



The National Network of Social Accountability (P150877)

MIDDLE EAST AND NORTH AFRICA | Tunisia | Governance Global Practice | Recipient Executed Activities | Investment Project Financing | FY 2015 | Seq No: 1 | ARCHIVED on 23-Nov-2016 | ISR25606 |

Implementing Agencies: UGTT

Key Dates

Key Project Dates

Bank Approval Date:27-Nov-2014

Effectiveness Date:27-Nov-2014

Original Closing Date:27-Nov-2018

Revised Closing Date:27-Nov-2018

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The development objective is to contribute to improving the quality of service delivery and to strengthen citizens' capacities to engage in evidence-based, collaborative problem-solving through the creation of a participatory platform for monitoring services in two pilot sectors, health and education.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components

Name

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	--	● Unsatisfactory
Overall Implementation Progress (IP)	--	● Unsatisfactory

Implementation Status and Key Decisions

BACKGROUND

The project has significant potential in the Tunisian context to make progress on building citizen trust, improving services and re-shaping the social contract.

PROGRESS

As noted in the Aide Memoire, the project has made progress in a number of areas: namely in terms of establishing the PIU, launching the project



and undertaking trainings of animators, and producing a number of deliverables such as the field questionnaires, and terms of references for the firm to develop the monitoring platform.

However, as per the project development objectives agreed in the legal agreement, the project progress towards the project objectives is currently unsatisfactory. The project has made very little progress towards the three main project development indicators, although some intermediate steps have been taken, such as training some of the animators. In terms of implementation progress, in spite of the important steps taken above, the pace of implementation is very slow and was, notably, extremely slow between May to October 2016.

KEY DECISIONS

Given the slow progress, the main agreement is that UGTT would accelerate progress and commit to a set of key milestones within the next 30-60 days to demonstrate revised advancement towards the PDOs. The action plan has been communicated to UGTT in its aide memoire and relates to the following main actions: (i) accelerate and improve internal PIU decision-making; (ii) Resolve all pending FM and procurement issues; (iii) Implement the pilot activities in Jendouba; (iv) Recruit an expert to help roll-out pilot activities and to help develop a Terms of Reference and procurement package for a firm to support all aspects of data collection, data analysis, training and monitoring platform development; (v) recruit the firm mentioned in point (iv) relaunch contact with national and local partners to start developing the network; (v) Develop an action plan for January – June 2017 detailing how the project will scale up beyond the pilot region to 4-5 other lagging regions, covering at least 30 schools.

As agreed with the UGTT, a review will be held in the next 45-60 days to decide how to proceed with the project, based on progress in made in the said timeframe and in line with the action plan agreed at MTR.

Risks

Overall Risk Rating

Risk Category	Rating at Approval	Previous Rating	Current Rating
Overall	--	--	● Substantial

Comments

As per ISR guidance, the following briefly explains the rating change. The risk rating is revised upwards to substantial – as compared to moderate at appraisal. This is because: (1) we have now arrived at mid-term and progress towards the PDO is extremely low, which means the risk of not achieving the PDO are higher; (2) a number of the risk mitigation strategies and steps foreseen at appraisal have not yet been implemented – key among which were: ensuring the PIU is staffed quickly; ensuring UGTT interacts with a wide range of stakeholders; providing consistent and sustained Bank support; and, (3) there remain a number of challenges at the level of the implementing agency in terms of implementation (e.g. limited capacity for managing a Bank grant and limited experience in the sphere of social accountability).

With the recommendations made at MTR and the action plan agreed with the PIU, certain risks can be mitigated and, thus, the residual risk is substantial. Mitigation actions include: (1) recruiting an expert and firm to give a greater and more sustained hand-holding to the PIU; (2) focusing on priority activities and a smaller sample of school facilities, to begin with, before seeking to scale up; (3) providing sustained Bank support in terms of a TTL in Tunisia, procurement and FM specialist; (4) recruiting a Bank consultant to provide more regular, day-to-day support to the PIU.

Results

Project Development Objective Indicators

▶Number of health and education facilities covered by the Project (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	30.00
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018



►Service access and quality indicators developed, tested and disseminated in all of the project's target facilities (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	N	Y
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018

►A service monitoring platform is developed, tested and used by users and service providers in all the project's target facilities (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	N	Y
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018

Overall Comments

While small progress has been made on some intermediate steps, progress towards the PDO indicators has been highly limited, as outlined above. As such, the progress is rated as unsatisfactory.

Intermediate Results Indicators

►A services monitoring platform is developed based on users and other stakeholders' inputs and active contributions (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	N	Y
Date	02-Nov-2015	--	14-Nov-2016	30-Nov-2018

Comments

Methodology developed but not yet tested. ToR for platform drafted, but not completed.



► Trainees acquire facilitation and participatory methodology skills to gather citizen feedback (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	44.00	150.00
Date	23-Nov-2015	--	14-Nov-2016	30-Nov-2018

Comments

This indicator is poorly defined in the Results Framework as it refers to cohort. It is estimated that cohort is 30 trainers.

