



Citizens' Charter Afghanistan Project (P160567)

SOUTH ASIA | Afghanistan | Social, Urban, Rural and Resilience Global Practice Global Practice |
IBRD/IDA | Investment Project Financing | FY 2017 | Seq No: 4 | ARCHIVED on 08-Dec-2018 | ISR34326 |

Implementing Agencies: MINISTRY OF FINANCE, Ministry of Rural Rehabilitation and Development, Independent Directorate of Local Governance

Key Dates

Key Project Dates

Bank Approval Date: 27-Oct-2016

Effectiveness Date: 23-Jan-2017

Planned Mid Term Review Date: 01-Oct-2019

Actual Mid-Term Review Date: --

Original Closing Date: 31-Oct-2020

Revised Closing Date: 31-Oct-2021

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The Project Development Objective for the Citizens' Charter Afghanistan Project is to improve the delivery of core infrastructure and social services to participating communities through strengthened Community Development Councils (CDCs). These services are part of a minimum service standards package that the Government is committed to delivering to the citizens of Afghanistan.

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

Yes

Board Approved Revised Project Development Objective (If project is formally restructured)

The Project Development Objective for the Citizens' Charter Afghanistan Project is to improve the delivery of core infrastructure, emergency support, and social services to participating communities through strengthened Community Development Councils (CDCs).

Components

Name

1.

Service Standards Grants:(Cost \$385.55 M)

2.

Institution Building:(Cost \$141.65 M)

3.

M&E, Knowledge Learning:(Cost \$5.40 M)

4.

Project Implementation and Management:(Cost \$90.80 M)

MCCG and Social Inclusion Grants:(Cost \$48.60 M)

Overall Ratings

Name

Previous Rating

Current Rating

Progress towards achievement of PDO	● Satisfactory	● Satisfactory
Overall Implementation Progress (IP)	● Satisfactory	● Satisfactory
Overall Risk Rating	● High	● High

Implementation Status and Key Decisions

Overall, there has been great progress in field implementation. Social mobilization is well underway and CCAP reached more than 9000 communities, with almost 50% participation of women. Innovative and inclusive approaches are proving to work well despite number of challenges and security issues. More specifically, on the rural side, over 8,487 Community Profiles (CPs) were completed, over 8,150 new Community Development Councils (CDCs) were elected, over 500 Cluster CDCs were registered, over 6,911 Community Development Plans (CDPs) completed, and over 5571 Sub-Project Proposals were prepared. In addition, 2,167 grain banks were established. Meanwhile, on the urban side, the implementation has rolled out in over 666 communities, 633 CDCs were elected, 592 CDPs were completed and 531 CDCs had initiated their sub-projects. The third-party monitoring (TPM) reports from the ARTF Supervisory Agent (SA) site visits confirm high levels of attendance of both men and women, as well as internally displaced persons (IDPs) and returnees (where present) in CDC elections, gap analyses, and CDP planning. The latest quarterly report from the SA found that 60% of female voters participated in 97% of rural CDC elections, disabled persons participated in 83% of rural CDC elections, IDPs participated in 84% of rural CDC elections and returnees participated in 96% of rural CDC elections. On the Urban side, the PM confirmed that 60% of eligible female voters participated in all urban CDC and Gozar Assembly (GA) elections, disabled persons participated in 95% of urban CDC elections and in one of two GA elections and IDPs and Returnees participated in all urban CDC elections and one of two GA elections.

There is also considerable progress with the implementation of rural service standard and urban block grant subprojects. On the Rural side, 5571 projects have been approved and are under way: 2567 are related to water supply, sanitation and education, 2144 irrigation, 167 in transport (roads and bridges), 580 renewable energy and 117 on grid extension. There is also a total of 28 joints projects among 92 communities. On the Urban side, there are 531 projects going on: 2 parks, 16 energy projects. 25 water supply projects and 488 projects in transport (covering a range of items, not just roads). Taken together, the sub-projects cover the following outputs on the ground: (i) 759,238 Jeribs of land brought under irrigation; (ii) 5,525 KW of electricity generated; (iii) 851 km of roads built/rehabilitated; and (iv) 63 million liters of drinking water provided per day. Over 4.5 million people will benefit from the sub-projects initiated thus far.

