legislative provisions for environmental management in Mongolia comprises several layers ranging from the constitution to international treaties, and to environment, and resources protection laws.

17. The basic principle of the Mongolian state environmental policy is that economic development must be in harmony with the extraction and utilization of natural resources, and that air, water, and soil pollution will be controlled. In April 1996, Mongolia's National Council for Sustainable Development was established to manage and organize activities related to sustainable development in the country. The country's strategy is designed for environmentally friendly, economically stable, and socially wealthy development, which emphasizes people as the determining factor for long-term sustainable development.

18. The Government of Mongolia undertook major reforms of environmental laws in the 1990s and again between 2002 and 2017, including laws of land, protected areas, water, forest, wildlife, and native flora resources (Table 1).

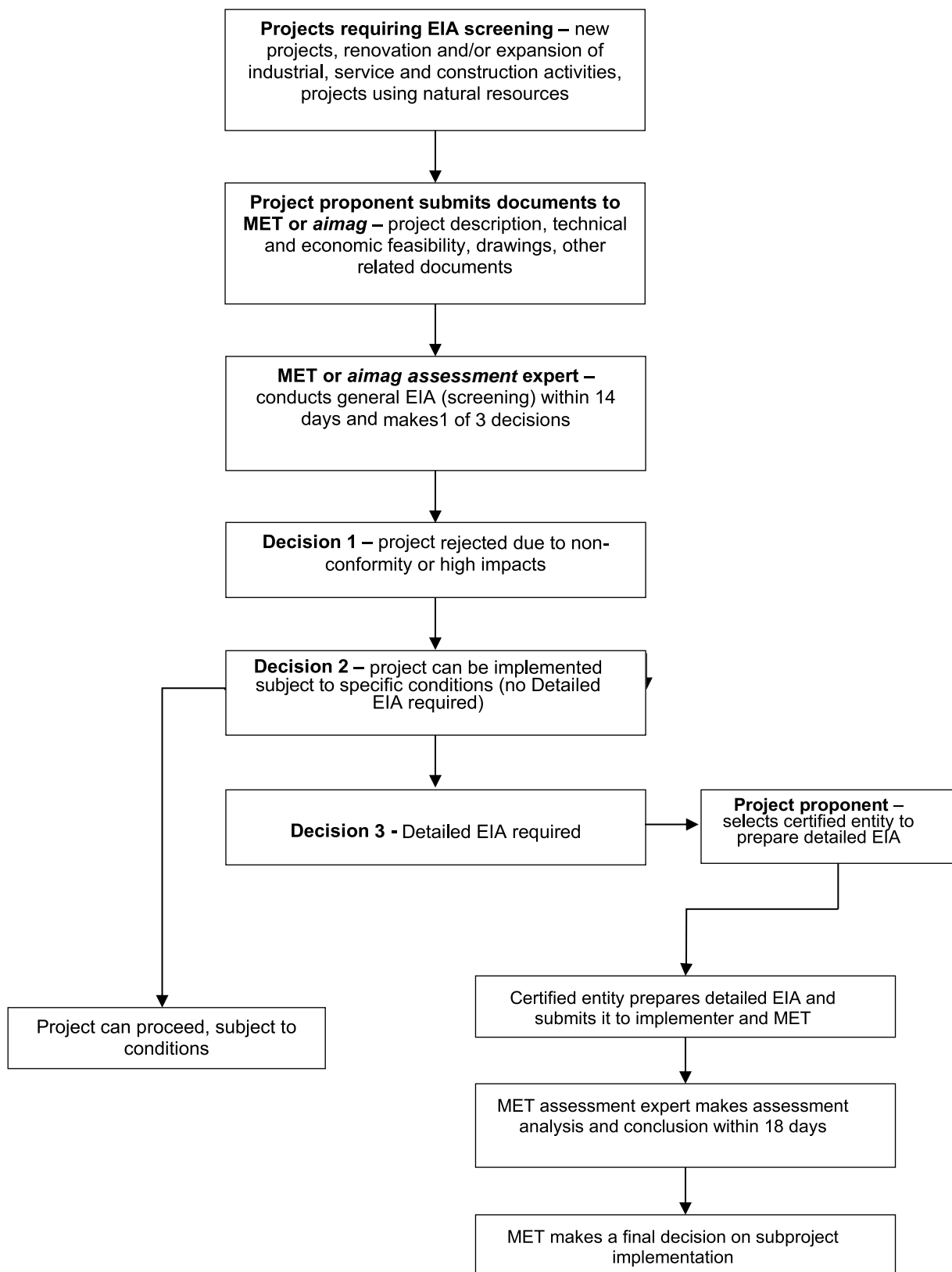
Table 1: National Laws Relating to the Environment and Construction

Resource Type	Law and Year of Passage
Land and Soil Resources	Law on Land, 1994, amended in 2012, last amended in 2017
	Law on Land Use Fees, 1997, renewed in 2002, last amended in 2012
	Law on Land Ownership for Mongolian Citizens, 2002
	Law on Regulation for Implementing the Land Law, 2002
	Law on Subsoil, 1988, last amended in 2015
Forest resources	Law on Forests, 1995, renewed in 2012, last amended in 2017
Water resources	Law on Water, 1995, renewed in 2012, last amended in 2017
	Law on Water Pollution Fees, 2012, last amended in 2017
	Law on Mineral Water, 2003
Plant Resources	Law on Plant Protection, 1996, amended in 2011, last amended in 2015
	Law on Natural Plants, 1995, amended in 2012, last amended in 2015
Wildlife Resources	Law on Fauna, 2000, renewed in 2012, last amended in 2017
National Park Resources	Law on Special Protected Areas, 1996, last amended in 2017
	Law on Buffer Zones, 1997, last amended in 2015
Conservation	Law on Environmental Protection 1995, amended in 2012
	Law on Environmental Impact Assessment, 1998, renewed in 2012, last amended in 2017
	Law on Air, 1995, renewed in 2012, last amended in 2017
	Law on Hazardous and Toxic Chemicals, 2006, last amended in 2017
	Law on Hydrology, Meteorology and Environmental Monitoring, 1997

	Law on Cultural Heritage Protection , 2001, revised in 2005, last amended in 2015
	Law on Natural Resource Use Fees, revised in 2012, last amended in 2017
Sanitation and Waste	Law on Waste, 2012, renewed in 2017
	Law on Hygiene, 2016, last amended in 2017
	Law on the Usage of Water Supply and Sanitation Facilities in Urban Area, 2011, last amended in 2017
	Law on Prohibition of Disposal of Household and Industrial Waste, 2012
Construction	Law on Buildings, 2008, renewed in 2016, last amended in 2017
Other	Law on Food, revised 2012, last amended in 2017
	Law on Food Safety, 2012, last amended in 2017
	Law on Labor Safety and Hygiene, 2008, last amended in 2016
	Law on State Inspection, 2003, last amended in 2017

19. **Environmental assessment requirements of Mongolia.** National requirements for environmental assessment are regulated by the Law on Environmental Impact Assessment (EIA) (1998, revised in 2012). The law applies to all new projects, as well as rehabilitation, and expansion of existing industrial, service, or construction activities, and projects that use natural resources. The purpose of the law is environmental protection, the prevention of ecological imbalance, the regulation of natural resource use, and the assessment of environmental impacts of projects and procedures for decision-making regarding the implementation of projects. The EIA process in Mongolia is summarized in Figure 1.

Figure 1: Environmental Impact Assessment Process in Mongolia



20. There are two levels of EIA defined under the Law on Environmental Impact Assessment (2012) as follows:

- (i) General EIA (GEIA). To initiate a GEIA, the project proponent submits to the MET or *Aimag* Environment and Tourism Agency a brief description of the project, including feasibility study, technical details, drawings, baseline description of the project environment, and a written opinion of the *soum* governor. These documents form the basis of the GEIA process, which will have one of three conclusions: (a) project is rejected because of non-conformity with national laws and/or the severity of impacts; (b) project may proceed, subject to specific conditions; or (c) a detailed EIA (DEIA) is necessary. Assessment by the relevant agencies generally takes 14 working days.
- (ii) Detailed EIA. The scope of the DEIA is defined in GEIA conclusions. The DEIA is prepared by an accredited national entity. The DEIA is submitted by the project proponent to MET and *aimag* government. The reviewer(s) of the GEIA also review the DEIA, generally within 18 working days, and present the findings to the MET. Based on the content of the DEIA, reviewer conclusions, and any additional comments by MET departments, MET issues a decision on whether to approve or reject the project.

B. ADB Environmental Safeguard Requirements

21. **Safeguard Policy Statement (SPS).** Environmental safeguards requirements, including EIA requirements, are defined in ADB's SPS (2009).⁵¹ All projects funded by ADB must comply with ADB's SPS (2009) to ensure they are (i) environmentally sound; (ii) designed to operate in compliance with applicable domestic regulatory requirements; and (iii) are not likely to cause significant environmental, health, or safety hazards. The SPS promotes international good practice as reflected in internationally recognized standards such as the World Bank Group's Environmental, Health and Safety Guidelines (2007).⁵²

22. On 21 July, 2020, ADB released "ADB Internal Good Practice Advisory Note" (GPAN) to protect the safety and well-being of workers and communities from COVID-19 risks in ADB-funded projects. The GPAN provided guidance on managing potential project level occupational and community health and safety issues associated with COVID-19. Based on recommendations and references provided in the GPAN, basic infection prevention measures at workplace included in the environmental management table, while taking into consideration of national requirements and circumstances.

III. ANTICIPATED ENVIRONMENTAL IMPACTS

23. This section summarizes the potential environmental impacts of the project based on assessment of the planned activities under each output. The output 1 includes the planned structural works for the project: the establishment of model shelters for survivor women and children of domestic and sexual violence. Under this activity, small-scale rehabilitation of existing buildings into model shelters and #107 hotline center in each project sites are planned. Minor civil work would include wall surfacing, windows, doors and floor replacement, and/or painting of windows, roof maintenance, connection to drinking water, and sewage networks, electricity if required, and installation of cameras. Also construction of a new shelter with capacity of accommodating up to 25 persons in Songinokhairkhan District, Ulaanbaatar. Furthermore, an additional story/floor on the existing one-story building in Sukhbaatar *aimag* is planned. The

⁵¹ ADB's SPS is available in English and Mongolian language at: <http://www.adb.org/documents/safeguard-policy-statement>; and, <http://www.adb.org/mn/documents/safeguard-policy-statement>

⁵² <http://www.ifc.org/ifcext/enviro.nsf/Content/EnvironmentalGuidelines>

location map of the project area and a list of proposed rehabilitation works in existing buildings are shown in Attachment 1 and 2. Impacts arising from rehabilitation, demolition of existing building, and construction of new shelter are insignificant and reversible; impacts that will arise from small civil works and construction of new shelter will be low/limited and localized. Construction-related disturbances such as noise, dust, solid, and liquid waste pollution, workers' camp disturbances, and traffic safety can be managed with standard construction practices and guidelines. All activities under output 2 comprise non-structural measures and do not involve any physical works. No environmental impacts are anticipated for output 2. The output 3 includes the expansion of the existing helpline center #107, which receives distress calls, provides psychological and legal counseling, and refers calls to the police. Improvements will include: software and database system and training of new helpline operators on communication first response. Under the output, 11 training, and psychological counseling rooms of Detention Centers in Ulaanbaatar and 3 *aimags* of Dornod, Dundgovi, and Zavkhan will be furnished and mandatory training manual will be prepared on behavior change programs for domestic violence perpetrators. Moreover, capacity building for 130 training facilitators of the Court Decision Enforcement Agency and police departments nationwide will be carried out. Anticipated impact on environment from this output is negligence.

24. In summary, the overall project does not involve any major infrastructure construction or civil works which could generate major environmental impacts. The minor negative environmental impacts will occur during construction associated with increased level of noise and dust because of the usage of vehicles and building mechanisms. Some construction debris will be generated during rehabilitation works. Risks to occupational and community health and safety from construction activities are also considered potentially relevant. Construction activities will be accommodated within existing premises avoiding land acquisition and/or resettlement. There will be no temporary or permanent loss of land or other assets.

IV. ENVIRONMENTAL ASSESSMENT FOR PROJECT ACTIVITIES

25. The project is category C for environment as only an activity of rehabilitating shelters will likely to have minimal or no adverse environmental impacts. No environmental assessment and formal procedure is required for category C projects although environmental implications need to be reviewed. This section provides a simple procedure for screening and rehabilitation of shelters (under output 1). The executing agency and PIU will have main responsibility to implement this checklist.

STEP 1: SCREENING OF ENVIRONMENTAL IMPACTS

26. **Step 1.1. Exclusion criteria.** Activities which involve the following will not be supported by the project:

- (i) Involuntary resettlement, land acquisition, or influx of workers.
- (ii) Infrastructure construction and major civil works, including major earthworks, dams, irrigation, drainage works, roads, land clearance, or significant heavy vehicle traffic.
- (iii) Exposure to hazardous waste.
- (iv) Installation of project facilities within waterway protection zones.
- (v) Impacts on any ecological values, protected areas, and/or cultural sites.
- (vi) Warrant classification as environment category A or B under the SPS (2009).⁵³

⁵³ Category A: likely to have significant adverse environmental impacts that are irreversible, diverse, or unprecedented. These impacts may affect an area larger than the sites or facilities subject to physical works. Category B: potential

- (vii) Listed in ADB Prohibited Investment Activity List (Attachment 3).
- (viii) Require a DEIA under Mongolia's *Law on Environmental Impact Assessment* (2012).

27. **Step 1.2. National screening requirements—GEIA.** MET has advised that the small-scale project activities, which are intended to result in environmental benefits, probably do not require a GEIA (General Environmental Impact Assessment). This will be confirmed at the project implementation. The executing agency and PIU will submit the proposed project activities and designs to the *Aimag* or Ulaanbaatar City Environment and Tourism Agency, which will assess whether a GEIA is required. If a GEIA is required, the PIU, with support of the Environment Specialist will send a request to *Aimag* or Ulaanbaatar City Environment and Tourism Agency for carrying out a GEIA with all supporting documents. These would include: (i) description of the project activity, location map, and designs; (ii) baseline environmental description of the project area; (iii) written opinion of the *Aimag* or District Governor's Office regarding relevance of the activity for local development programs and livelihoods; and (iv) copy of relevant certificates of land tenure and use. The project will not implement any activities requiring a Detailed EIA.

Step 1.3. ADB screening requirements. As a category C project, all planned activities, and any new activities that may be identified during implementation, must comply with the exclusion criteria in Step 1.1 and meet ADB's requirement of minimal or no adverse impacts. During preparation of the detailed designs for each activity, the PIU will review the scope of the rehabilitation activities and make sure that no major environmental impacts are anticipated.

STEP 2: PRE-CONSTRUCTION ACTIVITIES

28. **Step 2.1. Environment Management Table.** A simple Environment Management Table (EMT) has been prepared to mitigate any potential negative impacts and health and safety risks during rehabilitation work of buildings (Attachment 4). The EMT includes basic requirements for implementation and supervision of works. The civil works will be carried out by contractors and will be under the guidance of the PIU team and *aimag*/district government personnel. The EMT requires the contractors and *aimag*/district personnel, guided by the PIU team to plan and rehabilitate buildings identified for shelter. The EMT defines prohibited activities and simple environmental and housekeeping practices, including community, and/or worker health and safety and reporting and communication requirements. The EMT will be included in the tender documents and attached to each civil works contract. The contractors are required to follow these requirements.

29. **Step 2.2. Preparation of tender documents, evaluation of bids, and procurement of materials, and equipment.** The PIU will incorporate these environmental safety guidelines, including the EMT (Attachment 4) and environmental clauses (Attachment 5), as specifications in the tender documents for contractors. The PIU will assist MOJHA in the bid evaluation process and assessing compliance with the specifications (to be documented in a bid evaluation report). Civil works and equipment will be procured in accordance with ADB's Procurement Guidelines (as amended from time to time).

30. **Step 2.3. Confirmation of project readiness.** After contract award but before construction commencement, the PIU team, *aimag*/district project personnel shall confirm that: (i)

adverse environmental impacts are less adverse than those of category A projects. These impacts are site-specific, few if any of them are irreversible, and in most cases mitigation measures can be designed more readily than for category A projects (ADB's Safeguard Policy Statement, 2009).

the contractor has informed workers of the project EMT (including occupational health and safety procedures), has appointed a site manager, and has disclosed information to local residents or neighboring entities or institutions about the works.

STEP 3: CONSTRUCTION (E.G., REHABILITATION) PHASE ACTIVITIES

31. **Step 3.1. Implementation of the EMT.** During construction, the contractor has overall responsibility for EMT implementation. The contractor will cover the costs for any required mitigation measures. The contractor will consult with the PIU, *aimag*/district government, and residents as necessary so that stakeholders are informed of progress. The PIU and *aimag*/district agencies will consult with the MOJHA and residents, as necessary, so that stakeholders are informed of progress.

32. **Step 3.2. Supervision, site inspections, and public consultation.** During rehabilitation works, the PIU will inspect the activities and sites to assess contractor and/or household compliance with the project EMC. Inspections shall follow the site inspection checklist for the project (Attachment 6). The PIU will fill out the checklist during these inspections and submit them to SCCCPC as part of the annual progress reporting. In the event of any violations, accidents, or risks to the environment, the contractor, *aimag*/district agencies will notify the PIU. Public consultation will mainly rely on informal discussions with residents, *aimag*/district agencies, and other stakeholders, as necessary.

33. **Step 3.3. Construction completion, audits, and reporting.** At the end of construction, a simple completion audit will be conducted by the *Aimag*/District environment and/or GASI inspector to ensure the safety of each facility and conformity with the agreed design. The PIU will prepare a brief completion report for the activity, including a copy of the inspector's certification of completion, and submit this with the project annual reports.

STEP 4: OPERATION PHASE

34. The rehabilitated shelters will be operated and maintained by the local governments, the Family, Children, and Youth Development Departments, and police offices.

V. CONSULTATION, INFORMATION DISCLOSURE, AND GRIEVANCE REDRESS MECHANISM

A. Consultation and Participation

35. Meaningful public consultation and participatory planning with stakeholders is a key approach for the project and is embedded in all project activities. The successful application of the project activities will require the active support and participation of communities and other stakeholders. Extensive project training and stakeholder collaboration will occur at all stages of project implementation. Meaningful consultation is a process that (i) begins early in the project preparation and is carried out on an ongoing basis throughout the project cycle; (ii) provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people; (iii) is undertaken in an atmosphere free of intimidation or coercion; (iv) is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups; and (v) enables the incorporation of all relevant views of affected people and other stakeholders into decision-making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.

36. Consultations and meetings will be led by the PIU specialists and project personnel. Consultations will include other key stakeholders as necessary (especially CSOs), be culturally sensitive, and be conducted in a manner commensurate with the impacts or benefits to affected communities. The consultation process shall also be used to introduce and discuss the project grievance redress mechanism (GRM; Section C). Stakeholder consultations for the project shall be documented by the PIU and included in the project progress reports. This shall include details of any project related environmental issues and concerns raised by stakeholders and how these will be addressed by the project. Proof of consultations such as attendance sheets, minutes of meetings, and pictures shall be included in the documentation. A sample template for the consultation record is in this checklist (Attachment 7).

B. Information Disclosure

37. The PIU will be responsible for ensuring that: (i) all project public information, including results of consultations, is stored as part of the project record; and (ii) are made available to stakeholders, in a form, language, and at a location in which they can be easily accessed by all stakeholders including affected people.

C. Grievance Redress Mechanism

38. Under the current project, the EA has established a GRM to receive and facilitate resolution of any environment-related concerns or grievances about the project on 30 June 2020. The GRM aims to address affected people's issues promptly using an understandable, and transparent process that is gender-responsive, culturally appropriate, and readily accessible to all stakeholders at no cost and without retribution. The GRM does not impede access to the national legal system. All project agencies (Table 3) are expected to inform the PIU of any complaints received. The GRM has been publicly disclosed during the rehabilitation of the shelters. In the event of a grievance issue, up to three stages will be implemented as follows:

- (i) Stage 1 (maximum 7 days): If a concern arises during construction, the affected person may raise the issue with the *aimag*/district project staff, PIU, contractor, or community representatives. All agencies will be aware of the GRM and will be requested to immediately report any incidents to the PIU. If the issue is resolved directly between the affected person and agency, no follow-up is required.
- (ii) Stage 2 (maximum 7 days): If the issue is not resolved, the affected person can submit an oral or written complaint to the SCCCP. The SCCCP, after discussing with the PIU and other stakeholders as needed, will reply within one week. The PIU will maintain a written record of the whole process.
- (iii) Stage 3 (maximum 10 days): If the issue is still not resolved, the PIU will, if agreed by the affected person, arrange a meeting with MOJHA, PIU, and relevant *aimag*/district representatives to identify a solution. This meeting, and implementation of the solution, will be achieved within 10 days. If the issue still cannot be resolved it will be referred to the relevant higher authorities. The PIU will report all incidents to ADB, and may do so at any of Stages 1–3, but will do so immediately if Stage 3 is reached.