► A network for social accountability made up of civil society, private sector and public sector stakeholders has been convened through a series of policy and knowledge-exchange dialogues around monitor (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	N	Y
Date	17-Nov-2014	--	14-Nov-2016	30-Nov-2018

Comments

A multistakeholder launch event has been undertaken. An MoU has been signed with the Institut Arabe Des Droits De L'homme. But apart from this, very little has been done to build the network.

► Ratio of sampled users and service providers able to describe and to demand their rights and responsibilities and available social accountability mechanisms (disaggregated by gender) by end of Project (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	90.00
Date	24-Nov-2014	--	14-Nov-2016	30-Nov-2018



►Ratio of sampled users, service providers and other stakeholders that indicate they have accessed information on health and education services, including performance standards and available service fee (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	0.00
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018

►Ratio of nb of targeted service providers who proactively take steps to improve users' satisfaction, access to and quality of services by end of project (Amount(USD), Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	--	10.00
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018

Comments

In the absence of baselines, this will be extremely difficult to address.

►Ratio of nb of service providers in target facilities that have integrated users' feedback mechanisms into their own customer service monitoring systems by end of project (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	60.00
Date	28-Nov-2014	--	30-Nov-2018	30-Nov-2018

►Learning process defined and organized in a participatory manner with project's stakeholders and described in Project and GPSA reports (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N	--	N	Y
Date	28-Nov-2014	--	14-Nov-2016	30-Nov-2018

Overall Comments

Data on Financial Performance

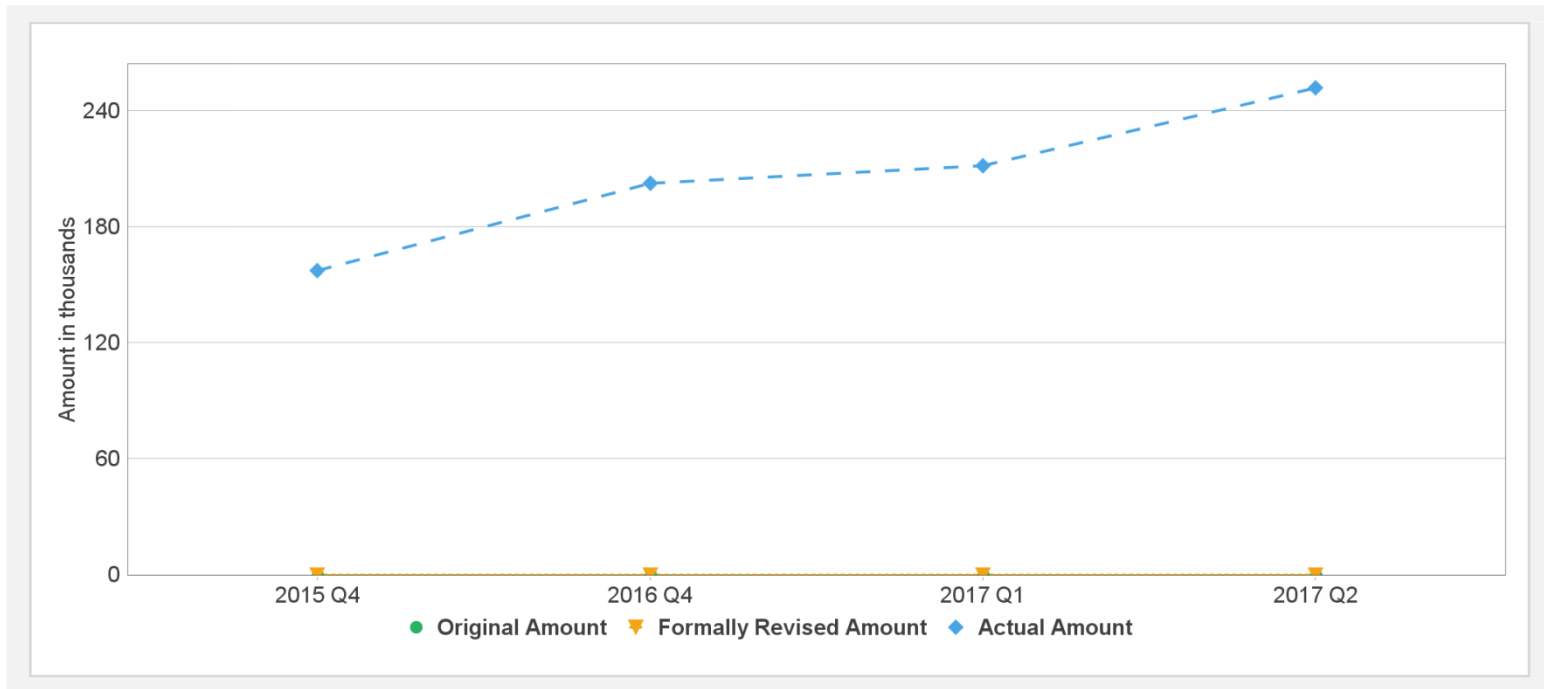
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	Disbursed
P150877	TF-18057	Effective	USD	0.80	0.80	0.00	0.25	0.55	31%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P150877	TF-18057	Effective	27-Nov-2014	27-Nov-2014	27-Nov-2014	27-Nov-2018	27-Nov-2018

Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)



There are no related projects.