Moving forward, the program will be undergoing a restructuring to include a sub-component focused on the nomadic Kuchi communities. The menus for both the rural and urban grants will also be expanded. Notably, the construction of rural schools will be included under the CCAP menu to align with the effort being undertaken in the EQRA program. The size of the Social Inclusion Grant (SIG) will be reduced so as to double the coverage and include areas that are currently facing severe drought conditions.

Despite the above achievements, there are some concerns about the gaps in Managerial level staffing in the MRRD for which a timebound action plan has been agreed upon with the Ministry. Without qualified and adequate staffing, the implementation progress of the program can be put at risk, especially given the proposed new responsibilities (e.g. rural schools, Kuchis, etc.) that the program will be taking on.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	● High	● High	● High
Macroeconomic	● Substantial	● Substantial	● Substantial
Sector Strategies and Policies	● Substantial	● Substantial	● Substantial
Technical Design of Project or Program	● Substantial	● Substantial	● Substantial
Institutional Capacity for Implementation and Sustainability	● Substantial	● Substantial	● Substantial
Fiduciary	● Substantial	● Substantial	● Substantial
Environment and Social	● Substantial	● Substantial	● Substantial
Stakeholders	● Moderate	● Moderate	● Moderate

Other	--	--	--
Overall	● High	● High	● High

Results

PDO Indicators by Objectives / Outcomes

Improve delivery of core infrastructure, emergency support, & social services to participating CDCs				
▶ Direct project beneficiaries (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	5,027,237.00	7,885,779.00	10,000,000.00
Date	01-Jul-2016	15-May-2018	16-Oct-2018	31-Oct-2021
Comments:	The total beneficiary number is based on the overall community coverage of CCAP since the whole community benefits from the local governance and social mobilization under the program. It is different from the specific beneficiaries of the service delivery sub-projects under the program which are captured in different indicators. The female beneficiary count is being calculated based on the actual community profile numbers.			
▲ Female beneficiaries (Percentage, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	48.75	49.00	50.00
▶ Number of CDCs in rural and urban areas able to plan and manage their own development projects (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	4,088.00	2,438.00	11,750.00
Date	01-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
Comments:	We have adjusted this indicator to be defined as the total number of rural and urban communities that have completed their CDPs and are currently implementing their subprojects (i.e. CDCs financed).			
▲ Rural CDCs able to plan and manage their own development projects (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	3,986.00	2,156.00	11,000.00
Date	01-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▲ Urban CDCs able to plan and manage their own development projects (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	102.00	282.00	750.00



Date	01-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
►Number of communities meeting all minimum service standards (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	9,600.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	The scorecard methodology is currently being refined and updated based on the first round of implementation. Therefore this data is not updated yet. Indicator will likely be revised to capture meeting at least 1-2 MSS rather than 'all' since that takes it beyond scope of current financing in the project.			
▲Rural communities meeting all minimum service standards (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	9,000.00
Date	01-Oct-2016	--	16-Oct-2018	31-Oct-2021
▲Urban communities meeting all minimum service standards (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	600.00
Date	01-Oct-2016	--	16-Oct-2018	31-Oct-2021
►Number of targeted high IDP/returnee communities provided with emergency support (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	1,528.00	2,200.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021
Comments:	The urban communities included in this count are those with more than 5% overall IDP/R population as per the community profile. The rural ones are those where the MCCG and SIG implementation has been initiated.			
▲Number of rural targeted high IDP/returnee communities provided with emergency support (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	976.00	2,000.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021
▲Number of urban targeted high IDP/returnee communities provided with emergency support (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	552.00	200.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021