VI. INSTITUTIONAL ARRANGEMENTS AND RESPONSIBILITIES

39. Implementation and institutional arrangements for the project agencies, and roles and responsibilities, are summarized in Table 3. MOJHA is the executing agency (EA), and the Secretariat of Coordination Council for Crime Prevention (SCCCP) under the MOJHA, the Ministry

of Labor and Social Protection, and the Authority for Family, Child, and Youth Development are the implementing agencies (IA).

40. The PIU will be responsible for daily implementation of the project. The PIU will comprise a team of full-time and part-time consultants recruited for the project, including a project coordinator, finance/admin officer, a social, and gender specialist, office manager/translator, procurement officer, four field coordinators, and other technical specialists. The PIU will represent the executing and implementing agencies and will lead coordination, planning, and implementation of the project targets and requirements for administration, monitoring, and reporting. PIU team will be based at MOJHA's office in Ulaanbaatar.

41. The project steering committee (PSC) will provide oversight to the activities of the implementing agencies and PIU. The PSC will be chaired by the Vice Minister of Justice and Home Affairs. The PSC will review and assess project implementation progress and plans, and will advise on policy matters related to the project. The PSC will meet at least semi-annually. PSC members will include representatives of MOF, MOJHA, MLSP, AFCYD, CSO, and the two project district governors. The project coordinator will be an ex-officio member. Sub-steering committees in the focus three *aimags* will include relevant sector representatives and CSOs, and will oversee implementation progress in the project sites. The technical advisory group at MOJHA will comprise specialists of the IAs and 1-2 CSOs to conduct technical review of the project documents. Observers to the PSC will include ADB and the Embassy of Japan.

42. The PIU (especially the environment specialist) will be responsible for implementation of this environmental management checklist, supported by the SCCCP, and the MOLSP. The terms of reference for the environmental specialist (Attachment 8) is included in the Project Administration Manual, Section D: Consultant Terms of Reference.

Table 3: Project Implementation Organizations – Roles and Responsibilities

<p>Executing agency: Ministry of Justice and Home Affairs</p>	<ul style="list-style-type: none"> • Assumes overall accountability and responsibility for project planning, management, and implementation • Ensures timely and effective execution of the grant agreement • Co-signs approval for withdrawal application from project imprest account (with MOF) • Submits progress reports to ADB • Facilitates auditing of project accounts • Chairs the Project Steering Committee • Overall guidance and support to implementing agencies • Address any safeguards assessments and issues, if required • Provides timely policy support
<p>Implementing agencies: Secretariat of Coordination Council for Crime Prevention under MOJHA Ministry of Labor and Social Protection Authority for Family, Child, and Youth Development</p>	<ul style="list-style-type: none"> • Assume direct accountability and responsibility for implementation of project outputs 1–4 • Submit progress reports to executing agency • Members of the PSC • Coordinates the preparation and delivery of any domestic environmental or social safeguard requirements • Coordination with the PIU • Facilitate project stakeholder activities e.g., meetings, and trainings, community engagement • Review PIU progress reports
<p>Oversight body: Project Steering Committee (PSC)</p>	<ul style="list-style-type: none"> • Comprised of: Chair (Vice Minister of MOJHA), Members (SCCCP, Monitoring and Evaluation, and Internal Auditing Department, MOJHA, MOH, MOF, MLSP, AFCYD, Secretariat of National Committee on

	<p>Gender Equality, General Police Authority, Mongolian Women's Fund, and a Secretary (PIU Coordinator)</p> <ul style="list-style-type: none"> • Reviews and assesses project implementation progress and plans • Provides advice on policy matters related to the project, especially advocacy, and facilitation for prevention and multidisciplinary responses to domestic violence against women and children • Meets at least semi-annually
PIU: based at MOJHA office	<ul style="list-style-type: none"> • Consists of a project coordinator, finance and admin officer, procurement officer, M&E specialist, and 4 field coordinators (based in each three <i>aimags</i> and at PIU) • Supports the executing and implementing agencies for daily project coordination, planning, implementation, financial management, and procurement • Monitors project progress against the DMF, PAM, GAP and Stakeholder Communication matrix • Ensures compliance with the project safeguard requirements in the environmental safety guidelines and SGAP, including periodic site inspections • Prepares quarterly and annual project progress reports
ADB	<ul style="list-style-type: none"> • Oversees project administration and timely execution of the grant agreement by the executing and implementing agencies • Disburses grant proceeds • Reviews and, as needed, approves procurement, consultant recruitment, progress reports, and audit reports • Reviews project compliance and targets against the DMF, environmental safety guidelines, SGAP, PAM, and community funds screening criteria • Monitors project progress and conducts review missions • Disclose monitoring reports on ADB public website • Observer to the project steering committee <p>Coordination with EOJ in Mongolia, JICA and JFPR</p> <ul style="list-style-type: none"> • Invite EOJ in Mongolia, JICA, and JFPR to project events or missions • Inform on project progress and provide key reports and materials • Inform and/or discuss potential changes in scope • Respond to inquiries and/or information requests • Support donor visibility for dissemination of outcomes and lessons
Project Sub-Steering Committees in 3 <i>aimags</i>	<ul style="list-style-type: none"> • Comprises 7-8 members: Chair (Governor/Head of Citizens' Representative Khural), Members (Coordination Sub-council for Crime Prevention; head of Social Policy Division; head of Legal Division; head of Child and Family Development Division; 1-2 Members (CSOs), and a Secretary (Field Coordinator) • Supports the project site coordinator and project site team by providing guidance on project activities and implementation • Reviews project plans and implementation progress at the project site • Communicates issues and suggestions for the project site activities to the PSC
Technical Advisory Group at MOJHA	<ul style="list-style-type: none"> • Comprises 5 members: Specialist of SCCCP, Specialist of MLSP, Specialist of AFCYD, 1-2 Members (CSOs) • Supports the EA, IAs, and PSC by providing technical guidance on project activities and implementation • Reviews project activities from a technical perspective • Communicates issues and suggestions for the project activities
Other Participating Agencies:	<ul style="list-style-type: none"> • Represents GOM for grant negotiations • Signs grant agreement and project approval on behalf of GOM

MOF	<ul style="list-style-type: none"> • Co-signs withdrawal applications from project imprest account together with MOJHA • Reviews project progress and/or audit reports as needed
CSOs and other donors	<ul style="list-style-type: none"> • Project will collaborate and coordinate with existing donor efforts for prevention of and response to domestic violence • CSO(s) will be a member(s) of the project steering committee
EOJ in Mongolia	<ul style="list-style-type: none"> • Represents the Government of Japan and JFPR fund • Observer to the steering committee • May choose to attend project events, meetings, and field sites • Guidance and feedback on Japanese visibility in project activities

ADB = Asian Development Bank, CSO = civil society organization, EMP = environmental management plan, EOJ = Embassy of Japan, FCYDA = Family, Children, and Youth Development Agency, GAP = gender action plan, GOM = Government of Mongolia, JFPR = Japan Fund for Poverty Reduction, JICA = Japan International Cooperation Agency, MOF = Ministry of Finance, MOJHA = Ministry of Justice and Home Affairs, MOH = Ministry of Health and Sports, MLSP = Ministry of Labor and Social Protection, PAM = project administration manual, PIU = project implementation unit, PSC = project steering committee, SCCCPC = Secretariat of Coordination Council for Crime Prevention.

VII. MONITORING AND REPORTING

43. **Monitoring.** Because of the minor scope of works, no detailed safeguard monitoring of environmental conditions will be implemented. Instead, a simple environmental supervision checklist (Attachment 6) will be used to monitor compliance of households and/or contractors with the EMC.

44. **Reporting.** The PIU will provide quarterly and annual project progress reports to the SCCCPC, MOLSP, project steering committee, and ADB. These progress reports will document: (i) project implementation status; (ii) status of financial management; (iii) results of procurement for goods and works; (iv) results of project activities (e.g., training); (v) analysis of any monitoring data against relevant standards; and (vi) implementation of these environmental safety guidelines (e.g., environmental mitigation measures implemented, construction monitoring, contractor performance, completion inspections, any incidents, or complaints received, GRM implementation, and what corrective actions were undertaken). Given the small and simple scope of this checklist, separate environmental reports to ADB, and more frequent reporting (e.g., monthly) is not required. However, during the rehabilitation period, the contractors should send a monthly report about the EMT implementation progress to PIU.

45. **Documentation and data storage.** The PIU will be responsible for maintaining systematic and organized records for all project information, including environmental documents, and reports.

ATTACHMENTS

Attachment 1. Location Map of Proposed Buildings for Rehabilitation under the Current Project

1. Location and photo image of proposed building in Ulaangom city, Uvs aimag



2. Location and photo image of proposed building in Baruun-Urt city, Sukhbaatar *aimag*



3. Location and photo image of proposed building in Sukhbaatar city, Selenge aimag



4. Location and photo image of proposed building in Songinokhairkhan District, Ulaanbaatar city



5. Location and photo image of proposed building in Nalaikh district, Ulaanbaatar city



Attachment 2. List of Buildings to Be Rehabilitated under the Current Project

No.	Aimags/District	Proposed building	Existing conditions				Proposed rehabilitation work					Remarks
			Built year	Building size	Water network	Heating network	Heating	Electricity	Wall, Door, Window, Floor	Sewage water	Drinking water	
1	Ulaangom city, Uvs aimag	Police department	2002	70.7 m ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Demolishing of existing reinforced concrete walls. Rehabilitation of rooms
2	Baruun-Urt city, Sukhbaatar aimag	Police department	1981	50 m ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Build one more floor on the current one-story building
3	Sukhbaatar city, Selenge aimag	Police department	2008	91 m ²	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Extension for kitchen, dining room, and two offices. Rehabilitation of rooms
4	Songinokhairkhan District, Ulaanbaatar city	Child and Women's shelter, Family, Child, and Youths Development Department	1993	123 m ²	No	No	Yes /Individual heating system/	Yes	Yes	Yes /Municipal sewage system/	Yes /Municipal water supply system/	Demolishing of existing building. New construction of two story building
5	Nalaikh district, Ulaanbaatar city	Child and Women's shelter, Family, Child, and Youths Development Department	2017	229 m ²	Yes	Yes	Yes	No	Yes	Yes	No	Split 1 room into 2. Rehabilitation of rooms

Attachment 3. ADB List of Prohibited Investment Activities

1. The use of ADB funds is strictly prohibited for the following activities (ADB's Safeguard Policy Statement, 2009).

- (i) Production or activities involving harmful or exploitative forms of forced labor⁵⁴ or child labor.⁵⁵
- (ii) Production of or trade in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements or subject to international phase-outs or bans, such as (a) pharmaceuticals,⁵⁶ pesticides, and herbicides,⁵⁷ (b) ozone-depleting substances,⁵⁸ (c) polychlorinated biphenyls⁵⁹ and other hazardous chemicals,⁶⁰ (d) wildlife or wildlife products regulated under the Convention on International Trade in Endangered Species of Wild Fauna and Flora,⁶¹ and (e) transboundary trade in waste or waste products.⁶²
- (iii) Production of or trade in weapons and munitions, including paramilitary materials.
- (iv) Production of or trade in alcoholic beverages, excluding beer, and wine.⁶³
- (v) Production of or trade in tobacco.
- (vi) Gambling, casinos, and equivalent enterprises.
- (vii) Production of or trade in radioactive materials,⁶⁴ including nuclear reactors and components thereof.
- (viii) Production of, trade in, or use of unbonded asbestos fibers.⁶⁵
- (ix) Commercial logging operations or the purchase of logging equipment for use in primary tropical moist forests or old-growth forests.
- (x) Marine and coastal fishing practices, such as large scale pelagic drift net fishing and fine mesh net fishing, harmful to vulnerable, and protected species in large numbers and damaging to marine biodiversity and habitats.

⁵⁴ All work or services not voluntarily performed i.e., extracted from individuals under threat of force or penalty.

⁵⁵ Employment of children whose age is below the host country's statutory minimum age of employment, or, in contravention of International Labor Organization Convention No. 138 "minimum Age Convention" (www.ilo.org).

⁵⁶ A list of pharmaceutical products subject to phase outs or bans is available at <http://www.who.int>.

⁵⁷ A list of pesticides and herbicides subject to phase outs or bans is available at <http://www.pic.int>.

⁵⁸ A list of the chemical compounds that react with and deplete stratospheric ozone resulting in the widely publicized ozone holes is listed in the Montreal Protocol, together with target reduction and phase out dates. Information is available at <http://www.unep.org/ozone/montreal.shtml>.

⁵⁹ A group of highly toxic chemicals. Likely to be found in oil-filled electrical transformers, capacitors, and switchgear dating from 1950 to 1985.

⁶⁰ A list of hazardous chemicals is available at <http://www.pic.int>.

⁶¹ A list is available at <http://www.cites.org>.

⁶² As defined by the Basel Convention; see <http://www.basel.int>.

⁶³ Does not apply to project sponsors who are not "substantially involved" in these activities i.e., the activity concerned is ancillary to a project sponsor's primary operations.

⁶⁴ Does not apply to the purchase of medical equipment, quality control (measurement) equipment, and any equipment for which ADB considers the radioactive source to be trivial and adequately shielded.

⁶⁵ Does not apply to purchase and use of bonded asbestos cement sheeting where the asbestos content is <20%.

Attachment 4. Environmental Management Table (EMT)

This EMT is developed for the Combating Domestic Violence against Women and Children Project. It defines the basic requirements for implementation and supervision of minor civil works. The EMT requires the project management unit, and contractors to plan for construction, including consultation with potentially affected stakeholders e.g., nearby communities. It also defines good environmental and housekeeping practices, occupational and community health and safety requirements, and communication requirements. The EMT will be included in the tender documents and will form part of all civil works contracts. Contractors are expected to follow these requirements. The contractors will be made aware of their obligations to comply with this EMT, and to budget EMT implementation costs in their bids.

Table1: Environmental Management Table

Potential Issues	Mitigation Measures	Implementing Agency	Supervising Agency	Monitoring Indicators
PRE-CONSTRUCTION PHASE				
Institutional strengthening	<ul style="list-style-type: none"> Establish PIU team, operations, and coordination with relevant stakeholders 	Implementing agency	executing agency, ADB	PIU established
Design of project facilities to be rehabilitated	<ul style="list-style-type: none"> Review proposed activity against exclusion criteria (see Section IV of this environmental management checklist) Utilize pre-fabricated or locally-sourced materials to minimize on-site construction works 	PIU	implementing agency, ADB	Designs comply with GASI environment, health, and safety standards
Bidding documents and contractors qualifications	<ul style="list-style-type: none"> Include this environmental management checklist as annex to 'requests for proposals' Ensure that civil works contracts are responsive to this EMC and that mitigation and monitoring measures are budgeted 	PIU	implementing agency, ADB	Tender and documents, civil works contracts
Training	<ul style="list-style-type: none"> Conduct training about occupational health and safety and mitigation measures reflected in the EMC 	Contractor	PIU, implementing agency	Random and regular household inspections by PIU
Laws and regulations; permits and licenses	<ul style="list-style-type: none"> Contractors will secure any necessary permits and licenses before undertaking the works Construction works will comply with domestic laws and technical standards 	Contractor	PIU, implementing agency	Copy of approved permits and licenses
Information disclosure, hotline	<ul style="list-style-type: none"> Contractors shall display project information and contact details on public notices 	Contractor,	PIU, implementing agency	PIU progress report
CONSTRUCTION PHASE				
Prohibited activities	<ul style="list-style-type: none"> The contractor will not: (i) remove or disturb any vegetation, natural habitats, flora, fauna, or cultural heritage objects; (ii) spill any pollutants e.g. petroleum products; (iii) burn any wastes; (iv) dispose of rubbish or construction wastes on-site 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form
Wastewater and sewage	<ul style="list-style-type: none"> Dispose wastewater in a designated place, ensure latrines for construction workers, if required 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form

Potential Issues	Mitigation Measures	Implementing Agency	Supervising Agency	Monitoring Indicators
Solid waste	<ul style="list-style-type: none"> • Store materials in small areas to minimize area of construction disturbance • Cover materials with cover/sheet to avoid: (i) runoff of oils or other chemicals from machinery during rains and, (ii) dust from wind • Regularly remove construction waste and clean the construction site • Upon completion, remove all construction waste materials • Recycle as many materials as possible • Prior to demolition and rehabilitation, search existing facilities for chemicals and any other substances such as asbestos or asbestos containing materials (ACM) • If toxic solid waste is found during construction, construction activities should be suspended and consult with local inspectors to define appropriate actions • Regularly haul construction waste to an approved disposal site with local authorities 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form
Construction noise	<ul style="list-style-type: none"> • Maintain equipment in good working order • Operate between 07:00-22:00 subject to agreement with residents and/or other stakeholders • Communicate with residents to seek any feedback or suggestions on noise disturbance • Overall risk is small because of minor nature of the civil works 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form
Air pollution (construction dust, machinery and vehicle air emissions)	<ul style="list-style-type: none"> • Prohibit the use of any large machinery • Maintain well-kept machinery to minimize exhaust emissions • Avoid clearance of any existing vegetation or habitats • Overall risk is small because of minor nature of the civil works • Regular watering of construction site to avoid dust 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form
Traffic safety	<ul style="list-style-type: none"> • Adjustment of working hours to local traffic patterns, e.g, avoiding major transport activities during rush hours • Ensure safe access to office facilities, shops and residents during rehabilitation works 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form, number of incidents
Occupational health and safety	<ul style="list-style-type: none"> • Provide safe supply of clean water for workers • Provide personal protection equipment for workers in accordance with relevant health and safety regulations • Establish emergency response procedures to address any accidents or emergencies and include these in the EMC • Document occupational accidents, diseases, and incidents • Display emergency contact numbers for local fire, medical, and police services in a prominent place 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form, number of incidents
COVID – 19 prevention measures	<ul style="list-style-type: none"> • All civil work contractors should implement basic infection prevention measures at workplace including: Carry out thermal screening for workers and visitors at construction sites and provide regular instruction on COVID-19 prevention measures Provide hand washing facilities, and dispensers, or hand sanitizer at entry points, and provide face masks Workers and visitors who are unwell or who develop symptoms consistent with COVID-19 should be urged to stay at home, self-isolate, and inform medical professional 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form, number of incidents

Potential Issues	Mitigation Measures	Implementing Agency	Supervising Agency	Monitoring Indicators
	<p>Provide regular information about the risk of COVID-19 using official sources</p> <p>Avoid crowding by ensuring minimum number of workers in canteen at any one time to reduce congregation, and take measures to keep physical distance of at least 2 meters by seats</p> <p>Enhance cleaning and disinfection in workers' canteen, clean every 2 hours objects and surfaces that are touched regularly by using soap, usual cleaning materials, and alcohol based products as per recommendations by WHO</p> <p>Organize consultation meetings as short as possible with involvement of minimized number of persons.</p> <p>Report implementation status of COVID-19 prevention measures to PIU on monthly basis</p>			
Community health and safety	<ul style="list-style-type: none"> Identify potential risks or disturbance to residents and/or disruption to services If necessary, develop measures to minimize disruption, include these in the EMC, and communicate them (including dates, duration) in advance to all affected people If needed, display signs outside facilities to warn general public of potential hazards e.g., equipment, and materials Secure any construction sites, especially at night 	Contractor	PIU, implementing agency	PIU progress report, GASI inspection form, number of incidents
Grievance redress mechanism	<ul style="list-style-type: none"> <i>Aimag</i>/District staff, and/or contractor to immediately report any complaints received to PIU All project agencies to be aware of GRM Workers to be instructed to treat residents and public with respect 	Contractor and/or <i>Aimag</i> / District staff	PIU, implementing agency	PIU progress report, number of incidents, complaints
OPERATION PHASE				
Management of shelters and/or equipment	<ul style="list-style-type: none"> Project stakeholders apply the training received in the construction phase to operate the shelters Maintain project equipment as per operational procedures developed at design stage Implement the O&M procedures developed by the project: (i) daily maintenance of shelters; and (ii) proper solid waste management practices Implementing agencies review and revise procedures as needed 	Project agencies	IA, EA	Progress report

ADB = Asian Development Bank, EMC = Environmental Management Checklist, GASI = General Agency for Specialized Inspection, O&M= operation and maintenance, PIU = project implementation unit.

Attachment 5. Environmental Safeguard Clauses for Civil Works Contracts

1. For any contractors to be engaged by the project (especially for the rehabilitation works), the general environment, health, and safety obligations within the contract shall, without prejudice to other official provisions in force, include the following:

- (i) The Contractor shall ensure that the construction of project facilities comply with (a) all applicable laws and regulations of Mongolia relating to environment, health and safety; (b) the environmental safeguards stipulated in ADB's Safeguard Policy Statement (2009); and (c) all measures and requirements described in the EMC (Attachment 6).
- (ii) The Contractor shall prominently display contact details at the sites. The Contractor shall disseminate information on construction progress in a timely manner, including anticipated activities that might cause safety risk.
- (iii) The Contractor shall implement the relevant actions of the project grievance redress mechanism (GRM). This includes: responding to any complaints within seven days; if the issue is not resolved, following up immediately with the project management unit (PIU) and resolving it within 7 days; or if still not resolved, following the subsequent advice given by the executing agency and PIU in accordance with Stages 1–3 of the GRM.
- (iv) The Contractor shall ensure that all workers treat residents and other stakeholders with respect and undertake their work and behavior in a culturally respectful manner.
- (v) The Contractor shall secure the necessary permits and licenses before undertaking the works.
- (vi) The Contractor shall assign the responsibility for coordination of the site-EMC to the site manager and ensure that sufficient resources are available to implement the site-EMC.
- (vii) The Contractor shall provide equal pay for equal work, regardless of gender or ethnicity; provide those they employ with a written contract; provide the timely payment of wages; use local unskilled labor, as applicable; comply with core labor standards and applicable labor laws and regulations, including stipulations related to employment, e.g. health, safety, welfare, workers' rights, and anti-trafficking laws; and not employ child labor. Contractors shall maintain records of labor employment, including the name, ethnicity, age, gender, domicile, working time, and the payment of wages.
- (viii) The Contractor shall take necessary precautions to avoid damage to soil, water resources, and any natural habitats, and interruptions to water supply, wastewater collection, heating, and other utility services during the civil works.
- (ix) The Contractor shall take appropriate action against personnel not complying with these clauses and the EMC.
- (x) The Contractor shall document and report to the PIU any incidents caused by the works.
- (xi) The Contractor shall inform the PIU of any unanticipated environmental, health, and safety risks or impacts that may arise during implementation of the contract.

Attachment 6. Environmental Site Inspection Checklist

Note: This form is designed for use by the project management unit (PIU) and/or GASI⁶⁶ environmental, health, and safety inspectors during site inspections, and may not be exhaustive. Modifications and additions may be necessary to suit individual project activities and to address any specific environmental issues.

Location: _____
 Inspection Date: _____
 Inspection Time: _____
 Inspector(s): _____

Inspection Item	Yes	No	N.A.	Remarks (i.e., problem observed, possible cause of problem, and/or proposed corrective/ preventive actions)
1. Has contractor appointed a construction supervisor and is the supervisor on-site?				
2. Is information pertaining to construction disclosed at construction site (construction period, contractor information, etc.)?				
3. Are chemicals/hazardous products and waste stored on impermeable surfaces in secure, covered areas?				
4. Is there evidence of oil spillage?				
5. Are chemicals stored and labeled properly?				
6. Is construction equipment well maintained? (any black smoke observed)				
7. Is there evidence of excessive dust generation?				
8. Are there enclosures around the main dust-generating activities?				
9. Does contractor regularly consult with residents to identify concerns?				
10. Is there evidence of excessive noise? If yes, describe location, and equipment.				
11. Any noise mitigation measures adopted (e.g. use noise barrier / enclosure)?				
12. Is construction wastewater and domestic wastewater discharged to sewer systems (if possible), or is on-site treatment facilities (e.g. septic tank, portable latrine) provided?				
13. Is there any wastewater discharged to soil or surface water?				
14. Is the site kept clean and tidy? (e.g. litter free, good housekeeping)				
15. Are separated labeled containers/ areas provided for facilitating recycling and waste segregation?				
16. Are construction wastes / recyclable wastes and general refuse removed off site regularly?				

⁶⁶ Mongolia's General Agency for Specialized Inspection.

Inspection Item	Yes	No	N.A.	Remarks (i.e., problem observed, possible cause of problem, and/or proposed corrective/ preventive actions)
17. Have hazardous wastes been identified (such as asbestos, PCBs)?				
18. Is safe supply of clean water and an adequate number of latrines provided for workers?				
19. Is personal protection equipment (PPE) provided for workers?				
20. Are clear information and warning signs placed at construction sites?				
21. Are construction sites secured, to discourage access?				
22. Are fire extinguishers / fighting facilities properly maintained and not expired? Escape not blocked / obstructed?				
23. Is there any evidence of damage to vegetation, habitats, lake, or streams?				
24. Are disturbed areas properly re-vegetated after completion of works?				
25. Any other problems identified or observations made?				

Date, Name and Signature of GASI Inspector or PIU staff member

Attachment 7. Sample Consultation Record

Participants

Consultation Location:			
Consultation Date:			
Purpose of Consultation:			
Name and Position of Facilitator:			
Name	Organization / Occupation	District / Sub-District	Gender

Consultation Record (meeting, focus group, discussion)

Key Issues Discussed	Proponent (general position only required)
Action and Deadline	Agency to implement the action
Additional Comments	

Attachment 8. Terms of Reference – Environment Specialist consultant

(national, 4 person-months, intermittent).

Requirements. The environmental specialist should have at least a postgraduate degree in environmental sciences, environmental engineering, or a related field, and 8 years of experience in conducting project environmental assessments and management, preferably in projects financed by international financial institutions implemented in Mongolia. Proficiency in English is required. Familiarity with ADB Safeguard Policy Statement (2009) is preferred. The specialist will assist the EA, the PIU, and the relevant *aimag*, and district departments in coordinating the implementation of the EMC for civil works.

Tasks. Under the supervision of the project manager, the environmental specialist's responsibilities include, but not limited to:

- 1) Confirm that rehabilitation works do not cause any involuntary resettlement impacts;
- 2) Assist the PIU in preparing bidding documents for rehabilitation works to ensure that the environment-related specifications provided in the EMC are incorporated in technical specifications;
- 3) Provide support in evaluating bids for construction works to ensure that compliance with the environment-related specifications is evaluated and documented in bid evaluation reports;
- 4) Advise contractor(s) and the PIU on project environment management requirements and arrangements, including establishment of a simple grievance redress mechanism;
- 5) Provide training on environmental management checklist implementation and monitoring for the implementing agencies and civil work contractors;

- 6) Review and clear, on behalf of the PIU and the *aimag* and district departments site- specific EMTs prepared by civil works contractors;
- 7) Monitor and ensure proper implementation of the environmental management table (EMT) prepared under the project and conduct at least two site visits to each construction site (at the beginning of the works and at completion);
- 8) Identify any implementation issues relating to environment and provide recommendations to solve them;
- 9) Review and provide recommendations to the monthly progress reports submitted by contractors during the construction period;
- 10) Prepare quarterly and annual progress reports of the EMC implementation (including compliance of the civil works contractors with obligations, inspection activities and findings, problems encountered during rehabilitation and operations, and the relevant corrective actions undertaken);
- 11) Together with the civil engineer, carry out civil work completion inspections to confirm the regularity and safety of each building with the involvement of relevant government agencies; and
- 12) Prepare an EMC implementation completion report (in English and Mongolian), no later than three months after completion of all rehabilitation works supported under the project.

JAPAN FUND FOR POVERTY REDUCTION – GUIDANCE NOTE ON JAPANESE VISIBILITY

I. Introduction

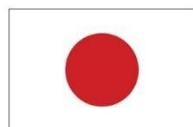
1. The Revised Operating Framework for the JFPR was approved on 6 October 2009, combining Japan's project grant and technical assistance support under one umbrella, and paving the way for a more comprehensive approach to the use of these funds toward addressing poverty, building up human resources, and empowering institutions, and communities in the region. Japan has been making generous contributions for technical assistance activities through the Japan Special Fund, and for poverty reduction projects through JFPR since they were established in 1988 and 2000, respectively. It is but fitting and proper that said contributions are acknowledged and the recipients and general public are informed of the source of the funding assistance both at the Fund level and at the level of the individual technical assistance (TA) and project grants. The purpose of this note is to provide guidance on measures to ensure that the contribution of Japan in supporting JFPR is widely recognized.⁶⁷

II. Statement on Japanese Visibility

2. Project teams are required to help promote the visibility and local awareness of JFPR in recipient countries through the following:
 - (a) All press releases issued by ADB with respect to JFPR should refer to the financial contribution from the Government of Japan (GOJ);⁶⁸
 - (b) Signing ceremonies and other publicity events should be encouraged, inviting Japan embassy officials, JICA staff, local and international press;⁶⁹
 - (c) Civil works, project billboards/signages, vehicles, and equipment must carry the JFPR and Japan ODA logos (see below). Likewise, all publications and training programs must bear the said logos, including all collaterals used (i.e. training materials, banners, posters, flyers, etc.) that are financed by JFPR; these logos are available in the JFPR website.⁷⁰



Japan
Fund for
Poverty
Reduction



From
the People of Japan

⁶⁷ A copy of the Guidance Note on Japanese Visibility is appended to the Project Administration Manual as guide to the project team and the government, during project implementation.

⁶⁸ Staff may coordinate with the Department of Communications.

⁶⁹ Coordination with resident missions are necessary.

⁷⁰ Accessible at

<https://lnadbg1.adb.org/oco0006p.nsf/0/EEE594E105EAC26A482576C7002240AB/?OpenDocument>

- (d) Publications, reports, training programs, seminars and workshops financed by JFPR should acknowledge receipt of funding from GOJ;
- (e) Recipients should be encouraged to ensure that JFPR-financed activities are well covered by local print and electronic media, and that all related publicity materials, and official notices explicitly acknowledge funding from GOJ. Below is the suggested standard text to be used by those who prepare publicity materials:
"The grant fund for (project name/activity) was received from the Japan Fund for Poverty Reduction financed by the Government of Japan through the Asian Development Bank."

III. Participation of Japanese Entities in Implementation

- 3. It is also important to generate visibility of the project within Japan. Involvement or cooperation with Japanese experts, financial resources, and technologies are encouraged; occasional information sessions on JFPR for Japanese organizations may also be conducted. It is also highly recommended that ADB involve and cooperate with Japanese organizations including NGOs, CSOs, aid agencies in particular JICA and JBIC, the private sector enterprises, or academic institutions.

IV. Reporting

- 4. At the end of the project, the completion report submitted by the project team should include evidences of Japanese visibility such as photos (preferably high-resolution), press releases, articles or write-ups, and testimonials from project recipients and/or implementers. Sample products generated from the project grant are requested to be made available to SDPF for inclusion in future exhibits. Copies of publications⁷¹ that are outputs of the project should also be provided to SDPF.

V. Visibility Support by ADB

- 5. SDPF promotes visibility of JFPR by: (i) informing Office and Department Heads of the importance of achieving high visibility to garner support for JFPR from Japanese officials and taxpayers; (ii) informing Country Directors of the importance of signing ceremonies to Japanese officials and the public to ensure recognition and support for JFPR funding; and (iii) continuing widespread distribution of the JFPR Annual Report, inclusion of JFPR information in relevant ADB documents, and occasional information sessions for Japanese organizations.
- 6. Resident Mission staff are requested to forward copies of all visibility materials, such as press releases, newspaper and magazine articles, and photographs (including descriptive captions) to SDPF's assigned focal staff for JFPR or e-mail to (jfpr@adb.org).

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⁷¹ This particularly applies to knowledge and support TAs. Links to publication available online may be provided in lieu of print copy.

JAPAN FUND FOR POVERTY REDUCTION – GUIDANCE NOTE ON COORDINATION WITH THE EMBASSY OF JAPAN AND JICA

I. INTRODUCTION

1. The Final Report on the Review of Japanese Official Development Assistance⁷² (ODA) underscores the need for strategic and effective aid. One way to ensure alignment of JFPR projects and TA with Government of Japan's (GOJ) bilateral assistance strategy for a particular developing member country (DMC) is by bringing on board the comments and suggestions of the Embassy of Japan (EOJ) and the Japan International Cooperation Agency (JICA).⁷³ Thus, the summary of consultations with EOJ and JICA (to include, date of consultation, name and position of staff met, and EOJ and JICA's response) should be included in the proposal submitted to JFPR team.⁷⁴ This Guidance Note provides detailed instructions regarding coordination activities with EOJ and JICA.⁷⁵

II. EOJ AND JICA CONTACT PERSONS

2. As soon as project officer informs the JFPR team of the intent to apply for JFPR funding,⁷⁶ OCO will identify the appropriate contact persons in EOJ and JICA. The contact persons' information⁷⁷ will be provided by JFPR team to the project officer to start consultation.

III. CONSULTATION WITH EOJ AND JICA – PROPOSAL PREPARATION

3. At concept stage, project officer should consult with EOJ and JICA⁷⁸ through e-mail the proposed project to, (i) seek if it is in line with Japan ODA priorities, (ii) ensure no duplication, and (iii) present the concept itself, with copy to JFPR team.
4. Upon OCO's confirmation to proceed with proposal preparation, the project officer may arrange the project design meeting with EOJ and JICA. This meeting intends to explain and discuss the actual project design. This is ideally conducted during the fact-finding mission.⁷⁹ The proposal,⁸⁰ should be provided to EOJ and JICA with copy to JFPR team at least 5 working days before the meeting to give ample time for review and consideration. After the meeting, if needed, OCO in coordination with the project officer, may follow-up with EOJ and JICA, and respond to requests for clarification.
5. In the case of regional TAs, the draft TA Summary, and Report should be sent by e-mail to EOJ and JICA contact persons on no-objection basis.

⁷² Ministry of Foreign Affairs of Japan. 2010. ODA Review - Summary of the Final Report. Tokyo.

⁷³ Incorporated administrative agency in charge of administering Japan's ODA.

⁷⁴ GOJ gives importance on the inputs provided EOJ and JICA during the internal approval process.

⁷⁵ A copy of the Guidance Note on Coordination with Embassy of Japan and JICA is appended to the Project Administration Manual as guide to the project team and the government, during project implementation.

⁷⁶ Project name and brief outline of proposal should be provided to JFPR team.

⁷⁸ Please refer to the contact persons provided by JFPR team.

⁷⁹ If a meeting with EOJ and/or JICA is not possible, e-mail exchange, telephone discussion or any other form of communication may be used.

⁸⁰ Draft Grant assistance report (for project grants) and draft TA Summary and Report for (TAs).

IV. ROLE OF THE RESIDENT MISSION AND JFPR TEAM, ADB

6. Project officer's communications with EOJ and JICA should be done in coordination with the resident mission⁸¹ with copy to JFPR team. If needed, JFPR supports to identify the appropriate staff to be consulted.
7. Resident mission also arrange the Grant Agreement/TA letter signing event (section V) and in the overall coordination/relationship management with EOJ and JICA.
8. Roles of the JFPR team are as follows: (i) provide contact details of relevant staff from EOJ and JICA for project consultation; (ii) liaise any need for clarification by EOJ and JICA in coordination with the project officer, during project consultation; (iii) inform EOJ and JICA when there is withdrawal or cancellation of a project; and (iv) forward all completion reports to both agencies.

V. COORDINATION WITH EOJ AND JICA – UPON APPROVAL OF THE PROPOSAL

9. Project officer should inform EOJ and JICA about ADB's approval. Project officers are strongly encouraged to conduct signing or launching ceremonies with the attendance of EOJ officials.⁸²
10. In coordination with the resident mission, the project officer should inform EOJ and OCO of the signing ceremony– at least 10 working days in advance. OCO then informs GOJ of this activity. The project officer should also draft news release in consultation with the Department of communications and coordinate arrangements with the resident mission. Local and international press are invited to these ceremonies.

VI. COORDINATION WITH EOJ AND JICA – DURING PROJECT IMPLEMENTATION AND UPON PROJECT COMPLETION

11. Throughout implementation, the project officer should inform EOJ about project progress, milestones, and outcomes, and discuss when major changes in scope and objectives are required. Progress and outcomes of JFPR projects are also requested to be shared with JICA. From time to time, EOJ and JICA may also wish to join completion review missions to see project results and to interact first-hand with project recipients. Lessons from the JFPR projects are also requested to be shared to enable both sides to explore and seek potential collaboration. Completion reports are required to be submitted by the project officer to OCO for forwarding to EOJ and JICA.⁸³

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⁸¹ Please inquire respective resident missions on their protocols or coordination arrangements with EOJ and JICA.

⁸² Please refer to the Guidance Note on Japanese Visibility for details on visibility requirements under JFPR.

⁸³ Links to the completion reports will suffice.

STAKEHOLDER COMMUNICATION STRATEGY

I. Background

1. Project Description

This communication strategy was prepared for ADB Combating Domestic Violence Against Women and Children Project to support Government of Mongolia in reducing domestic violence in five project sites: Ulaanbaatar (Songinokhairkhan and Nalaikh districts) and *aimag* (Sukhbaatar, Selenge, Uvs) level. The overall aim of the project is to increase access to quality preventive and protective multidisciplinary services to survivors of domestic violence. This strategy details the framework and approaches for implementing the project's Component 3 — Behavior of key stakeholders on prevention, reporting, and protection of survivors improved.

Behavior Change Communication (BCC) will be used to integrate best-practice approaches combining interpersonal communication, social mobilization, media advocacy, ICT for development, entertainment-education, and capacity building to achieve the project and component objectives. The approaches are evidence-based and site-specific reinforcing a continuum of behavior changes for key stakeholders to: (a) recognize and prevent domestic violence; (b) report domestic cases; and, (c) protect survivors, families, and witnesses. The communication strategy is based on stakeholder consultations with the project implementing partners, local authorities, CSOs, donors, women, men, adolescent girls, and boys at the planned project sites.

This communication strategy includes knowledge management plans to generate, document, and disseminate lessons on processes, systems, and interventions introduced by the project. This strategy also includes media and external relations activities to promote ADB's and JFPR efforts to reduce gender-based violence.

A communication firm will be hired to further refine this strategy into an action plan, and implement the project's Component 3. The firm will work closely with the executing agency and implementing agencies, as well as the capacity building firm also to be hired under the project. The TOR for the communication firm is annex 1.

2. Sectoral Situation Analyses

The project is aligned with the country's sustainable development, gender equality, child rights goals and objectives. The project contributes to the implementation of various legislation, namely: the LCDV (2017), the Law on Crime Prevention (2017), the Law on Gender Equality (2011), the Law on Child Rights (2016), the Law on Child Protection (2016), the Administrative Penalty Law (2017) and Family Law (1999). These laws and recently approved implementing regulations define the framework for the multisector responses on domestic violence. The project also contributes to country's poverty alleviation efforts by reducing social and economic costs associated with.

The approval of the Laws on Domestic Violence, Crime Prevention, Child Protection, Administrative Penalty constitute a major milestone in addressing the issues of domestic violence which were previously hidden and considered as an internal family issue. The laws consider domestic violence as a crime, sanctioning acts that violate family members' emotional, physical, sexual, economic well-being, and rights to live healthy and secure lives. Stakeholder consultations

with women and men in the project sites showed that while the legal infrastructure and systems are set up, there is a high degree of tolerance and acceptance of domestic violence among the population, paralleled with insufficient understanding of what domestic violence constitutes and its impact on survivors, their families, and on the community.

3. Political Environment

The project will accelerate the implementation of the national law on combating against domestic violence and provide much needed resources for capacity building, protection, and rehabilitation of victims and survivors. The project's executing agency (EA) is the Ministry of Justice and Home Affairs (MOJHA) which is mandated by law as the main body overseeing the prevention and combating of DV. The Secretariat on Coordination of Crime Prevention (CCCP) under the MOJHA consists of the representatives of the sectoral ministries, government implementing agencies, CSOs, and international agencies working on domestic violence.

The implementing agencies (IAs) are the Ministry of Labor and Social Protection (MLSP) and Authority for Family, Child, and Youth Development (AFCYD). The police and other law enforcement agencies are under MOJHA, and the AFCYD is under MLSP, responsible for providing protection, and rehabilitation services for women, children, and other family members.

At the sub-nation level, the Local Crime Prevention Councils headed by the Chairpersons of the Local Citizen's Representatives' *Khural* (CRK or local parliament) are responsible for project implementation and coordination of the multisector responses on domestic violence issues. As per the LCDV, the governors at all levels, CRK, prosecutors, government agencies on health, education, social protection, and culture also have specific designated roles on prevention of domestic violence and provision of services.

MOJHA and MLSP have ongoing communication and coordination mechanisms through formal structure of the Secretariat on CCCP as well as informal daily communication between ministries and implementing agencies. Both the EA and IA, as well as other specialized agencies demonstrate a high degree of ownership, support, and commitment to the project making the political environment favorable to implementation.

II. Communication Analyses

1. Government, international development, and media stakeholders

The key stakeholders and project institutions include: (i) Ministry of Justice and Home Affairs (MOJHA) – project EA; (ii) Ministry of Labor and Social Protection (MLSP) and Authority for Family, Child, and Youth Development – project IAs; (iii) General Police Department -- municipal, district and provincial divisions; (iv) AFCYD and its sub-national divisions; (v) Governor's offices at the 5 project sites; (vi) LCPCs headed by the CRK Chairpersons; (vi) Multidisciplinary Teams (MDTs) headed by the *soum/khoro* governors; (vi) Health, Education, Labor and Social Welfare Departments at 5 project sites; (vi) Disabled People's Organizations; (vi) media, social media and ICT companies; (vii) CSOs; (viii) international partner organizations including UNFPA, Save the Children Japan and International Development Law Organization all of which currently implement projects on combating against domestic violence; (ix) project affected people (more detailed in the next section)

The EA leads coordination efforts at the national level with sectoral ministries, CSOs, and donors. At the sub-national level, LCPCs are the main body for project implementation and coordination

of multisector activities. In 3 out of 4 project sites visited during due diligence missions, heads of CRK belong to the same political party representing the provincial and district government. Although LCPC plays a bigger leadership and guiding role in overall crime prevention, political party leanings may hinder the effectiveness of the multisector coordination of LCPC activities if members belong to other political parties. To mitigate such risks, the provincial/district government along with the CRK needs to be regularly informed and consulted throughout the project. Similarly, *khoroosoum* Multidisciplinary Teams also have a multisector nature, represented by the government workers and specialists belonging to sectors with vertical reporting lines. *Khoroosoum* governors who led MDTs have a key role in ensuring consistency of communication efforts and coordination of multisector responses.