Intermediate Results Indicators by Components

1. Service Standards Grants				
▶Rural areas - Number/Type of rural subprojects completed (for water points, roads, irrigation, electricity) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	9,000.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	As of the time of this ISR no sub-projects had been fully completed on either the rural or urban side. However, 3,141 subprojects had been financed and begun implementation. Taken together, the sub-projects cover the following outputs on the ground: (i) 759,238 Jeribs of land brought under irrigation; (ii) 5,525 KW of electricity generated; (iii) 851 km of roads built/rehabilitated; and (iv) 63 million liters of drinking water provided per day.			
▶Urban areas - Number/type of urban subprojects completed (drainage, streets, street lighting, parks) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	600.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	282 urban subprojects are under implementation			
▶Rural areas - Number of people (male/female) benefitting from each type of subproject (access to water, roads, irrigation and electricity) (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	Transport(Road & Bridge) =102,06 Irrigation =524,504 Water supply =989,777 and Power=103,474	Transport(Road & Bridge) =141,977 Irrigation =1,867,804 Water supply =2,509,631 and Power=436,936	TBD
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
Comments:	The beneficiary count is based on the estimated beneficiaries from the sub-projects that are currently being implemented, but not completed yet.			
▶Urban areas - Number of urban residents (male/female) benefitting from each type of subproject (drainage, streets, street lighting, parks) (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	Transport(Road & Bridge) =219,922 Water supply =1694 and Power=3213 Unknown= 56,221	Road upgrading & drainage=700,122 Water supply & sanitation =39,031 Power= 25,537 Park&recreation area= 2,930	TBD
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021



▶% of sampled community respondents (male/female) satisfied with subproject/grant investments (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	60.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	This data has not yet been collected as no sub-projects have been completed.			

2. Institution Building				
▶% of CDCs initiating activities to benefit marginalized and vulnerable groups such as women, IDPs/returnees (in addition to service standards) (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	10.00	67.00	35.00
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
Comments:	5,528 communities have established Grain Banks and completed "Stop Seasonal Hunger Campaign". These initiatives illustrate community and CDC-initiated self-help activities to serve the poorest in their communities.			
▶% of sampled community respondents (male/female) satisfied with CDC's performance in their mandated roles (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	60.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	This indicator will be updated using data from the social audits which have not yet been conducted. In the interim, field monitoring reports indicate generally good satisfaction with CDCs thus far.			
▶% of CDC members in rural areas who are women (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	48.68	48.82	35.00
Date	27-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▶% of CDC members in urban areas who are women (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	49.94	49.92	40.00
Date	27-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▶% of sampled CDCs/communities whose CDPs include at least one women's priority activity (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	--	95.00	60.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	CDP data has been analyzed and 100% of urban CDPs include at least one women's priority activity and 90% in rural areas.			
▶Number of districts/cities where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozaars (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	4.00	8.00	80.00
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▲Number of rural districts where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozaars (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	3.00	7.00	76.00
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▲Number of cities where Citizens' Charter coordination meetings are held between government authorities and CDC clusters/Gozaars (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	1.00	1.00	4.00
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
▶Number of government provincial and municipalities whose abilities are strengthened in engineering, project management, FM & procurement (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N/A	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value is 38. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM has confirmed that the trainings have been held as planned in the sites visited.	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value is 38. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM has confirmed that the trainings have been held as planned in the sites visited.	38.00
Date	01-Jul-2016	24-Apr-2018	16-Oct-2018	31-Oct-2021
▲Number of provinces whose abilities are strengthened in engineering, project management, FM and procurement (Text, Custom Breakdown)				



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N/A	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value for provinces is 34. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM has confirmed that trainings in the sites visited were held as planned. More specialized and refresher trainings will be held in the future.	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value for provinces is 34. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM has confirmed that trainings in the sites visited were held as planned. More specialized and refresher trainings will be held in the future.	34.00
Date	01-Jul-2016	24-Apr-2018	16-Oct-2018	31-Oct-2021
▲Number of municipalities whose abilities are strengthened in engineering, project management, FM and procurement (Text, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	N/A	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value for cities is 4. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM confirmed that trainings were held as planned in the cities visited.	Core training and a large part of the staffing for 34 provinces+ 4 cities has been completed. Therefore the value for cities is 4. However, this is an indicator for which qualitative updates in terms of training and capacity building will be provided as implementation progresses. The TPM confirmed that trainings were held as planned in the cities visited.	4.00
Date	01-Jul-2016	24-Apr-2018	16-Oct-2018	31-Oct-2021