2. Project affected people

Stakeholders consultations conducted at the five project sites mapped and identified the critical audiences, and tracked the behavior continuum including barriers to the uptake of behavior related to domestic violence recognition and prevention, reporting, and protection of survivors, and families. A consultations protocol was designed to standardize the roll-out of the consultations depending on the stakeholder group. Based on the consultation results, the following key stakeholders have been identified: (i) women (25-45 years old as this demographic has the highest reported incidence of DV⁸⁴); (ii) men (25-45 years old); (iii) children 0-14 years old and adolescents 15-17 years old; and (iv) persons with disabilities.

Stakeholder behaviors on recognition and prevention of domestic violence

All the respondents recognized that incidences of domestic violence are increasing from stories shared by families, friends, and neighbors. Women respondents noted that women and children are the most vulnerable and most affected by domestic violence. Majority of the participants recognized physical and emotional abuse as domestic violence but there is less understanding about economic abuse. The participants noted that sexual violence is hidden and often not reported by survivors or even by service providers (doctors of Sexually Transmitted Disease (STD) clinics, 103 emergency services). Many female respondents raised their concern about the growing cases of sexual abuse among children by close family members. However, while recognition that domestic violence incidents are on the rise and while many know about the forms that domestic violence takes, there is a prevailing tolerance for domestic violence as normal and accepted.

According to male respondents, drinking is part of men's socialization activities. Drunkenness and unemployment are directly linked by female respondents to DV, and cited as the trigger points for arguments and fights between couples. Most domestic violence cases happen during winter time when males are unemployed or underemployed, and when drinking is most prevalent. The violent behavior among men that goes along with drinking is considered as normal among men. The tolerance and acceptance of such behaviors among male peers is a factor reinforcing and perpetuating the behavior. Male respondents noted the lack of avenues for them to talk and process domestic issues, and expressed willingness to participate should there be platforms for peer-to-peer discussions.

While male respondents agreed that men and women should share responsibilities in household chores and looking after the children, and even in income earning, the current reality is that it is the women who earn more income outside of the household leaving men to look after domestic tasks. Most male respondents feel unhappy about the set up and consider that men's "spirits"

⁷⁶ General Police Authority. 2016. *Police administrative records-2017*. Ulaanbaatar.

deteriorate because of performing non-traditional roles. The traditional role of men and their perception of masculinity often conflict with their modern role and division of power -- which men as well as women are not willing to accept. Male respondents noted that women put high demands on men and instigate emotional abuse.

In schools, teachers and social workers often spot high risk families and symptoms of violence in homes but more often disregard their suspicions because of their lack of confidence in communicating sensitive issues for young people, and the understanding that violence in the home is a private family issue. They are also afraid to recognize and report domestic violence when they see the symptoms of abuse in students because they are not certain that child survivors will be adequately protected outside of their homes.

People with disabilities, regardless of sex, recognized that they are vulnerable to domestic violence which are often inflicted by caregivers but many do not recognize domestic violence as abuse because of limited access to information and services. According to the PWD respondents, this is especially common among those PWDs who have lower educational levels, who never attended any educational institution, and are hidden by their relatives and not integrated into the wider community. Those PWDs who have had basic schooling, or those who acquired disability as a result of an injury or accident, recognize domestic violence forms, and note that neglect, emotional, and economic violence inflicted by the members of the family and caregivers is particularly common. Most domestic violence cases against PWDs go unreported as they remain unaware of reporting lines or protection services. While service providers (social workers, health workers) are aware of increasing cases of domestic violence against PWDs, the lack of protection services tailored to the needs of PWDs prevented them from reporting and taking action. Respondents noted that there is a higher incidence of sexual violence against children with disabilities as their disability and young age makes them more vulnerable. In the visited project sites, the police officers mentioned recent cases of sexual violence against children with disabilities.

The awareness of respondents in the project site regarding the domestic violence law is limited. Knowledge of the domestic violence law is mostly from their direct experiences and from dealings with police when cases are made known or reported. Respondents mostly know about how perpetrators are arrested, and payment of the fines by spouses and family members, but do not know about the roles of MDTs (police, social workers, doctors) and options available to domestic violence survivors.

Stakeholder Behaviors on Reporting Domestic Violence

Women, men and young people mentioned helpline 102 operated by police as the main platform to report domestic violence cases and receive emergency help from police. Respondents from the police force revealed that since 2017, there have been an increase in the number of callers to the 102 (police) helpline because of promotional efforts about the domestic violence law. The 102 helpline, however, is for general crime reporting and not just domestic violence. None of the respondents know about the domestic violence #107 helpline and the services it offers. Some women go to social workers for counseling about their husbands' drunken behavior which often leads to disclosures about domestic violence. Other women go to doctors for medical treatment when there are already visible, overt injuries. In general though, all the respondents were not fully aware that MDTs are mandated to provide referral, counseling, and other domestic violence services.

Female respondents revealed that they only report domestic violence cases to the 102 (police) helpline, directly to the police station, social workers, or doctors when the violence escalates. Generally, all respondents do not report because of: (a) fears that abuse will become worse and there will be no protection for the survivor; (b) financial reasons and the need to pay fines as part of the legal sanctions for perpetrators. Women noted that domestic violence survivors are the ones pressured by the police to pay the fines. The arrest of male perpetrators often constitutes a substantial loss in the family's income from the men's employment which doubles the financial and emotional burden on women; (c) fear of loss of anonymity resulting in public stigmatizing of the victim/survivor; (d) women do not want their husbands to be arrested, and need anonymous advice on options including legal sanctions for the perpetrators – prior to reporting. Generally, survivors do not report because they do not know where to seek for help and other options aside from police intervention.

Respondents noted that the police make prompt visits following their call on helpline 102. At the site, police conduct what they call "Assessment of the Degree of Threat" based on the protocol developed to implement the domestic violence law. In cases where the threats are average or high, the police take legal sanctions and informs MDT members on the same day or the following day to provide social, legal, and protection services for the survivors. In low-level threats, the police provide information to both the survivor and perpetrator regarding domestic violence, the legal sanctions and services available, and informs their extended family about the domestic violence case. The police also provide their own phone numbers to the survivors informing them that they are on-call at any time of the day if there are threats to their safety.

Police stakeholders noted that they need to acquire communication and counseling skills to calm the survivors and family members when they answer the helpline as well as on the site visit. Once referred to them, members of the MDT conduct a situational assessment of the survivors and family members to determine their social, legal, and protection needs. However, because of other responsibilities of MDT members, the situational assessment, and service provision may take time to be activated and coordinated.

The experiences of doctors at the project sites vary. In one province, the representatives of the Health Authority said that they always reported to police suspected cases of domestic violence but in other places doctors said that their patients asked them specifically not to report to the police. Doctor respondents shared that many survivors go to them directly for medical treatment without going through the police as they'd rather have a safe, neutral, and anonymous place to go to for counseling and to consider options. Survivors – particularly those with repeated domestic violence experiences -- who have had prior experiences with the police, either request for medical treatment or counseling but do not want legal sanctions and have their spouses arrested as they have had to pay the fines themselves. Confidentiality issues were also a problem with the survivors as their stories were found out and they suffered from public backlash, and were not provided with protection from perpetrators as well as from community members.

Schools and teachers hesitate to report because of their uncertainties that child survivors or those who witnessed domestic violence will be protected inside and outside the homes. Female respondents and doctors revealed cases where children whose mothers reported domestic violence to the police experienced being bullied in school, and exposed to worsened abuse at home from the perpetrators. Child survivors of sexual violence experienced fear, shame and guilt when they or their survivor-parent reported, or others reported for them.

Stakeholder Behaviors in Protection of Survivors and Families

The protection of domestic violence survivors is the responsibility of the LCPC, police, and MDT as stated in the law. Currently, shelters for survivors are not available in the project sites. The survivors of domestic violence are taken to shelters in Ulaanbaatar or sent back home under the supervision of extended family members. There are also cases when child survivors of domestic violence could not be sent home and MDT members (police and social workers) had to take them to their own homes.

While MDT members are mandated to provide social and legal services to survivors, information on available protection services is not disclosed to domestic violence survivors in all cases. According to social workers and doctors in the project sites, this is because: (a) survivors may require being physically removed from their homes and taken to shelters but these are not immediately available; (b) one-on-one counseling is only available in urban areas and at the *aimag* centers, and survivors are unaware that this service is provided by the Family, Child, and Youth Development Department; (c) there is a lack of trained, designated staff to provide protection services, and current staff need specific domestic violence training; (d) there is inadequate financing to fully provide protection for survivors and their families. MDTs members – social workers, doctors and police -- shared their need to acquire specific competencies to work on domestic violence cases particularly on communication first response and providing psychological counseling services.

Members of the community who are in the position to spot high risk family environments and domestic violence symptoms such as teachers, doctors or other community leaders are also not equipped to refer survivors and their families to the right people who can provide services. Women respondents shared that it is more common to rely on a network of friends and relatives in discussing and resolving socio-emotional issues. The women further shared that community groups would help provide a valuable venue for peer-to-peer sharing as well as emotional and social support particularly to handle isolation and stigmatization, and a ready network to provide protection in terms of resources and transition shelters. However, based on their experience, the women shared that facilitators of support groups would have to be knowledgeable in providing peer counseling specific to domestic violence and ensure confidentiality in all exchanges.

3. Media Analysis

Stakeholders in both urban and rural areas covered by the project, have access to main television broadcasting channels and cite TV as their main source of information. Rural households own DDISH satellite dishes which enable them to view majority of national TV channels which are also watched by urban users. Project sites (Sukhbaatar, Selenge and Uvs) have their own local TV channels which broadcast programs for the entire province, and are regularly viewed by all households. TV channels, “Malchin” and “Suld” are favored by the rural households as they feature rural life.

Young people in urban and rural areas cite social media (i.e., Facebook and YouTube) as their main source of information, and for networking, and entertainment. They stay online for a minimum of two hours to being connected for the whole day as internet connection is available in *aimags* and *soums*. While unlimited network connection is used mostly by the government agencies for work purposes, the network connection of households is limited because of moderate-to-high subscription fees. Young people access internet through data packages, purchased on a weekly, and monthly basis. The cost of such unlimited data package is around \$2 for a 7-day access.

Mobile phones are widely used by all stakeholder groups in the rural and urban project sites. Young people mostly use smart phones while adults use analog phones. *Soum/khoroo* and *bagh* government workers and health/education service providers use mobile phones to regularly announce community meetings, and invite people to participate in specific events and activities.

Traditional channels of communication are relevant for the target three provinces and Nalaikh district as their communities are close-knit and composed of families who have lived in the locality for many years and, often, generations. Songinokhairkhan District is different from the other project sites as it is one of the largest urban districts with diverse population who do not necessarily have close neighborhood ties.

At the *aimag* centers, *soums*, and rural areas, people often informally assemble, and converse at public places such as shops, banks, water collection points, *khoroo/soum* government buildings, schools, and health centers. Nomadic, rural herders come together for the seasonal works such as animal offspring time, meat stock preparation, wool processing, as well as other events such as weddings, celebrations, and informal visits.

4. Communication environment

Since the revision of the Law on Domestic Violence (effective 2017 February), the Government of Mongolia, CSOs, donor and international agencies conducted several communication campaigns to raise public awareness about the domestic violence law and services provided by the government and CSOs, and increase public understanding of domestic violence issues.

The Coordination Council of Crime Prevention (CCCP) under the EA/MOJHA, has trained the journalists, and content producers, tapped public figures, and mounted national media, and online campaigns since 2016. Four TV programs were aired over Eagle TV, MNB, and NTV channels. Several companies were tapped to assist CCCP to mount campaigns and contests (i.e., “My Family, My Happiness” and “Life without Violence”), and produce short videos for social media platforms. CCCP also works with tv stations to regularly produce the “*Sergiilegch*” program which focuses on crime prevention themes including domestic violence. The program features 25 to 30-minute episodes accessible through a subsite of www.gogo.mn. The online and offline campaigns were estimated to have reached a total of 833,231 people in 2017.

The Municipal Department of Police (MDP) also conducted communication campaigns to promote the services of its helpline through national TV and flyers distributed in public places. As a result, the police received a substantial increase in the number of calls even from provinces and remote rural areas.

UNFPA also provided grants to four CSOs to implement communication campaigns in various areas in Ulaanbaatar. The CSOs developed a domestic violence capacity building program and trained journalists; launched a contest among journalists on who could produce the best domestic violence story; conducted art therapy sessions and held various community-based activities focused on modeling positive behavior for men. The National Center Against Violence also conducted communication activities and produced various communication materials to increase awareness about domestic violence. All the communication campaigns, however, have not been evaluated by the implementing.

5. Communication capacity of implementing agencies

The EA, MOJHA, is conducting communication activities under its overall mandate on crime prevention. There is no designated staff at the EA specifically focused on communication activities on domestic violence or crime prevention. The current staff of the CCCP have limited capacity building on communication including BCC. At the sub-national level, communication activities are coordinated by the Local Crime Prevention Councils. The LCPC includes communication objectives in its overall annual plan on crime prevention activities but its budget for communication activities is limited (on average 1-2 million tugrics annually). The bulk of the budget is mostly spent on programs aired over local TV channels. Strategic communication planning was not conducted based on analyses of key audiences, their behavior and information needs, and assessments of past communication campaigns and materials by all agencies involved in communication work to measure effectiveness and impact.

With various ongoing communication activities with many players, the recent establishment of the CCCP sub-group on communication chaired by UNFPA is one of the ways to improve planning and coordination of communication efforts.

6. Summary of Strategy Elements

The communication strategy is geared toward putting in place BCC interventions so key stakeholders will: (a) recognize and prevent domestic violence; (b) report domestic violence cases; (c) protect survivors, families, and witnesses.

- a. To do this, the communication strategy aims to:
 - (i) Change mindsets that abusive behavior in intimate relationships is normal and accepted
 - (ii) Increase awareness of spotting violent behavior and risky family set-ups
 - (iii) Increase utilization of domestic violence helpline
 - (iv) Provide and increase utilization of alternative counseling platforms for PWDs and domestic violence survivors
 - (v) Complement capacity building of helpline operators, police, social workers, and doctors to strengthen communication first response, counseling, and handling of domestic violence cases.

- b. Proposed communications channels, activities and messages:

Changing mindsets that abusive behavior in intimate relationships is normal and accepted requires intensive promotion of domestic violence forms and the impact of violence not just on survivors but on whole families and communities. Once domestic violence forms and symptoms are recognized, and risky family set-ups are spotted, key stakeholders need to know that they can call the domestic violence helpline to get help and services. Community-based support groups will bolster promotional efforts through media, social media, traditional communication channels, and serve as channels to process experiences and reinforce behavior changes.

The following are BCC activities aimed at recognizing and preventing domestic violence, and increasing the utilization of the domestic violence helpline:

- Production and strategic dissemination of BCC products to prevent domestic violence, increase reporting, protection of survivors and families, and encourage positive role modeling. Real-life stories about domestic violence will be crowdsourced from online and offline platforms to encourage public participation, reflect sectoral contexts, issues, and perspectives. These stories will be developed into audio visual clips and other BCC products by professional producers through a contest or other participatory means. The clips and products will prominently promote the domestic violence helpline;

- Separate audio visual short clips will be produced targeting men. The clips will also be crowdsourced from online and offline platforms to encourage perspectives from male influentials, “rehabilitated” perpetrators, boys, and other sectors. The audio-video clips and other BCC products will be strategically disseminated on national and local TV channels, online platforms, and will be available in formats for easy sharing through mobile gadgets, computers, TVs, and LED set-ups in government centers, identified public areas including commercial centers and transportation networks, schools, and others. Men-specific clips will be shown in detention units and in other areas where men converge. Support groups in communities will use the clips and other BCC products during events to encourage village discussions, and process experiences during peer-to-peer counseling and sharing. Support groups in schools and TVET centers will use the clips and other BCC products to facilitate discussion on domestic violence issues, and encourage reporting;
- Newly-weds will be advised to watch the online audio clips and be provided with BCC paraphernalia before they can complete their marriage registration.

The domestic violence helpline will be heavily promoted through SMS reminders, billboards placed at squares, water wells, schools, banks and other public places, and integrated in all BCC products. These BCC products will be adapted to ensure accessibility for PWDs. The key core messages for women, young people and PWDs are:

- (i) Domestic violence is a crime.
- (ii) Inaction will lead to injury and death.
- (iii) Domestic violence forms include psychological, emotional, physical, and sexual abuse that cause harm not just to the survivors but to the family and community.
- (iv) Domestic violence survivors are protected by law.
- (v) Use the domestic violence helpline for counseling and services.

Key stakeholders in schools and communities will play a prominent role in increasing awareness for spotting violent behavior and risky family set-ups. The following are BCC activities aimed at recognizing signs of domestic violence, and encouraging reporting so survivors and families can get needed services:

- Support groups in schools and communities will be mobilized in 3 *baghs* of aimag center *soums* and 2 rural *soums* at each of the 5 project sites and trained on domestic violence recognition and prevention, reporting, conducting community events and group counseling, and basic M&E (to track activities and interim behavior changes). Support groups of adolescents will be made up of 5-7 male and female members. To provide incentives for the men to participate, the project may provide training and mediation for employment, jointly with the Labor Department. Working with *khoroosoum* social workers in selected project sites, the communication firm will organize and train members based on agreed criteria such as willingness to volunteer, enjoy a degree of respect and influence, and others depending on the context of the project area. Some community activities may be organized and conducted jointly by the male and female members, but audience-specific sub-groupings may have to be facilitated by men-only or women-only members. If the male participants who have undergone a series of peer-to-peer counseling and sharing sessions with support groups wish to have one-on-one psychological counseling they will be referred to the MDTs or Family, Children and Youth Department psychologists;
- The communication firm will work with school social workers to organize and train teachers, volunteer parents, members of Parent-Teacher Associations, and students for school-based support group activities. Support groups of adolescents will be made up of 5-10 male and 5-10 female members;
- The support groups will organize community-based or school-based events (i.e. family days, community days, Adolescent Girls,’ and Boys’ Clubs, Men’s Clubs) in rural areas in

coordination with government's mobile teams, and with MDTs in urban areas. Community days can promote positive role models of men by organizing cooking contests, father-child sports events and father-child sharing sessions;

- Peer educators who will be trained and organized under the project by the capacity building firm are expected to conduct community-based activities to engage PWDs and their caregivers to increase their awareness of the domestic violence forms, sanctions, and services. The core messages for support groups are:
 - (i) Domestic violence is a crime.
 - (ii) Domestic violence has grave consequences on young people and intervention will protect them from further harm.
 - (iii) Protecting women and children is a community's responsibility. Tolerance to domestic violence has negative consequences on family.
 - (iv) Use the domestic violence helpline for counseling and services.
 - (v) For men: Domestic violence is a crime with sanctions. Real men do not hurt women.

Increased awareness of domestic violence forms and decreased tolerance for domestic violence, the promotion of the helpline and available services for domestic violence survivors and their families – will increase the demand for information and services. domestic violence helpline operators have to be capacitated to manage upsurge in callers and MD members – police, social workers, and doctors – have to be trained to ensure that referred clients are provided with counseling, and referred to medical, legal, and social services for survivors and families. The following BCC activities are aimed at increasing the communication capacity of service providers to ensure protection for domestic violence survivors:

- Implementation of a BCC capacity building program for witnesses and survivors who recognized, prevented, or reported domestic violence cases ensuring protection and provision of needed services. The capacity building firm is tasked to train MDTs to fully implement the domestic violence law. The communication firm will work with the capacity building firm to ensure that communication, and peer counseling skills, as well as the management of BCC campaigns are integrated in all MDT training programs. The communication firm will also ensure that the BCC modules it develops are incorporated in the peer educators training program;
- The BCC capacity building program includes: (i) developing session modules and materials on recognizing and communicating domestic violence symptoms and stigma prevention (including ethical issues on confidentiality and anonymity) and provision of complete information on protection services, and training MDT members; (ii) developing peer counseling and BCC campaign management module and materials, and training community support groups, and *khoro/soum* and school social workers; and, (iii) developing a BCC module in the peer educators for PWDs training module, and training peer educators;
- The domestic violence helpline system will be strengthened, and helpline operators will be trained on communication first response to improve the quality of case management and referral, increase reporting. Quality first response is crucial in building the public's trust in the entire domestic violence prevention and response system, and will catalyze survivors' behavior changes.

Key core messages for MDTs are:

- (i) It is your responsibility to prevent domestic violence from escalating.
- (ii) Inaction about domestic violence will lead to injuries and death.
- (iii) Loss of confidentiality may harm further the victim because of public stigma and discrimination.

Providing alternative counseling platforms for PWDs and domestic violence survivors are key for stakeholders who want absolute anonymity and do not want any of the services, particularly the

legal sanctions. The following are BCC activities aimed at giving alternative options for stakeholders whose needs may be different:

- Based on consultations, women who have been repeatedly exposed to domestic violence and may not have been given services are more comfortable with peer groups. In cases like these, support groups in schools, or communities are critical in providing peer-to-peer counseling and sharing sessions to domestic violence survivors and their families.
- As the domestic violence helpline may not be fully accessible to PWDs, the communication firm will evolve alternative reporting lines for PWDs, and provide platforms where peer-to-peer counseling can be extended.

7. Monitoring and evaluation

A monitoring and evaluation framework will be developed as part of the BCC action plan at the onset to ensure that a standard documentation system and database are in place to track activity inputs and outputs, and measure interim behavior changes among key BCC audiences throughout the project cycle. The BCC component will be measured by an outcome evaluation to determine scope of behavior changes of key stakeholders, and the attributions of BCC component to the project outcome. The communication firm will ensure that the BCC M&E framework is consistent and integrated with the project's overall M&E plan.

8. Detailed BCC Strategy under implementation under the current project

Following the Stakeholder Communications Strategy matrix (provided below) developed during processing of the current project, a detailed BCC Strategy has been developed under the current project and was approved in March 2021. The detailed BCC Strategy aims to (i) improve and systematize the understanding and knowledge of stakeholders including especially men and adolescents on prevention, reporting and response to domestic violence, and positive behavior; (ii) strengthen resources and capacity of professional groups for communication first response; (iii) lay out the general knowledge management direction for the project through production of knowledge products and case studies to track the behavior changes and breadth of experience of the survivors and family members to measure the project benefits; and (iv) ensure visibility and branding of the Government of Japan (GOJ), JFPR, and ADB throughout the project cycle. While the BCC interventions will address the knowledge, attitudes, beliefs, and practices of men and adolescent boys and girls, the advocacy and social mobilization will contribute toward the creation of an enabling social environment that can support behavior change at the individual level.

9. Knowledge management

Component 3 on BCC will generate substantial content on innovations in planning and implementation. The communication firm's M&E specialist will capture and document these processes and pilot interventions at different stages of the project. Knowledge products will be produced and knowledge-sharing sessions will be conducted to distill good practices, and generate, and share lessons to various audiences. Further, around 25 case studies will be developed to track the behavior changes and breadth of experience of the survivors and/or families to measure extent of benefits from the project — before, during, and after engagement. These studies can be packaged into popular formats and repurposed as blogs, short story packages, audio-video clips, photo essays, feature articles, and used during knowledge-sharing sessions. All the knowledge outputs and products (BCC paraphernalia and all capacity building modules) developed by the project will be stored in an online repository for easy retrieval and access. The project closing workshop will launch the online repository and showcase the knowledge products.

10. External Relations and Visibility

The project team and the project implementation unit (PIU) established under the Ministry of Justice and Home Affairs (MOJHA) will ensure that the project's stakeholders at all levels are adequately informed about project activities and achievements in a timely manner. All media products, videos, knowledge materials, publications, brochures developed under the project will indicate the financial contribution from the Government of Japan and shall use JFPR and ADB logos based on branding guidelines. Events, training programs, seminars, workshops, press briefings and gatherings organized under the project will promote ADB-JFPR visibility by indicating the funding from the Government of Japan and using JFPR and ADB logos for the event materials and banners as fit. Shelters and one-stop centers renovated under the project, project billboards/signage, PIU office, project products portal⁸⁵ will carry the JFPR and ADB logos.

Representatives from the Embassy of Japan, JICA, MNRM, and all related agencies will be invited and recognized at important events organized under the project e.g., grant signing ceremony, inception workshop, launch of media products, opening of renovated shelters, launch of the economic empowerment program, closing workshop etc. The MOJHA, jointly with the communication firm, is encouraged to hold press conferences to promote the project achievements. All press releases issued by ADB and MOJHA with respect to the project will refer to the financial contribution from the Government of Japan and highlight that (i) this is the first ADB project on combating against domestic violence with services, and (ii) ADB is the biggest donor in gender equity. Project milestones will be featured in *ADB Today* and *EARD Daily*. Project documents, including but not limited to the JFPR grant assistance report, project administration manual, progress reports, biannual work plans, and procurement plans, will be publicly disclosed in ADB website and in the portal.⁸⁶ All documents and products to be developed under the project will be in dual language.

⁸⁵ To ensure that the acquired knowledge and the developed products under the project become accessible to others, the project team will store information in a centralized location accessible for easy retrieval. The location will be determined during the project inception mission.

⁸⁶ Please see footnote.

					<p><u>Schools (urban and rural):</u> Showing of audio visual clips and BCC paraphernalia to Grade 10-12 students</p>		<p>in schools – with <i>aimag</i> Education Dept rep and school social workers</p>		
	<p>Lack of willing male participants to BCC campaign</p>	<p>Men (25-45 years old)</p> <p>Boys (15-17 years old; in grades 10-12 and TVET schools)</p> <ul style="list-style-type: none"> 15 to 19 years old drop-outs in Centers of Lifelong Education (CLLE) 	<p>Acceptance of violence as normal need to be shifted to seeing domestic violence as a crime</p> <p>Drunken behavior increases propensity toward violence – men and boys need to recognize that this risky behavior can lead to break down of family</p>	<p>Domestic violence is a crime with sanctions</p> <p>Real men do not hurt women</p> <p>Protecting women and children is a community's responsibility</p>	<p>Use of online and offline platforms to solicit real-life stories on domestic violence from perspective of male influential, “rehabilitated” perpetrator, boy, and others to input into BCC campaign</p> <p>Production of 5 audio visual short clips on different domestic violence forms from crowdsourced stories and promotion of domestic violence helpline</p> <p>Compulsory showing of audio visual clips and BCC paraphernalia in army units, detention units,</p>	<p>Q3 2019– Q2 2022</p>	<p>Communication firm</p> <p>Communication firm:</p> <ul style="list-style-type: none"> with local project coordinator; police focal points for 	<p>Crowdsourcing of stories</p> <p>Production & reproduction of audio visual clips and other BCC paraphernalia, and placement and distribution</p> <p>Operational funds for support group activities</p>	<p>Increased knowledge of domestic violence as a crime</p> <p>Decreased incidences of domestic violence</p>

					<p>rehab centers and other areas where men converge, and schools (for Grade 10-12) – increased frequency during winter months</p> <p>Community-based support groups to conduct peer counseling, host all-male BCC events (i.e., Community Day, cooking contests, etc.) to recognize positive role models</p>	<p>Q3 2019–Q2 2022</p>	<p>crime prevention</p> <ul style="list-style-type: none"> with social workers and <i>soum/khoroo</i> /<i>bagh</i> governors 		
<p>Increase awareness of spotting violent behavior and risky family set-ups in schools, hospitals and clinics</p> <p>Increase reporting of cases to domestic violence helpline</p> <p>Set up peer protection schemes for young people</p>	<p>Lack of buy-in among teacher and parents</p>	<p>Teachers (Grade 10-12 students; in Centers of Lifelong Education)</p> <p>Doctors in family clinics, STI clinics and emergency ambulance</p> <p>Bagh governors / <i>heseg</i> leaders</p>	<p>Suspicious of domestic violence are disregarded because:</p> <ul style="list-style-type: none"> protection for survivors and witnesses is not assured they lack confidence in communicating domestic violence issues domestic violence is seen as a private issue <p>- but these need to be shifted to recognizing that inaction can worsen domestic violence symptoms</p>	<p>domestic violence has grave consequences on young people and your intervention will protect them from further harm</p> <p>Inaction about domestic violence symptoms will lead to more injuries and death</p>	<p>Organizing and training* of support groups (Parent-Teachers in regular and CLLE schools) to implement BCC campaign in schools</p> <p>Production of BCC paraphernalia on recognizing domestic violence symptoms among the young, creative ways of communicating and processing sensitive issues for young people, and promotion peer protection schemes</p>	<p>Q3 2019–Q2 2022</p>	<p>Communication firm: to develop BCC module and paraphernalia and work with capacity building firm to integrate these in MDT training module</p>	<p>Operational funds for support group activities</p> <p>Production of BCC training module and paraphernalia on recognizing domestic violence symptoms among the young, creative ways of communicating and processing</p>	<p>Increased reporting of domestic violence cases by MDT members, doctors, teachers and <i>bagh</i> governors/ <i>heseg</i> leaders</p>

					*Note: Training modules and BCC paraphernalia are integrated with capacity building program for Multidisciplinary Teams (MDTs)			sensitive issues for young people, and promotion peer protection schemes	
Increase utilization of domestic violence helpline	Implementing rules detailing helpline operations protocol may be delayed	Women (25-45 years old) Girls (15-18 years old; in Grades 10-12 and TVET schools)	Women do not report because of: <ul style="list-style-type: none"> • threats by perpetrators • stigmatization by family members (in-laws), peers, and public • insecurity about protection for survivors and witnesses • fears about consequences of perpetrators' arrest <p>-- but these need to be shifted to increasing knowledge about knowing where and how to seek help and services</p>	Tolerance to domestic violence has negative consequences on family domestic violence survivors are protected by law domestic violence is a crime v helpline provides instant referral to needed services	Promoting domestic violence helpline through BCC campaign: SMS Dissemination of audio visual clips and other BCC paraphernalia with call to action (domestic violence helpline) through media, online and community channels (i.e., LED screens in central square, inter-city buses, and billboards strategically placed in rural convergence areas (i.e., banks, water wells, main street, etc.)	Q2 2020–Q2 2022	Communication firm	Production and reproduction of audio visual clips and other BCC paraphernalia, and placement and distribution SMS campaign	Increased reporting to domestic violence helpline Increased referral to needed services
Build communication first response capacity of domestic violence helpline		First responders operating domestic violence helpline	People mostly know about police helpline and only report domestic violence cases when there is already injury or harm	Domestic violence helpline provides instant referral to needed services	Needs assessment of helpline operators Training on communication first response (first level	Q2-Q4 2020	Communication firm	Assessment activity, software purchase Training and production of modules	

frontline operators			The quality of first response can encourage more domestic violence reporting, and link more survivors to services they need Domestic violence reporting is lumped up with crime reporting using police helpline	Report domestic violence cases to domestic violence helpline to prevent more injury and harm	counseling, referral)			Production of BCC paraphernalia on communication first response	
Increase utilization of alternative counseling platforms		Survivors and family members who want to remain anonymous	Do not want to report to domestic violence helpline and/or police because of different needs and case context	Counseling is available through formal (i.e., Family Child and Youth Devt Dept) and informal channels (support groups)	Organizing and training of community support groups to provide group and peer-to-peer counseling, and survivor support/protection in <i>aimag</i> centers (urban) and <i>soums</i> (rural)	Q4 2019–Q2 2022	Local project coordinator with Family Child and Youth Devt Dept, MDT Community events facilitated by psychologist and social worker, and in <i>soums</i> , by social workers/ <i>bagh</i> governors/volunteers	Operational funds for support group activities	Increased referral to needed services
Provide communication platforms for PWDs to seek information, report cases and receive services	Lack of social acceptance about domestic violence as a problem	People with hearing, visual, motor impairment	Acceptance of violence from caregivers as normal -- need to be shifted to seeing domestic violence as a crime PWDs do not report domestic violence cases because	Domestic violence is a crime Domestic violence forms include psychological, emotional, physical and sexual abuse	Organizing and training* of peer educators on domestic violence forms, promotion of reporting lines and peer for PWDs Production and processing of PWD-accessible	Q1 2020–Q1 2022	Communication firm in association with DPOs Trained peer educators Psychologists in urban and <i>aimag</i> centers	Training and production of modules Production & reproduction of PWD-accessible BCC paraphernalia	Reporting by PWDs about domestic violence increased Reduced incidences of domestic violence among PWDs

	for PWDs		<p>they do not know where and how to access services</p> <p>PWDs do not report to domestic violence and/or police helpline because it is inaccessible</p>	<p>that cause harm</p> <p>PWDs can report domestic violence to project-trained peer educators</p>	<p>visual and audio paraphernalia</p> <p>Counseling and community-based events for caregivers</p> <p>Home visits by social workers, doctors, <i>bagh</i>, and <i>heseg</i> leaders to provide information on domestic violence including where to get legal, medical, and counseling services</p> <p>*Note: Training modules and BCC paraphernalia are integrated with capacity building program for peer educators</p>		<p>Social workers, doctors, <i>bagh/heseg</i> leaders</p>	<p>a, and placement and distribution</p> <p>Operational funds for community peer educators' activities</p>	
<p>Complement capacity building of (i) MDTs (i.e., police and social workers and doctors) and (ii) staff of shelters, OSSC and helplines, and selected psychologists of the project sites by developing BCC module on</p>	<p>Implementing rules detailing MDT operations protocol may be delayed</p>	<p>Police</p> <p>Social workers</p> <p>Doctors (family clinic, STI clinics)</p>	<p>Some MDTs disclose information about survivors discouraging reporting and help-seeking behavior, which leads to stigmatization and shame</p> <p>Police, doctors, social workers do not provide complete information about protection services -- need to assure</p>	<p>Loss of confidentiality may further harm families because of public stigma and discrimination</p> <p>Inaction by MDTs may further harm families which may lead to death</p> <p>Survivors provided with</p>	<p>Development of BCC session module and BCC paraphernalia for capacity building modules for (i) MDTs and (ii) staff of shelters, OSSC and helplines, and selected psychologists of the project sites (to address issues on: confidentiality and provision of complete information, linking of helpline, and</p>	<p>Timed with MDT capacity building program</p>	<p>Communication firm: to develop BCC module and paraphernalia and work with capacity building firm to integrate these in MDT training module</p>	<p>Production of modules and BCC paraphernalia</p>	<p>Improved handling of domestic violence cases</p> <p>Increased referral to needed services</p>

<p>communication first response and paraphernalia for improved handling of domestic violence cases</p>			<p>the survivors of their protection during: Threat Degree Assessment (TDA) and Situation Assessment (SA)</p> <p>Doctors do not report some cases to police because of confidentiality and anonymity issues -- need to become aware of their legal responsibility to report</p>	<p>information that they will receive protection will encourage reporting, access to further services, and will help prevent violence from escalating</p>	<p>community support groups to MDT services)</p>				
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Guidance Note for Implementing the Overall Project

This guidance shall be followed during the implementation of the current project and additional financing.

A. Small-scale grants for a pilot women's economic empowerment program under current project. To support livelihoods and income generation of the disadvantaged groups, the project will provide small-scale grants to 50 survivor women of domestic violence under Output 1. The program will provide small grants of \$2,500 to each survivor woman based on the needs assessment of each candidate, who will use the funds to improve their livelihoods through income generation (e.g., vocational training tuition, office rental fees, purchase of raw materials etc). The small grants do not have to be repaid to the project. The grant may cover vocational education and training fees, which aims to provide them with the skills and inputs to start small businesses or find employment.

Development and delivery of two types of training programs including tailored individual coaching, and the implementation of the economic empowerment program for domestic violence survivor women will be done by a separate consulting firm under the supervision of the EA, IAs and project implementation unit (PIU). The grants will be disbursed directly through PIU.

To ensure a smooth implementation of a pilot women's economic empowerment program through small-scale grants, the executing and implementing agencies shall ensure the following:

1. prior to the disbursement of Grant proceeds: (i) develop the Selection, Implementation and Monitoring Guidelines, including eligibility criteria for the grants recipients in accordance with the indicative criteria below, which shall be reviewed and approved by ADB; and (ii) ensure that each small-scale grant recipient shall comply with such eligibility criteria; and
2. ensure that such Grant proceeds are used strictly for the purposes for which they are provided.

Eligibility Criteria for the Small-scale Grants Recipients (Indicative):

- i. the grant is for an activity that directly contributes to the project output 1, including associated targets in the design and monitoring framework, and a gender action plan;
- ii. the planned activity responds to a clear market demand, i.e., there is possible viability;
- iii. full attendance in a five-day training program on self-esteem, personal development, financial and legal literacy, and business proposal development;
- iv. demonstrated interests and commitment to make change in their lives (to be verified during follow-up site visits and/or consultations with the project field coordinators);
- v. demonstrated practical reflections from the knowledge/learnings acquired from the training programs;
- vi. clearly defined business proposal to generate income and improve the livelihoods sustainably (e.g., including strategies to develop and establish own business; or capture job opportunities);
- vii. survivor women from the poor, vulnerable and disadvantaged households will be given an advantage (e.g., households with persons with disabilities; survivor women in the process of divorce etc);
- viii. willingness to follow the Implementation and Monitoring Guidelines of the grants program, including inputs for the showcase stories to be developed by the behavior change communication consulting firm;
- ix. the planned start-up business complies with the domestic laws, ADB's Safeguards Policy and the project environmental review framework; and
- x. a permanent resident in the participating *aimag* or district.

Implementation and Disbursement Procedures:

1. A consulting firm selected for training of survivor women and implementation of the economic empowerment program will conduct at least two follow-up visits to each site upon completion of the first phase of training for 100 survivor women to: (i) provide tailored individual guidance on basics of empowerment concepts and business proposal development; and (ii) assist the trained 100 survivor women in preparing a business proposal to compete for small-scale grants;
2. A selection panel of small-scale grants shall be established at PIU comprising the following five members: (i) three staff of the IAs; (ii) one/two PIU staff; and (iii) project field coordinators of the corresponding project sites;
3. Once the grant recipient is selected, the PIU will prepare a Contract agreement to be signed by the EA/IA, local government, and a select grant recipient, detailing the obligations and responsibilities of each party;
4. A consulting firm for the economic empowerment program will: (i) prepare a guidance note on small-scale grant utilization for the grant recipients, and (ii) train the grant recipient women in collaboration with PIU on preparation of the activity and financial reports to liquidate the advance;
5. Upon conclusion of the Contract agreement, the small-scale grant amount will be disbursed through PIU to the select grant recipient in milestones. Advance for the select grant recipient should not exceed \$900;
6. The select grant recipient shall submit a financial report with supporting documents to liquidate the advance. Upon completion of the liquidation, the next advance shall be disbursed;
7. The economic empowerment program implementation shall be regularly monitored by PIU's social and gender specialist, finance and administration officer, and the project field coordinators. The project Technical Advisory Group at MOJHA that comprises specialists of three IAs and 1-2 CSOs will verify the compliance with the Implementation and Monitoring Guidelines of the small-scale grants program from time to time;
8. The project annual audit will be conducted on proper utilization of overall small-scale grant proceeds; and
9. Upon completion of the economic empowerment program, each grant recipient shall submit a completion report to PIU showcasing the impact of the pilot program to the livelihoods of the beneficiary women.

B. Small-scale grants for shelters, one-stop service centers (OSSC) and multidisciplinary teams (MDTs) nationwide under overall project. Under current project, a small-scale competitive grants program will be implemented to support 30 community-based initiatives and under the additional financing, 20 more community-based initiatives will be rewarded to improve public outreach on GBV/domestic violence prevention, and quality of services of existing MDTs, OSSCs, shelters nationwide through improved physical environment e.g., safety, and security features; child-friendly facilities and equipment supply.

The grants program will be organized openly among existing shelters, OSSCs, and MDTs in 169 *khoroos* in Ulaanbaatar and 331 *soums* of 21 *aimags*. The amount of each grant will be \$5,000. Each small-scale grant project is expected to be implemented by the select organizations and MDTs for over 12 months. The PIU will manage the grants program pursuant to the Procedure on Selection and Funding of Small-Scale Grant Program, endorsed by State Secretary Resolution # A/09 of Ministry of Justice and Home Affairs dated 2 March 2020.

Main themes for the small-scale grants funded projects for MDTs, OSSCs and shelters nationwide (indicative):

- i. Public outreach activities to strengthen community engagement and participation in prevention, early identification and reporting of GBV/domestic violence.

- ii. Awareness raising and training events to disseminate information on key roles and responsibilities of the MDTs, OSSCs, and shelters. Provision of equipment and supply can be supported for MDTs for smooth running of regular prevention and outreach activities.
- iii. Improve facilities of MDTs, OSSCs, and shelters with the universal design features.

Selection criteria for the small-scale grants program for MDTs, OSSCs, and shelters nationwide (indicative):

- i. Clearly defined proposal of a pilot project that are in line with overall project objectives and activities, attesting meaningful participation of stakeholders including beneficiaries and effective resource utilization;
- ii. Proposal that includes public advocacy activities and trainings that are tailored to disseminate knowledge of key roles and responsibilities of the MDTs, OSSCs, and the shelters;
- iii. Proposal promoting effective collaboration between MDTs and the communities;
- iv. Proposal with innovative ideas of broader public outreach activities to reach out to disadvantaged and/or high risk groups, including women and children;
- v. Proposal aimed at improving the quality of multidisciplinary response to domestic violence reflecting the needs of target local communities (e.g., special needs of children, and persons/children with disabilities who are more vulnerable to domestic violence);
- vi. Proposal that adheres to the Procedure on Selection and Funding of Small-Scale Grant Program;
- vii. Proposal that reflects the views of local community including the children, persons with disabilities, local authorities, service providers, civil society, and nongovernmental organizations;
- viii. The project implementation period shall not exceed over 12 months;
- ix. Proposal promoting participation and engagement of local and community-based support groups in carrying out advocacy campaigns to address the impact of domestic violence among men, adolescent girls and boys;
- x. Proposal by MDTs that will be implemented in partnership with the local community-based organizations will be given an advantage;
- xi. Proposal aimed at improving safety and security features, and/or child-friendly facilities of the shelters will be given an advantage.