3. M&E, Knowledge Learning

►Number of evaluations and studies completed (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	6.00
Date	01-Jul-2016	24-Apr-2018	16-Oct-2018	31-Oct-2021



Comments:	The conflict study is underway now. Field questionnaires are being finalized now. The second study is the one with the Asia Foundation to incorporate questions into their annual State of Afghanistan survey, to be fielded in June-July. Preliminary results from TAF survey are expected in Nov- Dec. Both studies are in progress. TORs for a socio-economic assessment of IDPs and Returnees have been finalized and this should be launched by early 2019 as well.			
►% of rural CDC cross-visits that include women CDC members (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	20.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	These have not yet been initiated so no data available on this.			
►% of urban CDC cross-visits that include women CDC members (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	0.00	50.00
Date	01-Jul-2016	--	16-Oct-2018	31-Oct-2021
Comments:	These have not yet been initiated so no data available on this.			

4. Project Implementation and Management

►% of grievances received which are resolved (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	89.61	88.50	70.00
Date	27-Oct-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
Comments:	The value is taken as the average across rural and urban areas which were - 86% and 91% respectively. The Bank team has requested a breakdown of the grievances by type as well.			
►Number of rural and urban CDCs reporting semi-annually on service standard targets (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	517.00	1,215.00	9,600.00
Date	01-Jul-2016	20-Mar-2018	16-Oct-2018	31-Oct-2021
Comments:	A total of 1073 rural and 142 urban communities have undertaken the scorecard. But issues were found with regards to the methodology and reporting so this is being revised/updated. Once the data is cleaned the reporting on scorecards will proceed.			

MCCG and Social Inclusion Grants

►Number of vulnerable households receiving MCCG support (Number, Custom)



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	222,696.00	115,000.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021
Comments:	It was initially anticipated that the exact number of IDP/R households receiving MCCG would not be easy to estimate/calculate. However, the methodology for the selection has been adjusted to make this possible, so the actual number can be calculated. Hence, while the indicator has been labeled as 'text' it will be reported in 'number' terms. Note, however, that there is no pre-determined end target for this indicator - it will simply be monitored for progress. Latest data are from Q3 Progress Report that came soon after the last ISM.			
▲Number of vulnerable IDP/R households receiving MCCG Support (Text, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	A total of 12,687 IDP/R households have so far received MCCG support as per the 2018 Q3 Progress Report.	Monitored for progress.
▶Number of communities in rural areas receiving MCCG grants within 6 months after AF effectiveness (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	326.00	700.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021
Comments:	The delay in effectiveness as well as the freezing of CDC accounts slowed the progress on this indicator. So only 326 of the anticipated 700 communities that were expected to get their MCCG within 6 months were reached during the last lean season. The next wave of MCCG will be done this coming Spring/Lean season when all remaining communities will be covered.			
▶Number of vulnerable households benefitting from social inclusion grant (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	902.00	20,000.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021
Comments:	While the overall beneficiaries of the grain bank initiative are larger, in the specific SIG catchment the progress has been slow on account of security and delay in reaching the 'matching' contributions required to trigger the SIG.			
▲Number of vulnerable IDP/R households benefitting from social inclusion grant (Text, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	Only 10 IDP/R households have benefitted from the SIG as per the 2018 Q3 progress report.	Monitored
▲Number of vulnerable disabled households benefitting from social inclusion grant (Text, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	--	206 disabled HH have benefitted from the SIG as per the 2018 Q3 Progress Report	Monitored
▲Number of vulnerable female-headed households benefitting from social inclusion grant (Number, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	--	412.00	10,000.00
Date	31-May-2017	--	16-Oct-2018	31-Oct-2021

Overall Comments

Progress in reaching the results indicators is steadily improving. In some cases, data collection has been delayed as there are still methodological issues being ironed out (e.g. scorecards on minimum service standards). In others, there have been implementation issues that delayed progress (e.g. subproject completion and SIG roll-out).