Proposal Selection:

1. Applications shall be reviewed in the first stage selection that will be conducted by respective local working group, appointed by the local Coordination Sub-Council for Crime Prevention (CSCCP);
2. The first stage selection shall be organized within indicated deadline in line with the Procedure on Selection and Funding of Small-Scale Grant Program;
3. The working group shall evaluate the proposals based on indicators on project rationale, eligibility criteria, expected outcome, budget, implementation approach and sustainability;
4. The project proposals, received an average sum of 80%-100%, shall be considered to be selected at the first stage selection;
5. The project proposals that are selected to compete for the second stage selection must be submitted in a sealed envelope within indicated deadline to the Ministry of Justice and Home Affairs along with (i) official letter of the respective local authority; (ii) working group meeting minute, decision and recommendation; and (iii) selected project proposals in original copies;
6. For the second stage selection, the working group appointed by the resolution of the State Secretary of MOJHA, shall evaluate the project proposals, selected from the first stage and select 20 projects as final awardees;
7. The second stage selection shall be evaluated based on the indicators on project rationale, eligibility criteria, expected outcome, budget, and implementation approach;

8. Working group shall make a decision on final awardees by selecting the first 20 projects that received the highest scores from the second stage selection;
9. Working group evaluation must be validated by the signatures of all members and the head of the working group;
10. Evaluation result of the working group shall be submitted to the Asian Development Bank for review and endorsement for contract awards;
11. The MOJHA will officially inform the final awardees within indicated deadline upon receipt of the no-objection-letter from ADB on contract awards with 20 selected awardees;
12. The "Project implementation and funding" agreement shall be concluded within indicated deadline upon submission of award acknowledgment letter to the selected awardees.

Implementation and Disbursement Procedures:

1. PIU staff will provide timely advice 20 grant recipients-shelters, OSSCs, and MDTs on preparation of the activity and financial reports in line with the Procedure on Selection and Funding of Small-Scale Grant Program;
2. Upon conclusion of the contract agreement, the small-scale grant amount will be disbursed through PIU to the select grant recipient. Each installment amount should not exceed \$2,000 at one time; However, depending on nature and forms of the project activities, and, or procurement of equipment supply, the installment amount can be flexible. The installment schedule shall be specifically stated in the Contract with select recipient;
3. Upon completion of the planned activity, as agreed in the Contract, the select grant recipient shall submit operational and financial report along with supporting documents to liquidate the advance. Upon completion of the liquidation, the next installment shall be disbursed;
4. PIU staff, Project Coordinator, Social and Gender Specialist, and Field Coordinators shall monitor the implementation of the small-scale grants' projects regularly.
5. The project team shall organize a workshop to introduce key outcomes and results of the project, major advocacy activities, and innovative ideas reflected in the project among respective local authorities, PIU, ADB, MOJHA, and the implementing agencies. The project annual audit will be conducted on proper utilization of overall small-scale grant proceeds;

Upon completion of the small-scale grant project, each grant recipient shall submit a completion report to PIU showcasing the results of their respective projects.

C. Training programs for multidisciplinary teams (MDTs) under the additional financing: Under the additional financing output 2, a series of trainings will be organized for MDTs to strengthen prevention and response to GBV/domestic violence at grassroots level. The project aims to reach 50% of MDTs nationwide (as of June 2020, there are approximately 4,800 members of 676 MDTs in 152 *khoroos* in Ulaanbaatar and 331 *soums* of 21 *aimags*) based on the selection criteria indicated below. The training program will consist of two components: (i) Training of Trainers (TOT)/facilitators and preparation of the training materials; and (ii) conduct of *aimag*/district level trainings. Because of specialized expertise of multidisciplinary services, MOJHA (Ministry of Justice and Home Affairs), MLSP (Ministry of Labor and Social Protection), Ministry of Health (MOH), Agency for Family, Child, and Youth Development and General Police Authority shall propose the following 40 professionals who will serve as the training facilitators: (i) social workers; (ii) psychologists; (iii) lawyers; (iv) medical doctors; (v) police officers; and (vi) NGO experts. Given the specific nature of the training topics that require specialized expertise and practical experience, and for the project sustainability purposes, the civil servants working in the areas of law enforcement, social work and health care services shall be eligible to be selected as the trainers of training provided

that they meet the requirements.⁸⁷ The trained facilitators will be grouped by 6 teams of 6-7 members and each team will visit the select *aimags* and districts and organize the training sessions for MDTs working at soum/khoroos levels with maximum participants of 40 MDT members. The project will also cover expenses related to local travel and per diems of those 40 trainers. Maximum cost estimates for engagement of the training facilitators will be MNT174,230,323 (around US\$61,133) which includes all travel costs, per diems, and facilitation fees. ADB shall review beforehand all cost estimates of an entire training package including training facilitators' fees.

Selection criteria for MDTs training programs (indicative): Focus *aimags* and districts will be selected for MDTs training programs following the below selection criteria:

- i. *Aimags* and districts proposed by the EA and IAs of the project
- ii. MDTs assessed with high training needs because of turnover, lack of skills, and knowledge
- iii. MDTs in *aimags* and districts with high gender-based violence, domestic violence, violence against children, and homicide rates
- iv. MDTs in *aimags* and districts which are not focus sites of other donor agencies in terms of capacity building of MDTs
- v. MDTs of current project sites (Selenge, Uvs, Sukhbaatar and Ulaanbaatar) will be enrolled in the training programs.

Preparation of Training Resources:

- (i) Develop the training programs for MDTs that includes description of the methodology to review and update of training packages, training pre, and post tests, work schedule, stakeholders, roles and responsibilities, and budget.
- (ii) Prepare training materials for facilitators including presentation, handouts, case-study and reading lists covering topics of (a) social services for GBV/domestic violence survivors; (b) legal framework on GBV/DV; (c) response service including risk and safety assessment; (d) case management; (e) prevention actions; and (f) basics of psychological counseling.
- (iii) Publish at least 2,400 copies of the existing training manual (i.e., training manual for MDTs and the case management tool kit) developed by the Save the Children Japan, Mongolia Office, MLSP, and the Family, Child, and Youth Development Authority with digital copies of the package and videos on case management practice and basics of psychological counseling ensuring copy rights of the author agencies. Training package should include manuals developed by SCJ and tailored manuals on assessment and intervention techniques, basics of psychological counseling, and communication first response designed for each of multidisciplinary team members (i.e., *sum/khoroos* governor, social worker, *kheseeg* police officer, family doctor, school social worker, member of the specialized nongovernment agency) and digital copy of the package and videos on case management practice and basics of psychological counseling at DVD.
- (iv) Conduct a five-day TOT (training for trainers) training in Ulaanbaatar for 40 MDT training facilitators proposed by the MOJHA, MLSP, Police Departments, and Family, Child, and Youth Development Departments (FCYDD).⁸⁸ Each MDT training facilitators' team should consist of (i) team leader and senior training specialist; (ii) social worker; (iii) psychologist;

⁸⁷ In case the government recommended experts-cum-facilitators are civil servants, ADB's Project Administration Instructions 2.01 (paragraph 42) shall apply: civil servants (public sector employees working for a government department or agency) may only be hired under consulting contracts, either as individuals or as team members of a consulting firm, if: (i) they are on leave of absence without pay and are duly authorized to work under an ADB consulting contract, (ii) they are not being hired by the agency they were working for immediately before going on leave, and (iii) their employment would not create a conflict of interest. A letter from the candidate's affiliated agency may be required to certify that these requirements are met.

⁸⁸ Same as above.

- (iv) lawyer; (v) police; and (v) medical doctor. Honorarium rate for the TOTs facilitators shall be agreed with PIU, ADB, and MOJHA.
- (v) Develop training schedule and assign teams of facilitators to each region in close coordination with PIU, MOJHA, MLSP, and AFCYD. A final training schedule shall be endorsed by the Project Director.

Trainings for MDTs:

- Conduct the two-days classroom training with demonstration for MDTs from each *soum* and *khoroov* in national level (8 members from each MDT): *khoroov/soum* governor, social worker/secretary, *kheseeg* police officer, family doctors, welfare officer, school social worker, representative of specialized NGO; and 140 specialists/officers at Governor Office; Department of Family, Children, and Youth Development, Education Department, Police Department, and Welfare Office at *aimag* or district levels, who supervise MDT members at grassroots (5 specialists from each *aimag* and district); It should be noted that the number of participants for MDTs trainings should not exceed 40 participants in one time training;
- Conduct trainings for MDTs the in *soum* or *khoroov* level combining 5-7 MDTs through one time training;
- Conduct pre and post-training surveys and submit training reports including results of pre and post-training survey;
- Provide extended advice on capacity building and follow-up actions on case management to key stakeholders of project sites throughout the contracted period; and
- Deliverables include 2,400 published training packages for MDTs with digital copies of the package and videos on case management practice and basics of psychological counseling.

The assignment will comprise a single lump-sum contract to support all costs, including staff, resources, analyses, reporting, and local travels. The facilitators' deliverables shall include training program within the scope of assignment; TOT training, published training packages for MDT members on prevention, response services, case management practice, and basics of psychological counseling.

D. Mandatory training programs on behavior change for domestic violence perpetrators and the Training of Trainers under the additional financing: Under the Output 2, the project will update and revise a manual of mandatory behavior change training programs for domestic violence perpetrators and organize the national level training of trainers (TOT) for around 130 social workers, psychologists, and judicial officers of Detention Centers nationwide to improve preventive measures and reduce repeat cases of domestic violence. The training principles are as follows:

- A safety of women and children must be given the highest priority
- Victim safety and offender accountability are best achieved through an integrated, systemic response that ensures that all relevant agencies work together
- Given sensitivity of the topic, domestic violence requires continuous commitment to professional ethics and evidence-based approaches
- Perpetrators of domestic violence must be held accountable for their behavior
- Programs should respond to the diverse needs of participants and partners.

1) Implementation procedures:

- (i) In coordination with the project implementing agencies, Ministry of Justice and Home Affairs (MOJHA) will recommend two technical experts who will update the training

materials including a manual for facilitators and a workbook for perpetrators enrolled in the mandatory training.⁸⁹

- (ii) The experts will conduct a rapid assessment on training needs, current challenges and revision of legal framework on curriculum for mandatory behavior change training for domestic violence perpetrators employing qualitative and quantitative research methods. To update the training manual, the team shall consult with key stakeholders, including academia, governmental, and nongovernmental organizations.
- (iii) The experts will review and update a set of training manual (i.e., training manual for the facilitators and workbook for domestic violence perpetrators) developed by MOJHA, Detention Center of General Executive Agency of Court Decision, and UNFPA in 2020 based on the findings of the assessment. The training manual and workbook shall be updated covering the following topics: (i) addictions and alcoholism; (ii) stress and anger management; (iii) communication skill and conflict resolution; (iv) behavior of sexual violence perpetrators; (v) family relations and family therapy; and (vi) violence against children and its implications for children following the ministerial order (A/73) dated 4 April 2017. The training materials address the training needs and ensure inclusiveness of adolescents, women, and people with disabilities content-wise.
- (iv) Publish 300 copies of the aforementioned updated training manual for facilitators and 20,000 copies of the workbook for domestic violence perpetrators.
- (v) Develop the training program for at least 130 social workers, psychologists, and judicial officers of Detention Centers nationwide. The training program will describe a methodology of review and update of training packages, training pre, and post tests, work schedule, stakeholders, roles and responsibilities, and budget.
- (vi) Conduct the two-days classroom training and one-day demonstration training for at least 130 social workers, psychologists, and judicial officers of detention centers nationwide under the Executive Agency of Court Decision (Of trainee 130 participants, 35 are expected to be psychologists, 40 social workers, and 55 are judicial officers). 100 participants should be coming from 21 provinces and 30 participants from detention centers in Ulaanbaatar (each detention center has 1-2 social workers, 1 psychologist, and 1-2 judicial officers). The number of participants of the one time training should not exceed 40 participants to ensure quality of the training.
- (vii) After the training, the printed training manuals, and workbooks will be handed-over to officers of each detention centers based on their needs.

2) Scope of Work for the two training facilitators for updating the training manual and conducting the Training of Trainers:

The training facilitators will update the training manual on mandatory behavior change for domestic violence perpetrators and organize the national level training among social workers, psychologists, and judicial officers of Detention Centers nationwide to improve preventive measures and reduce the repeat domestic violence cases. The training facilitators will conduct the following tasks in general and will be engaged for around 30 working days: (i) training needs assessment; (ii) develop comprehensive training programs on behavior change for domestic violence perpetrators; and (iii) facilitate national level Training of Trainers to the facilitators who are social workers, psychologists, and judicial officers of the detention centers on mandatory training programs on behavior change for domestic violence perpetrators.

⁸⁹ In case the government recommended experts-cum-facilitators are civil servants, ADB's Project Administration Instructions 2.01 (paragraph 42) shall apply: civil servants (public sector employees working for a government department or agency) may only be hired under consulting contracts, either as individuals or as team members of a consulting firm, if: (i) they are on leave of absence without pay and are duly authorized to work under an ADB consulting contract, (ii) they are not being hired by the agency they were working for immediately before going on leave, and (iii) their employment would not create a conflict of interest. A letter from the candidate's agency may be required to certify that these requirements are met.

Detailed Tasks and/or Expected Outputs:

1. Conduct a rapid assessment on training needs, current challenges and revision of legal framework on the curriculum for mandatory behavioral change training for domestic violence perpetrators employing qualitative and quantitative research methods including consultation with key stakeholders of academia, governmental, and nongovernmental organizations.
2. Review a set of training manual and (i.e., training manual for the facilitators and workbook for domestic violence perpetrators) developed by the Ministry of Justice and Home Affairs, Detention Center of General Executive Agency of Court Decision, and UNFPA in 2020 based on the findings of the assessment.
3. Update manual and workbook covering topics of (i) addictions and alcoholism; (ii) stress and anger management; (iii) communication skill and conflict resolution; (iv) behavior of sexual violence perpetrators; (v) family relations and family therapy; (vi) and (vii) violence against children and its implication for children, in consonance to the A/73 Order Ministers of Justice and Home dated 4 April 2017.
4. Understand and respond to the diverse needs of the partners, facilitators and domestic violence perpetrators, and inclusiveness of adolescents, women, and people with disabilities.
5. Share the draft manual and workbook with key experts of government for their review; incorporate comments and finalize the training materials for printing.
6. Assist the PIU in designing and organizing national level Training of Trainers (TOT) workshop for around 130 training facilitators of mandatory training program for domestic violence perpetrators by using the developed manual, workbook, and any other training materials.

Output/Report Requirements

- (i) Needs assessment report including desk review, situation report, stakeholders, and gap analysis.
- (ii) Ready to print comprehensive training materials including facilitators' manual and workbook for domestic violence perpetrators enrolled in the mandatory training.
- (iii) TOT workshop completed and report including post-training evaluation and impact assessment.

Minimum Qualification Requirements

- Minimum of Bachelor's degree in psychology, sociology, criminology, law, or a related field
- At least 15 years of work experience in the fields of training program, human rights, psychology, sociology or relevant disciplines
- Demonstrated knowledge and experience in conducting needs assessment and developing the training modules and materials
- Extensive experience and skills in facilitating consultations and/or trainings
- Excellent writing, editing and communications skills in Mongolian language

E. Local experience sharing study tours under the additional financing: Under Output 2, the project will organize the experience sharing study tours (twice) to disseminate good practices and lessons learned among the officials from CCCP, police, health sector, *aimag* level Family, Child, and Youth Development Departments (FCYDD), and PIU staff including field coordinators. The study tours will be (i) around four days; and (ii) held to the best functioning shelter/OSSC and the shelter established under the current project (G9198). The best shelter/OSSC will be identified in consultation with the EA and IAs.

Objectives

The study tour aims to facilitate learning and disseminate good practices and lessons learned from the existing best performing shelter/OSSC and the project-established shelter. Specifically, through the study tours the participants will have opportunities to:

- Learn good practices and lessons learned from best performing shelters and/or OSSC in terms of quality and efficiency of services, innovation, human resources, and management.
- Exchange views and ideas with the cross-sectoral stakeholders on improving (i) multidisciplinary service provision to better prevent and respond to domestic violence, and (ii) regulatory environment of shelters/OSSCs in terms of budgeting, human resource, management, and capacity building.

Proposed Participants and Cost Estimates

Each study tour will consist of a total of 30 participants representing the officials from (i) each five focus project site, (ii) the EA and IAs, and (iii) PIU staff. Indicative details of the two-times local study tours are provided below:

Cost Estimates (indicative)

Events	Number of Participants	Duration	Amount
1. Study tour to the best performing shelter/OSSC			
2 days breakfast and 1 day lunch for participants	30	2 day	\$270
Transportation cost for participants	15	Round trip	\$2,043
Per diem for participants	15	3 days	\$420
Transportation (in-town)	30	2 days	\$150
Other (contingency)			\$300
Subtotal			\$3,183
2. Study tour to the best performing shelter established under the current project (G9198)			
2 days breakfast and 1 day lunch for participants	30	2 day	\$270
Transportation cost	25	Round trip	\$9,135
Per diem for participants	25	1.5 days	\$575
Transportation (in-town)	30	2 days	\$100
Other (contingency)			\$300
Subtotal			10,380
Grand total			13,563

Expected Outputs

At the end of the study visit, the participants with PIU's support will prepare a consolidated report and action plan, which shall contain the following:

- A comprehensive report of the study tour which includes good practices and lessons learned, and consultation findings from the local governing bodies;
- Develop an action plan as to how the participants would apply their learnings into practice; and
- A list of recommendations on improving regulatory environment of shelters/OSSCs in terms of the budgeting, human resource, management, and capacity building.

F. Expansion of a helpline center #107 through integrated digital ecosystem under the overall project: Under the output 3, the existing #107 hotline center of domestic violence will be expanded through a pilot integrated digital ecosystem which comprises the following: (i) launch of a website and artificial intelligence-based systems including chatbots for inclusive legal and psychosocial counseling and provision of service information; (ii) emergency reporting/referral system for distress calls; and (iii) adoption of the international standards on information security management system (ISO/IEC 27001). In view of upcoming complementary ICT works related to hotline expansion under the additional financing, the hotline-related works (including works of a contractor for supply and installation of a software for the helpline center) that have been planned under the current project are now combined and replaced with below scope of work of the Information, Communication, and Technology

(ICT), software programming, and hardware vendor for the hotline. Upon project completion, government will cover the operational and maintenance costs related to integrated digital ecosystem to ensure its sustainability.

**Scope of Work and Technical Specifications for
Information, Communication, and Technology (ICT),
software programming and hardware vendor for the hotline**

The ICT vendor shall supply, install and operationalize a software programming along with hardware for to expand the hotline center #107 through an integrated digital ecosystem. Key tasks include the following: (i) supply of hardware equipment for the hotline center; (ii) customize software programming including a centralized database to monitor utilization/service provision of the hotline and do data analytics; (iii) design and launch a website including chatbot building on lessons of an emergency KSTA to respond to COVID-19 to increase access to information and legal and psychological counseling. The website will be designed in an accessible way for people with hearing and visual impairment aligning with the Web Content Accessibility Guideline of Communications Regulatory Committee of Mongolia; and (iv) integrate development to the social network platform identified by the Municipal Police Department.