Data on Financial Performance

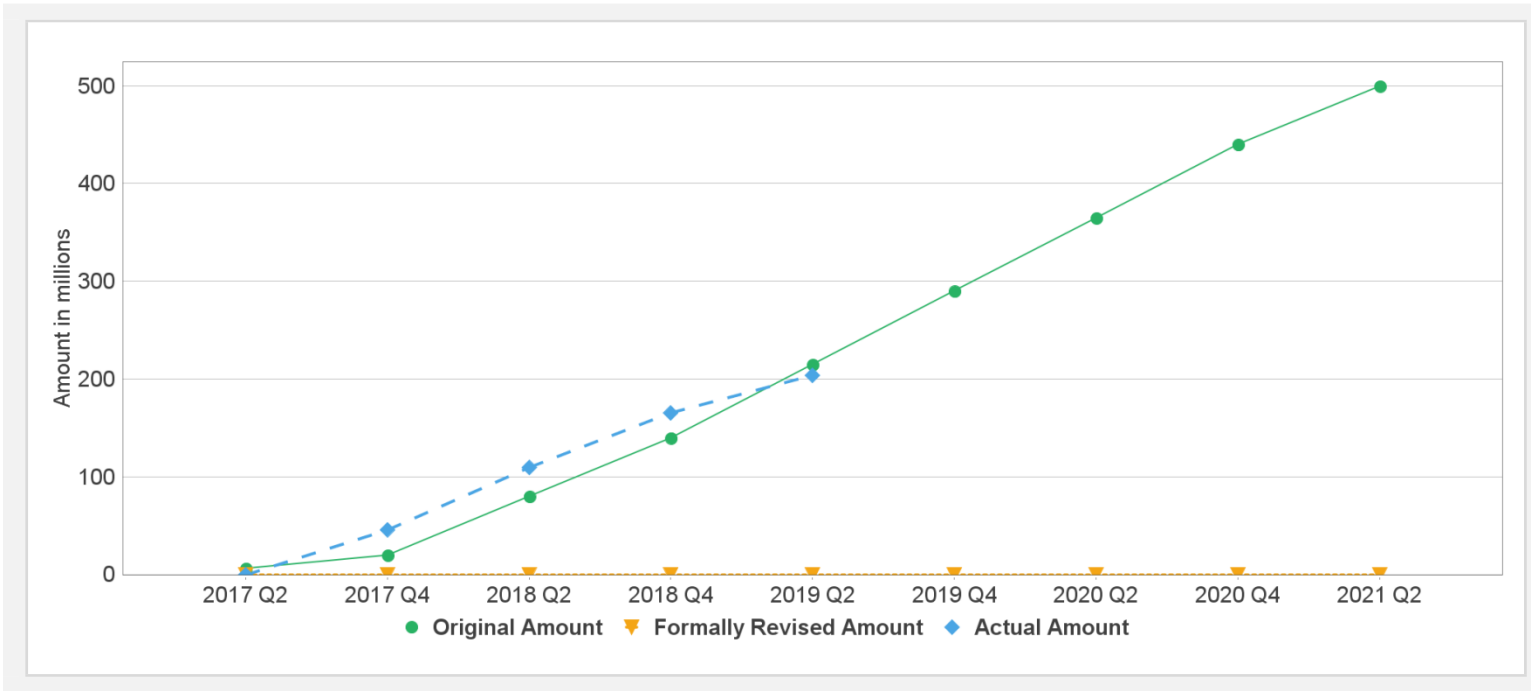
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P160567	IDA-D1390	Effective	USD	100.00	100.00	0.00	15.00	86.57	15%
P160567	IDA-D2130	Effective	USD	127.70	127.70	0.00	32.50	98.28	25%
P160567	TF-A3827	Effective	USD	244.30	244.30	0.00	156.38	87.92	64%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P160567	IDA-D1390	Effective	27-Oct-2016	06-Dec-2016	23-Jan-2017	31-Oct-2020	31-Oct-2020
P160567	IDA-D2130	Effective	13-Jun-2017	12-Jul-2017	10-Oct-2017	31-Oct-2021	31-Oct-2021
P160567	TF-A3827	Effective	27-Oct-2016	06-Dec-2016	23-Jan-2017	31-Oct-2020	31-Oct-2020

Cumulative Disbursements



Restructuring History

There has been no restructuring to date.

Related Project(s)

P163468-Citizens' Charter Afghanistan Project - Emergency Regional Displacement Response Additional Financing