1. **Hardware supply, installation and configuration:** The firm will deliver the following hardware:
 - 1) Technical requirements for the server infrastructure:
 - (i) Hotline center's system must comply with MNS 6366:2013 (Information Delivery and Reference Call Center Requirement)
 - (ii) The hardware necessary to operate the integrated digital ecosystem
 - (iii) Hardware redundant solution for hotline system including hotline, website, and application, customer registration, back-up, data recovery, and others
 - (iv) Necessary hardware connection devices depend on the consulting proposed solution
 - (v) Necessary software or hardware load balancing solution that depends on the proposed solution
 - (vi) Information security protection and cyber-attack detention solution (firewall or other) with 2 years subscription
 - (vii) Realtime and log monitoring system
 - (viii) Capacity to receive and manage up to 400 calls per day
 - (ix) Licensed operation system and other software
 - (x) On-site and remote back-up solution
 - 2) Technical requirements for the helpline center infrastructure:
 - (a) Licensed softphone /4 pieces/
 - (b) Operator headset /4 pieces/
 - Speaker: Dual
 - Microphone: Noise Cancelling
 - Hearing protection: Yes (118bBA low noise transmission)
 - Bandwidth: 300-3400 Hz
 - Headset type: single-ear headset
 - Headset Weight: 2.4 oz.
 - Quick Disconnect Feature: Yes
 - Connector to phone and computer
 - (c) USB connector /4 pieces/
 - UPS Advanced audio processing
 - Noise @ Work and G616/AAL support
 - Enhanced noise cancelling and echo management
 - Anti-startle

- QD style
- (d) Battery for operator's processors: UPS 650VA /4 pieces/
Capacity: 650VA
INPUT
Nominal Voltage: 230VAC
Voltage Range: 140 - 300 VAC \pm 5%
Nominal Frequency: 50 or 60Hz (Auto-sensing)
OUTPUT
Voltage Regulation: \pm 10%
Frequency: 50 or 60Hz \pm 1Hz
Transfer Time (typical): 2 - 6ms
Waveform: Simulated Sinewave
BATTERY
Number of Battery: 12 V/8.2 Ah x 1
Recharge Time (typical): 2-4 hours recover to 90% capacity
ALARM & INDICATORS
LED Display: AC Mode - Green Lighting Battery Mode - Yellow Flashing every 10 seconds Overload - Red Flashing every second Fault - Red Lighting
Sounding: Sounding every 10 seconds in battery mode; sounding every second in low battery; sounding every 0.5 second in overload; sounding every 2 seconds in battery replacement alarm; and continuously sounding in fault
- (e) Portable USB drive: 1TB /2 pieces/
Power rating: 5 V 0.9 A
Storage capacity: 1 TB
Operating system: Windows 10, Windows 8, Windows 7, Windows Vista
Hard disk size: 2.5 "
Color: Black/Green
Material: Plastic
Interface: USB 3.0
Feature: Robust and Impact-Resistant

2. **Software customization and integration:** The vendor will select a software program and customize it to reduce the workload of the operators. The solution shall aim to simplify the process of receiving and registering calls and provision of referral services.

- (i) Technical requirements of the software infrastructure:
- (a) Legal and psychosocial counseling through hotline, SMS gateway, chatbot integrated with social media platforms, operator interface, and a live chat of the official website
 - (b) Each case is recorded directly to the centralized database with relevant registration/information details
 - (c) Each case is registered in the system and disaggregated by registration channel, risk level, and types of service
 - (d) Operator's web-based interface must display current call and relevant other information
 - (e) Voice and text dialogue records must be stored at least 5 years or specified duration stated in the national laws related to the operations of the hotline center
 - (f) System will have a web-based design and the screen layout will work on all types of a desktop computer
 - (g) The system able to forward incoming calls directly to the hotline of 103, 102, and other hotline system when it necessary
 - (h) The system will be a user-friendly interface
 - (i) The system will have separate the user and control interfaces(operator, operational administrator, and technical administrator)
 - (j) Fully functional four operators' accounts

- (k) Fully functional administrative account for hotline center
 - (l) System will have realtime analytical reporting and performance tools
 - (m) Hotline has effective tracking and monitoring system for all enquiries
 - (n) The source code of the program will be handed-over
 - (o) Data analytics should be included in the software to measure behavior change communications outcome on helpline promotion and utilization to see whether reporting and referral behaviors changed. Under the supervision of PIU (software engineer), the vendor shall consolidate data analytics of the hotline #107 to identify demographic, locale and relevant patterns in reporting and referral behavior, and frequently asked questions, and services provided
- (ii) Hotline system modules:
 - (a) Omni-channel routing
 - (b) Automatic Call Distributor(ACD)
 - (c) Interactive Voice Response(IVR)
 - (d) Realtime data analytic report
 - (e) Customer Journey
 - (f) Realtime performance monitoring
 - (iii) System integration module:
 - (a) Inbound/Outbound Voice
 - (b) Voicemail
 - (c) E-mail
 - (d) Website
 - (e) Chatbot
 - (f) Social media accounts
 - (g) Part of the database will be shared among police departments. Only authorized users have access to a transfer and share data via the police information system
 - (h) Third-party systems can access, generate, exchange information from the system using the API
 - (i) Software and hardware integration to ECS (Internal Information System of General Police Office)
 - (iv) Registration module:
 - (a) The compliance and counseling case are registered in the system according to a predefined form (classification, questionnaire) by the authorized user
 - (b) Dynamically define registration information content including text, image, audio, and video formats
 - (c) The authorized user monitors the completeness of the case submitted by phone call, other digital channels, and physical reporting, and create a database entry if eligible
 - (v) Helpdesk module:
 - (a) An authorized user will be able to search for an optimal answer to the questions particularly legal counseling from the prepared helpdesk database and resolve the request.
 - (b) The helpdesk database can be managed dynamically.
 - (vi) Reporting module:
 - (a) Display the content of the case with the highest frequency or newest frequency (Ability to prepare reports based on criteria such as maximum 50/100/200)
 - (b) Provide user statistics and reports in readable MS format
 - (c) Provide operator workload statistics and report
 - (d) Provide miss connected (call, chat, SMS, others) report
 - (e) Create and view control panels with the required values (weekly, monthly, yearly, by an operator, by a customer, and other)
 - (f) Summary report of the system.
 - (vii) Search module:

- (a) Search for all values registered in the system database including phone number, name, gender, specification, age, type of DV, print search results, and output in defined formats (.doc,.xls,.pdf).
- (viii) Website development:
 - (a) Hotline system must be integrated into its official website
 - (b) Content of the website is prepared by Municipal Police Department and PIU.
- (ix) Chatbot development:
 - (a) Identify the functional requirements for the design of the chatbots by undertaking discussions with key users and stakeholders (user-centered design approach)
 - (b) On a sample basis, survey the potential callers to the hotline service who may prefer automated responses from Chatbots and document the same
 - (c) Identify the chatbot ecosystem such as messaging software and interface to hotline database systems and develop the technical architecture
 - (d) Develop content requirements for the chatbots and classify the contents based on a taxonomy agreed with the users
 - (e) Develop templates to capture the contents
 - (f) Develop a natural language model to work on the contents
 - (g) Based on the content requirement survey the market and prepare a list of service providers and associated products and evaluate them
 - (h) Select the software provider and product that best suits the requirement
 - (i) Engage the service provider to configure the product, implement, and conduct training to use the software
 - (j) Provide training to continue maintenance and operations of the solutions
 - (k) Develop database/data analytics and data confidentiality mechanisms.
- (x) Back-up and recovery requirements:
 - (a) Back-up and restore the data in the database periodically according to data back-up and recovery policy of Municipal Police Department
 - (b) Be able to back-up the system database at any time
 - (c) Restored database must be reserved and shouldn't have any consequences as a result of the back-up and restore
 - (d) A second back-up server should be in the remote site
- (xi) Information security requirements:
 - (a) System database should be reliable and secure
 - (b) Entire system must meet ISO/IEC 27001:2013 standards
 - (c) System shall not have all types of error message
 - (d) User's password is encoded, and the encoding method is a one way algorithm
 - (e) Eliminate risks of data loss and operational failure because of network and hardware errors during operations

Inclusion and accessibility: The project is targeting to increase accessibility of reporting and referral service for people with disabilities. Hence, following are the key design features of Web Content Accessibility Guidelines, which should be complied to hotline integrated system.⁹⁰

Principle 1: Perceivable - Information and user interface components must be presentable to users with disabilities in ways they can perceive.

- Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols, or simpler language.
- Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

⁹⁰ World Wide Web Consortium.2008. *Web content Accessibility Guidelines 2.0*. <https://www.w3.org/TR/WCAG20/> (accessed on 11 December 2020)

- Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.

Principle 2: Operable - User interface components and navigation must be operable.

- Guideline 2.1 Keyboard Accessible: Make Understanding Guideline 2.1 all functionality available from a keyboard.
- Guideline 2.2 Enough Time: Provide users enough time to read and use content.
- Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.
- Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.

Principle 3: Understandable - Information and the operation of user interface must be understandable.

- Guideline 3.1 Readable: Make text content readable and understandable.
- Guideline 3.2 Predictable: Make Webpages appear and operate in predictable ways.
- Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.

Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Sincerely,

- Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies such as

Documentation Requirements:

- (i) Development and submission of security, safety, and operational guideline, system documents, and recommendations for the use of the system in Mongolian language
- (ii) Provide a detailed system description, drawings, and related materials
- (iii) After the system has been installed, configured, and customized, visual, and textual documentation will be provided to demonstrate the operation of the system. Provide documentation with instructions for developing the testing methodology
- (iv) Submit system analysis and design proposals
- (v) Submit system architecture and general layout proposals
- (vi) Submit a "Use Case" diagram
- (vii) Submit the Activity chart
- (viii) Submit the Sequence diagram
- (ix) Provide database structure diagrams, dictionaries, and information on "foreign key, constraints, primary key"
- (x) Submit descriptions of tables and spreadsheets
- (xi) Submit customer requirements and its documentation
- (xii) Submit the emergency manual of the server and database recovery guide
- (xiii) In each case of system development and improvement, copy the updated source code to the latest version on a CD and hand it over to the client.

Training, Testing and Maintenance:

- Digital ecosystem introduction training for operators and other related staffs of the Municipal Police Department, including on everyday utilization, adding content, and further development of chatbot and website, system maintenance and operations of the solutions, and troubleshooting.
- Conduct 2-3 days software interface training for the hotline operators and management.
- Conduct software supervisor training for the administrator employees.
- Conduct a 2-3 days technical specialist workshop {in addition to the training on communication first response conducted for operators by a separate consulting firm for the training programs.}

- Conduct adequate user acceptance testing and roll-out the solution. Prepare necessary data required, develop test cases in consultation with the users and facilitate the user to perform the test.
- The firm shall provide technical and functional support to the users in pilot testing the software, recording the results, resolving issues found during the user acceptance test and facilitate retesting of the functions that were changed by the users to get a final sign off.
- The pilot test process, testing details, test results, conclusion and formal signoff by the clients (users) is “User Acceptance Test results document,” mandated as a key deliverable.
- Procure the software and hardware on a perpetual license basis if feasible. Alternatively, assume license payment for the duration of the period the contract is valid.
- Ensure full operation of the digital ecosystem of the helpline center for 12 months after launching of the software and installation of full set of hardware.
- Cover at least 12 months of maintenance cost of chatbot, website, system, and other related program until project completion.
- Perform bi-weekly site visits to assess the status of user machines and fix any arising incidents and provide reports thereof.

Key Deliverables:

- (i) System analysis and hotline center’s system architecture design
- (ii) Software customization (integrated database, customer registration system, website, hotline, social network, chatbot, SMS)
- (iii) Social network platform and police information system integration and automatic information exchange solution
- (iv) Procurement of hotline system and it’s hardware redundancy following ISO/IEC 27001
- (v) Delivery of information security system in compliance to ISO/IEC 27001
- (vi) Preparation of a training manual and delivery of training
- (vii) User Acceptance Test results
- (viii) Two-months of system implementation and adoption period support
- (ix) One year maintenance of the hotline operations

This work may require inputs from four key experts: Team Leader and Senior IT Expert, Solution Architecture Engineer, and two Developers. This work may take maximum around 18 months comprising 6 months of customization and testing, and 12 months of operations and maintenance during which the vendor will be in charge of repair as necessary.

The prospective firm shall meet the minimum qualification criteria specified below:

- (i) At least 8 years of ICT sector experience
- (ii) At least 3 years of experience of familiar and relevant work
- (iii) Have a broad knowledge of current hotline, website, application, chatbot, graphic design, API development technologies, and design tools
- (iv) Have excellent knowledge of recent trends in information technology solution for a person with a disability including graphic design, website, and application content, emerging information delivery channels(social media networking, SMS etc...), online video, voice, and text content standard
- (v) Have a graphic designer with prior experience in designing websites, applications, and web-based systems
- (vi) Key professional staff qualifications and competence needed for the assignment.

Below is the suggested minimum requirements for the key experts:

Team Leader and Senior IT expert will be responsible for efficient coordination between subcontractors and submission of all deliverables and outputs on time and technical

leadership of the respective workstreams. The TL will lead the preparation of the key reports and keep the designated supervisors informed regularly of the progress in the implementation of this assignment and propose and implement solutions to address such issues or possible delays.

The Team Leader benefits the following requirements:

- Bachelor's degree or higher in computer science, engineering, mathematics, or physics
- At least 8 years of working experience in ICT
- At least 2 years of ICT project leader experience
- Proficiency in spoken and written English

Solution Architecture Engineer will be responsible for DV-107 hotline system architecture, hardware infrastructure with redundancy, hardware, and software system integration, back-up and monitoring, information security solutions. Also, Solution Architecture Engineer will conduct in related policy and guidance developing, capacity building, and ongoing technical support when it required.

The Solution Architecture Engineer benefits the following requirements:

- Bachelor's degree in computer science, engineering, mathematics, or physics
- At least 5 years of working experience in ICT
- At least 3 or more familiar working experience of system architecture or solution development

Developer (2 persons): Developers are responsible for the overall development process and assures that all code contributed is in line with coding standards. Developers will conduct in related policy and guidance developing, capacity building, and ongoing technical support when required.

The Developers benefit the following requirements.

- Bachelor's degree in computer science, engineering, mathematics, or physics
- At least 4 years of working experience as a developer
- At least 3 or more familiar working experience of software development.

Summary of socioeconomic status of the project sites (as of 31 December 2019)

No	Indicators	Nalaikh	Songinokha irkhan	Selenge	Sukhbaatar	Uvs	Dornod	Dundgovi	Zavkhan	Total
1	Population	37,659	327,580	107,755	62,884	82,941	82,020	46,698	72,307	819,844
2	Male	18,598	161,585	54,706	31,603	41,625	41,322	23,478	36,032	408,949
3	Female	19,061	165,995	53,049	31,281	41,316	40,698	23,220	36,275	410,895
4	Children under 14	12,338	107,380	32,784	19,777	28,048	26,517	14,137	22,305	263,286
5	People between 15 & 59	22,310	198,110	66,547	38,607	49,900	49,371	28,487	44,541	497,873
6	People over 60	3,011	22,090	8,424	4,500	4,993	6,132	4,074	5,461	58,685
7	People with disabilities (PWDs)	1,582	7,578	4,616	2,603	4,556	4,328	1,826	3,696	30,785
8	Female PWDs	690	2,994	1,961	1,111	1,963	1,823	770	1,648	12,960
9	Households (HHs)	10,248	93,521	29,004	17,725	21,646	23,378	14,212	20,713	230,447
10	Female headed HHs	1,092	2,945	3,114	2,329	1,975	2,652	2,010	3,344	19,511
11	Newborns	894	7,698	2,774	1,634	2,187	2,072	1,188	1,699	20,146
12	Married couples	204	2,431	561	329	600	351	193	362	5,031
13	Divorced couples	49	502	159	53	29	85	43	27	947
14	Registered unemployed persons	291	577	447	630	739	1,208	321	419	4,632
15	Registered unemployed women	143	314	238	294	378	530	159	229	2,285
16	Number of kindergartens	14	116	42	24	34	35	22	40	327
17	Number of children enrolled in kindergartens	2,581	24,244	8,382	5,607	7,595	6,808	3,366	5,755	64,338
18	Number of schools	14	27	34	16	30	27	19	30	190
19	Number of school aged children enrolled in schools	7,758	51,792	20,338	12,294	17,960	16,648	8,434	15,165	150,389
20	Poverty headcount in 2018	25.9*	25.9*	34	30.2	29.6	42.5	21.7	25.7	28.4**
21	Incidence of domestic violence crime	8	118	51	21	23	24	9	3	257
22	Number of domestic violence victims	4	96	40	9	16	24	5	17	211
23	Number of female victims	2	86	38	9	14	23	4	16	192
24	Number of child/minor victims	2	7	9	1	0	1	0	1	21

* Poverty headcount of Ulaanbaatar city

** National average poverty headcount

1. Socioeconomic Profile of Nalaikh District, Ulaanbaatar City⁹¹

Location: Nalaikh district of Ulaanbaatar city is located 36 km away from the city in the south eastern part of Ulaanbaatar city. Total area of the Nalaikh District 687.6 km². Nalaikh district has seven khoroos, which are the smallest administrative units of Ulaanbaatar.

Population: As of 2019, total population of Nalaikh District is 37,659 people of whom 50.7% (n=19,061) constitute female and 49.3% (n=18,598) of male population. Children under 18 constitute 16.9% (n=6,181) of the population. Overall, children under 15 years old constitute 32.8% (n=12,338), people between 16 to 59 years old (labor force) constitute 59.2% (n=22,310) and people aged over 60 years old constitute 8.2% (n=3,011) of the population. The number of people with disabilities (PWDs) is 1,582 as of 2019, of whom 43.6% (n=690) are female. 218 children under age 18 are registered as children with disabilities constituting 13.8% of PWDs.

Households: 10,248 households reside in Nalaikh as of 2019. The average number of people in a household of Nalaikh District is three. 1,092 families are headed by females. Female headed households (FHH) with three members constitute 58.9% (n=643), FHHs with 3 through 5 children constitute 31.3% (n=342) and FHHs constitute 9.8% (n=107).

Housing: 4,062 (39.6%) households out of 10,248 reside in Mongol ger/tent, 2,557 (25%) households reside in apartments, 3,609 (35.2%) reside in houses without water supply and sanitation and 20 (0.2%) households reside in other types of housing.

Registration: In 2019, 894 newborns were registered in Nalaikh District, 238 people died, and were removed from the population list. 204 newly married couples were registered and 49 couples were registered as divorced.

Employment and poverty: There are 291 registered unemployed people in Nalaikh District, 49.1% of whom are female. Monthly income of poorest household is ₮230,000 per person. Poverty headcount of Nalaikh district is not available, but poverty headcount of Ulaanbaatar stands at 25.9.

Access to health service: Totally, 78 doctors and 105 nurses are employed in state owned hospital and in several family clinics that are managed by private entities.

Education: There are eight state owned and six private kindergartens in Nalaikh District. 2,581 preschool age children attend these 14 kindergartens contributing to 70.5% of enrolment of preschool children of Nalaikh District. Totally 7,806 school age children are enrolled in eight schools.

Social organizations: There are nine religious agencies, 161 local NGOs, and 59 community organizations registered at the Tax Office of the District.

Domestic violence incidence: Police records of 2019 show 8 domestic violence related crimes and 14 registered offenses that are registered in Nalaikh District. Totally eight domestic violence victims are registered of whom seven are female and one is a child victim under 7 years old.

2. Socioeconomic Profile of Songinkhairkhan District, Ulaanbaatar City

⁹¹ Nalaikh District Division of Statistics. 2019. *Statistics - 2019*. Ulaanbaatar.

Location: Songinokhairkhan District of Ulaanbaatar city is in the west and north side of Ulaanbaatar. Total territory of the Songinokhairkhan District is 1206 sq.km. Administratively, the district is divided into 43 *khoroos*.

Population: As of May, 2019, *total population* of Songinokhairkhan District is 327,580 of whom 50.7% (n=165,995) constitute female and 49.3% (n=161,585) constitute male. Children under 14 years old constitute 32.8% (n=107,380), people from 16 to 59 years old (labour force) constitute 60.5% (n=198,110) and people over 60 year old constitute 6.7% (n=22,090) of the population. There are 7,578 PWDs as of 2019, making 2.3% of the total population. 1,218 children under age 18 are registered as children with disabilities constituting 16.1% of PWDs.

Households: 93,521 households reside in Songinokhairkhan District as of 2019. The average number of people in a household of Songinokhairkhan District is four. 2,994 families are headed by females. FHHs with four and more children under 18 constitute 5.3% (n=451).

Housing: 33,700 (36.6%) households out of 93,521 reside in Mongol ger/tent, 24,135 (25.8%) households reside in apartments, 30,707 (32.8%) reside in houses without water supply and sanitation and 1,576 (1.7%) households reside in other types of housing.

Registration: In 2019, 7,698 newborns were registered in Songinokhairkhan District, 1,695 people died and were removed from the population list. 2,431 newly married couples were registered and 502 couples were registered as divorced.

Employment and poverty: There are 557 registered unemployed people in Songinokhairkhan District, 54.4% of whom are female. Monthly income of poorest household is 230,000 MNT per person. Poverty headcount of Songinokhairkhan District is not available, but poverty headcount of Ulaanbaatar stands at 25.9.

Access to health service: Totally, 231 doctors and 240 nurses are employed in an in state owned hospital and in several family clinics that are managed by private entities.

Education: There are 24,244 preschool age children attend 116 kindergartens contributing to 69.5% of enrolment of preschool children of Songinokhairkhan District. Totally 51,792 school age children are enrolled in 27 schools.

Social organizations: There are nine religious agencies, 2,736 local NGOs and 128 community organizations registered at the Tax Office of the District.

Domestic violence incidence: Police records of 2019 show 118 domestic violence related crimes registered in Songinokhairkhan District. Totally 96 domestic violence victims are registered of whom 86 are female and 6 are child victim under 7 years old.

3. Socioeconomic Profile of Selenge Aimag

Location: Selenge is in the north of Mongolia, 321 km away from the capital city, Ulaanbaatar. Total area of the Selenge province is 41,152 km². Population density is 2.7 persons per km². But, population density in Sukhbaatar soum, center of the province reaches 502.8 per km². Selenge province has 17 *soums* and 57 *bags*.

Population: As of 2019, *total population* of Selenge province is 107,755 people of whom 49.2% (n=53,049) constitute female and 50.8% (n=54,706) male population. Children between 0 and 14

years old constitute 30.4% (n=32,784), people from 16 to 59 years old (labor force) constitute 61.8% (n=66,547) and people over 60 years old constitute 7.8% (n=8,424) of the population. There are 4,616 PWDs as of 2019, of whom 42.5% (n=1961) are female..

Households: 29,004 households reside in Selenge as of 2019. 2,215 households have four and more children under 18 years old. 3,114 families are headed by females. FHHs with children under 18 constitute 47% (n=1,453).

Registration: In 2019, 2,774 newborns were registered in Selenge province, 669 people died, and were removed from the population list. 561 newly married couples were registered, 159 couples were registered as divorced and 54 children were adopted.

Employment and poverty: There are 447 registered unemployed people in Selenge province, 53.2% (n=238) % of which is female. Monthly income of the poorest household is 198,300 tg per person. Poverty headcount of Selenge province is 34 which is over the national average of poverty headcount.

Access to health service: Totally, 247 doctors, and 329 nurses are employed at 86 medical settings of the province.

Education: 8,382 preschool age children attend 42 kindergartens contributing to over 80% of enrolment of preschool children. Totally 20,338 school age children enrolled in 34 schools.

Domestic violence incidence: Police records of 2019 show 51 domestic violence related crimes are registered in Selenge province. Totally, 40 domestic violence crime victims are registered, of which 38 are female. Nine domestic violence child victims under 18 are registered from which one is under 7, seven is aged from 8 to 13 and one is aged from 14 to 17.

4. Socioeconomic Profile of Sukhbaatar Aimag

Location: Sukhbaatar *aimag* is in the south east of Mongolia, 560 km away from Ulaanbaatar city. Total area of the Sukhbaatar Province is 82,287.15 square kilometers. Sukhbaatar Province has 13 *soums* and 67 *bags*.

Population: As of 2019, *total population* of Sukhbaatar *aimag* is 62,884, consisting of 49.7% (n=31,603) of female and 50.3% (n=31,281) of male population. Children under 14 years old constitute 31.4% (n=19,777), people between 16 and 59 years old (labor force) constitute 61.4% (n=38,607) and people aged over 60 constitute 7.2% (n=4,500) of the population. There are 2,603 PWDs as of 2019, of whom 42.7% (n=1,111) are female.

Households: In total 17,725 households reside in Sukhbaatar *aimag* of which 2,329 (13.1%) families are headed by females. 772 households have four and more children under 18 years old. FHHs with children under 18 were 771.

Registration: In 2019, 1,634 newborns were registered and 351 people died and were removed from the population list. 329 newly married couples were registered, 53 couples were registered as divorced and 34 children were adopted.

Employment and poverty: There are 630 registered unemployed people in Sukhbaatar, 46.7% (n=294) of whom are female. 1,334 poorest households 2,826 people receive food assistance by stamps of welfare fund. Poverty headcount in Sukhbaatar Province stands at 30.1%.

Access to health service: Totally, 146 doctors, and 221 nurses are employed at 32 medical settings of the province.

Education: 5,607 preschool age children attend 24 kindergartens. Totally 12,294 school age children enrolled in 16 schools. 371 students study in 18 vocational centers.

Social organizations: There are 12 religious agencies, 144 local NGOs, and 58 community cooperatives registered in Sukhbaatar Province.

Domestic violence incidence: Police records of 2019 show 21 domestic violence related crimes are registered in Sukhbaatar Province. Totally, 9 domestic violence victims are registered and all of them were female and one is children from 14 to 17 years old.

5. Socioeconomic Profile of Uvs Aimag

Location: *Uvs aimag* is in the western part of Mongolia. It is located 1,336 km away from Ulaanbaatar, capital city. Total area of *Uvs* is 69,585 km square. Ulaangom is province/*aimag* center which has 12 *baghs* and 36.4% of the population of the *Uvs* province habitats in Ulaangom. *Soum* is the smallest administrative unit in rural areas and *bagh* is sub-division of *soum*. *Uvs* province has 19 *soums* and 93 *baghs* as of 2019.

Population: As of 2019, total population of *Uvs* province is 82,941 that consists of 49.8% (n=41,316) of female and 50.2% (n=41,625) of male. Children under 14 constitute 33.8% (n=28,048) of the population, people between from 16 to 59 years old (labor force) constitute 60.2% (n=49,900) and people over 60 constitute 6% (n=4,993) of the population. There are 4,556 PWDs as of 2019, of whom 43.1% (n=1,963) are female.

Households: Totally 21,646 households reside in *Uvs* province as of 2019. The average number of people in a household of *Uvs* province is 3.8. 1975 families are headed by females. 2,600 households have four and more children under 18 years old. FHHs with children under 18 were 754.

Registration: In 2019, 2187 newborns were registered in *Uvs* province, 468 people died, and were removed from the population list. 630 newly married couples were registered, 37 couples were registered as divorced and 47 children were adopted.

Employment and poverty: There are 777 registered as unemployed, 49.7% of whom are female.. Poverty headcount of *Uvs* province is 29.6% which is slightly higher than national average of 28.4%. However, *Uvs* province belongs to the western region where poverty headcount stands at 31.8%. 8,963 poorest people receive food assistance by stamps of welfare fund.

Access to health service: Totally, 197 doctors, and 293 nurses are employed at 71 medical settings of the province.

Education: 7,595 preschool age children enrolled in 34 kindergartens. Totally, 17,960 school age children enrolled in 30 schools across the province. *Uvs* province has one higher education institute, namely Institute of Labor with 138 students and one vocational college, namely Ulaangom College with 912 students.

Domestic violence incidence: Police records of 2017 show 16 domestic violence related crimes and 21 registered offenses that are registered in Uvs Province. Totally 23 domestic violence victims are registered from which 21 of them are female and two minor victims including a child under 7 and a child aged between 14 and 17 years old.⁹²

6. Socioeconomic Profile of Dornod Aimag

Location: Dornod is in the east of Mongolia, 661 km away from the capital city, Ulaanbaatar. Total area of the Dornod province is 123,597 km². Population density is 0.7 persons per km². But, population density in Choibalsan soum, center of the province reaches 0.3 per km². Dornod province has 14 *soums* and 67 *bags*.

Population: As of 2019, *total population* of Dornod province is 82,020 people of whom 49.6% (n=40,698) constitute female and 50.4% (n=41,322) male population. Children between 0 and 14 years old constitute 32.3% (n=26,517), people from 16 to 59 years old (labor force) constitute 60.2% (n=49,371) and people over 60 years old constitute 7.5% (n=6,132) of the population. There are 4,328 PWDs as of 2019, of whom 42.1% (n=1,823) are female.

Households: 23,378 households reside in Dornod as of 2019. 1218 households have four and more children under 18 years old. 1,388 families are headed by females has children under 18 years old.

Registration: In 2019, 2,072 newborns were registered in Dornod province, 548 people died, and were removed from the population list. 351 newly married couples were registered, 85 couples were registered as divorced and 43 children were adopted.

Employment and poverty: There are 1,208 registered unemployed people in Dornod province, 43.9% (n=159) of which is female. Monthly income of the poorest household is 201,700 tg per person. Poverty headcount of Dornod province is 42.5 which is 14% higher than national average of poverty headcount.

Access to health service: Totally, 200 doctors, and 288 nurses are employed at 61 medical settings of the province.

Education: 6,808 preschool age children attend 35 kindergartens. Totally 16,648 school age children enrolled in 27 schools.

Domestic violence incidence: Police records of 2019 show 24 domestic violence related crimes are registered in Dornod province. Totally, 24 domestic violence crime victims are registered from which 23 of them are female and one domestic violence child victims under 7 are registered.

7. Socioeconomic Profile of Dundgovi Aimag

Location: Dundgovi is in the central region of Mongolia, 275 km away from the capital city, Ulaanbaatar. Total area of the Dundgovi province is 74,690 km². Population density is 0.6 persons per km². Dundgovi province has 15 *soums* and 68 *bags*.

Population: As of 2019, *total population* of Dundgovi province is 46,689 people of whom 49.7% (n=23,220) constitute female and 50.3% (n=23,478) male population. Children between 0 and 14

⁹² General Police Authority. 2020. *Police Administrative Records - 2019*. Ulaanbaatar.

years old constitute 30.3% (n=14,137), people from 16 to 59 years old (labor force) constitute 61% (n=28,487) and people over 60 years old constitute 8.7% (n=4,074) of the population. There are 1,826 PWDs as of 2019, of whom 42.2% (n=770) are female.

Households: 14,212 households reside in Dundgovi province as of 2019. 579 households have four and more children under 18 years old. 888 families are headed by females who has children under 18 years old.

Registration: In 2019, 1,188 newborns were registered in Dundgovi province, 315 people died, and were removed from the population list. 193 newly married couples were registered, 43 couples were registered as divorced and 17 children were adopted.

Employment and poverty: There are 321 registered unemployed people in Dundgovi province, 49.5% (n=159) of which is female. Monthly income of the poorest household is 198,300 tg per person. Poverty headcount of Dundgovi province is 21.7 which is over the national average of poverty headcount.

Access to health service: Totally, 153 doctors, and 156 nurses are employed at 52 medical settings of the province.

Education: 3,366 preschool age children attend 22 kindergartens. Totally 8,434 school age children enrolled in 19 schools.

Domestic violence incidence: Police records of 2019 show 9 domestic violence related crimes are registered in Dundgovi province. Totally, five domestic violence crime victims are registered from which four of them are female and no child victim is registered.

8. Socioeconomic Profile of Zavkhan Aimag

Location: Zavkhan is in the west of Mongolia, 1,023 km away from the capital city, Ulaanbaatar. Total area of the Zavkhan province is 82,456 km². Population density is 0.9 persons per km². But, population density in Uliastai soum, center of the province reaches 0.3 person per km². Selenge province has 24 *soums* and 116 *bags*.

Population: As of 2019, total population of Zavkhan province is 22,768 people of whom 50.2% (n=36,275) constitute female and 49.8% (n=36,032) male population. Children between 0 and 14 years old constitute 30.8% (n=22,305), people from 16 to 59 years old (labor force) constitute 61.6% (n=44,541) and people over 60 years old constitute 7%.6 (n=5,461) of the population. There are 3,696 PWDs as of 2019, of whom 44.6% (n=1,648) are female.

Households: 20,713 households reside in Zavkhan as of 2019. 1,313 households have four and more children under 18 years old. 909 families are headed by females who have children under 18 years old.

Registration: In 2019, 1,699 newborns were registered in Zavkhan province, 439 people died, and were removed from the population list. 362 newly married couples were registered, 27 couples were registered as divorced and 35 children were adopted.

Employment and poverty: There are 419 registered unemployed people in Zavkhan province, 54.7% (n=229) % of which is female. Monthly income of the poorest household is 190,700 tg per person. Poverty headcount of Zavkhan province is 25.7 which is lower than national average 28.4.

Access to health service: Totally, 182 doctors, and 268 medical professionals are employed at 85 medical settings of the province.

Education: 5,755 preschool age children attend 40 kindergartens and Totally 15,165 school age children enrolled in 30 schools.

Domestic violence incidence: Police records of 2019 show 17 domestic violence related crimes are registered in Zavkhan province. Totally, 16 domestic violence crime victims are registered from which 16 of them are female and one is child under 7 years old.

Key findings on socioeconomic, gender and poverty aspects and social safeguards during the due diligence

A. Current project:

- Both female and male focus group discussion (FGD) participants in the provinces were frustrated with widespread alcoholism, unemployment, and poverty in their communities.
- FGD participants from Nalaikh district were happy with welcoming culture of Nalaikh community and said that different ethnic groups including Kazakh people have been fully mainstreamed for over the 90 years since they moved in to work in the mining industry.
- Both female and male FGD participants are concerned about high rates of unemployment, exploitation, and discriminatory practices such as age discrimination, favoritism/bias to recruit their relatives or friends for the available vacancies.
- Depending on the local market demand, types of women's income sources vary in project sites. For example, while women in Nalaikh district informed that most of them are involved in selling meals as mobile vendors to mine workers, common income sources for Uvs women are making and selling winter boots and working in plantations of seabuckthorn. Many women of Selenge province informed that they grow vegetable in their yards. Women in Sukhbaatar provinces expressed their interests to have small business on bakery, sewing, and growing vegetables.
- Stories of the two survivors who were treated badly and beaten frequently had common elements of survivors staying in remote areas with their husband away from their own home villages. Both of them were orphans and had no relatives around them, making them extremely dependent on their husbands and husband's families. Only when their families moved to *aimag* center, they became able to get assistance from the police and welfare agencies. But they still live together with abusive husbands because of lack of other places to live and visit. Therefore, they tell that having shelter for domestic violence victims, or their own *ger*, or supportive relatives would be very critical to protect women and children.
- Few FGD participants were familiar about available services for domestic violence victims, in particular of multidisciplinary team services. Majority of the participants did not know about availability of multidisciplinary response and support services. Most of them knew that they can call police if they see or hear any domestic violence incidence, but they informed that people are reluctant to call police or inform officials because of issue of distrusting police or officials who are in their view are not reliable in regard to keeping confidentiality.
- Professionals involved in multidisciplinary team informed how they collaborate in dealing with cases of domestic violence, but they noted about weaknesses of MDT because of frequent changes and high turnover of government officials, lack of specific knowledge, and skills to help domestic violence victims, lack of designated fund, and shelter for keeping women and children safe.

- FGD participants reported that because of high social control and tight network in the communities, people tend to not disclose domestic violence incidence and are also hiding e their disabled children and family members from others.
- Though local government provided venues for few organizations of people with disabilities (PWDs) and active PWDs do seek collaboration with other agencies, functions of these agencies appeared to be ad hoc and unable to reach PWDs and their caregivers because of lack of budget or lack of financial and management support from headquarters of organizations of PWDs and government.
- Head of Public Policy Department at each *Aimag* Governor's Office was in charge of development and approval of *Aimag* Plan on Gender Equality. But it seemed that ordinary people were not familiar with this plan and had no experiences of questioning issues related to gender equality.
- FGD participants' opinion about roles of women and men varied depending on their gender. Women tended to criticize men that nowadays men lost their roles of breadwinners and rely on their wives' income such as wives' or mother's salary or pension, and child support money. In opposite, men informed that they earn money by doing all unsafe and seasonal work inside and outside of their communities such as working at construction and open mines of coal and gold. Here are some quotes of men who participated in FGD: "*Unemployed men do house chores and assist wives to take care of children, but wives become dominant which is not acceptable for men;*" "Wife and husband should equally share their power by 50% and 50%. If women have more power, they can be easily spoiled and dominant." These messages inform that patriarchal views are quite dominant among women and men and there is little willingness to accept changing roles of gender.
- When facilitator asked about causes of domestic violence, several male participants were defensible by saying that wives abuse verbally at first and make them to hit them. Female participants connected domestic violence with men's addiction to alcohol and joblessness.
- Male participants admitted that they do not know the right ways to solve conflict with their spouse when it occurs, thus they had to leave home for a while and drink alcohol to relieve stress.
- A number of people agreed with the statement that one can beat/hit someone if she/he does the wrong thing. A young lady in Selenge said that too many awareness raising activities are being organized on child rights that make children to be disobedient. Several participants supported her statement and said that punishment is needed. However, corporal punishment of children was prohibited in educational settings since 2005 and family and other settings since 2017.
- Several FGD participants in the project sites informed that child support (20,000 Tg per child) or food stamps are only income for many families. This indicated that the livelihood of poor people is very dependent on the small amount of child support money (poor and poorest families are eligible to have 20,000 Tg or \$8 cash per each child on monthly basis) and food stamps (food stamp with value of 40,000Tg per household on monthly basis) allocated to most vulnerable people or poor families with many children.
- Many FGD participants were not familiar with possibilities of applying for welfare and labor assistance provided by the government. In contrast, local officers in charge of employment and welfare issues noted that many assistance programs are available to those who are willing to work and study in vocational training. However, women who are domestic violence victims and survivors are not specifically considered as eligible for employment and social welfare support programs, unless they can meet other criteria.
- In all project sites, employment opportunities are found to be very limited to both women and men over 35 or 40. Therefore, as FGD participants informed, most of them work individually or in groups at construction, mining sites, or by picking up natural fruits and nuts, and selling

meals as mobile vendors. Some participants informed that they could not get loan and get involved in any small business program because of lack of collateral.

- Not only people with lower level of education are affected by unemployment and poverty. A number of educated young people who participated in FGDs shared their experiences of seeking jobs within and outside of their communities. Because of limited vacancies they ended up working in informal sector or doing seasonal work at construction and mining sites.
- Since establishment of Nalaikh mine, Kazakh people settled in Nalaikh about 90 years ago to work in coal mining. According to informal source currently 3,000 kazakh people (9% of total population) reside in Nalaikh district and have fully integrated into the Nalaikh community. They send their children to mainstream schools, speak fluently Mongolian, and have no barriers related to their origin or ethnicity neither in social nor cultural and economic life.

B. Additional Financing:

- The shelter of the Municipal Police Department has the capacity of 30 beds and operating with 23 staff including 4 psychologists-cum-hotline operators works in shifts. ADB loan funded Ulaanbaatar Urban Service, Ger Area Development Investment Program will build two story new shelter which accommodates domestic violence hotline-107 office and capacity will increase to 54 beds including 3 rooms with inclusive design features for elders and PWD. The most common illness among domestic violence survivors were respiratory disease, cardiovascular disease, and injuries. Around 33.9% in 2018, 73.3% in 2019 and 40.5% in Q1-Q2 of 2020 of domestic violence survivors stayed in the shelter received medical treatment. Because of the limited medical equipment, the doctor of the shelter refers to medical services to primary and secondary health care centers.
- The #107 hotline provides 24/7 legal and psychosocial counseling to the domestic violence survivors with four operators working in 24 hours shift each. The current technical facility of the hotline is analogy telecommunication channel with no connection with Police Information System and Information Emergency Command Center which operates hotline #101,102,103 and 105. All required information exchange process is done manually and no call registration, recording, and storing software. Therefore, 107 hotline system does not meet any act of MNS 6366:2013 on requirements for call centers for information delivery and customer care services) standard. The hotline records for 2017-2020 are presented below:

Year s	Total calls	Legal and psychoso cial counselin g	Mis-dialed calls	False calls	Silent calls	From other police departmen ts	# of calls transferred to hotline 102	Other types of advice	In-person counseling
2017	9,826	2,035	1,653	1,171	2,038	592	178	2,108	51
2018	10,380	2,031	1,714	1,916	2,336	122	450	1,795	16
2019	11,988	2,185	1,912	1,737	3,360		504	2,279	11
2020	10,607	2,323	1,578	1,053	2,661		380	2,608	4

- Nationwide in total 15,296 people were detained in 2019 of which 48% occurred in Ulaanbaatar. In Ulaanbaatar detention centers, almost 80% of detainees have alcohol addictions, 74% have committed domestic violence which shows strong linkage between alcoholism and domestic violence. In April 2020, a new Detention Center at 407 Open & Closed Correctional Unit was opened to serve detainees from three districts with Ulaanbaatar, women, and adolescent detainees. According to the Law on Court Implementation, detention centers are mandated to provide medical services while there is no medical equipment and

supply during the mission visit and health complications are common among detainees with additions. Furthermore, Detention Centers provide training on legal education specifically awareness raising on legal consequences of domestic violence, VAC, and GBV, stress management, anger management, and communication skills. Because of the COVID-19 group trainings and therapies are temporarily suspended.

Appendix 8

Records of changes in the PAM under the current project (as of 12 May 2021)

No	Date of changes by PIU	Original PAM	Revised PAM	ADB's approval (as applicable)
1.	20 August 2019	Page 8 Project Steering Committee (PSC) and PIU	Page 8: Project Steering Committee (PSC) composition was revised. PIU team was revised as follows: a project coordinator, gender & social specialist, finance officer, procurement officer, translator/administration officer, civil engineer, M&E specialist, Environment Specialist, and 3 field coordinators (based on three <i>aimags</i>)	
2.	July 2019	Page 23: Fund Flow Diagram	Page 23: Updated Fund Flow Diagram	Inception mission (MOU Jul 2019)
3.	18 February 2019	Page 134	Page 134: Small-scale grants for shelters, one-stop service centers (OSSC) and multidisciplinary teams (MDTs) nationwide: changed from 25 to 30 community-based initiatives	3 March 2020
4.	18 February 2019	Page 135	Page 135: Added points viii-xi	3 March 2020
5.	18 February 2019	Page 135	Page 135: Under #3 changed to 30 grant recipients-shelters	3 March 2020
6.	18 May 2020	Page 29 Procurement Plan	Page 29: Updated Procurement Plan	23 Sep 2019 1 Oct 2019 13 Dec 2019 18 May 2020
7.	16 September 2020	Page 26 Table 15 (i) rehabilitation of five focus shelters	Page 26 (Table 15) on rehabilitation of four shelters and construction of one focus shelters	
8	12 May 2021	Page 21 Contract and Disbursement S-Curve	Page 30 Updated Contract and Disbursement S-Curve for the Current Project	