

Organization	OCHA Somalia (Office for the Coordination of Humanitarian Affairs)			
Project Title	Provision of Call Centre Operator Services inside Somalia on behalf of CHF Somalia (Souktel)			
CHF Code	CHF-DMA-0489-541ER			
Primary Cluster	Enabling Programmes	Secondary Cluster		
CHF Allocation	Emergency Reserve	Project Duration	12 months	
Project Budget	103,939.80			
CAP Details	CAP Code	CAP Budget	0.00	
	CAP Project Ranking	CAP Gender Marker		
Project Beneficiaries		Men	Women	Total
	Beneficiary Summary			
		Boys	Girls	Total
	Total			
Implementing Partners	Partner	Budget		
	Souktel	0.00		
		0.00		
Organization focal point contact details	Name: Tim Mander Title: Head of Funding Unit a.i.			
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BACKGROUND INFORMATION

1. Project rationale. Humanitarian context: Give a specific description of the humanitarian situation in the target region based on newest data available (indicate source) (Maximum of 1500 characters)	Although the CHF Guidelines contain a Monitoring and Evaluation (M&E) framework, a detailed strategy and implementation plan has not been put into place. Several initiatives have however been undertaken by OCHA Somalia to ensure that CHF funded projects are being implemented as set out in the project proposal, including – stringent reporting requirements, field visits to project sites, the inclusion of field visits under the current audit contracts and the commissioning of two reviews of the fund. Reviews of The Somalia CHF, conducted in early 2012, identified weaknesses in monitoring of the Fund as a limiting factor to provide the required level of assurance to stakeholders that the Fund is operating effectively.
2. Needs assessment. Describe the capacities in place, then identify the gaps (previous and new). Explain the specific needs of your target group(s) in detail. State how the needs assessment was conducted (who consulted whom, how and when?). List any baseline data	In 2012, a Monitoring Working group was tasked to examine the various options for monitoring CHF funded projects and provide recommendations to the advisory board. One of the recommendations endorsed by the CHF board on Programmatic monitoring is to monitor CHF projects through five monitoring methods applicable to the Somalia context: field visits to accessible areas, 3rd party monitoring in inaccessible areas, remote monitoring (call centre, SMS and aerial photography).
3. Activities. List and describe the activities that your organization is currently implementing to address these needs	Subsequently, in mid-2013 CHF Somalia managed to pilot both the call centre and third party monitoring, through which a combined total of 63 projects were monitored. Currently, plans to adopt other forms of monitoring are still at the exploration phase.

LOGICAL FRAMEWORK

Objective 1	Completion of a total of 10000 phone interviews for 100 CHF funded projects			
Outcome 1	Completion of phone interviews for 30 projects in the final calling campaign of projects funded in 2012			
Activity 1.1	Undertake a total of 3000 successful calls			
Activity 1.2				
Activity 1.3				
Indicators for outcome 1		Cluster	Indicator description	Target
	Indicator 1.1	Enabling Programmes	Number of CHF projects monitored per cycle	30
	Indicator 1.2			
	Indicator 1.3			
Outcome 2	Completion of phone interviews for 70 projects in the initial and final calling campaign of projects funded in 2013			
Activity 2.1	Undertake a total of 7000 successful calls			

Activity 2.2				
Activity 2.3				
Indicators for outcome 2		Cluster	Indicator description	Target
	Indicator 2.1			0
	Indicator 2.2			
	Indicator 2.3			
Outcome 3				
Activity 3.1				
Activity 3.2				
Activity 3.3				
Indicators for outcome 3		Cluster	Indicator description	Target
	Indicator 3.1			
	Indicator 3.2			
	Indicator 3.3			

WORK PLAN

Implementation: Describe for each activity how you plan to implement it and who is carrying out what							
Project workplan for activities defined in the Logical framework	Activity Description	Month 1-2	Month 3-4	Month 5-6	Month 7-8	Month 9-10	Month 11-12
	Activity 1.1 Undertake a total of 3000 successful calls	X	X				
	Activity 2.1 Undertake a total of 7000 successful calls			X	X	X	X

M & E DETAILS

Activity Description	M & E Tools to use	Means of verification	<i>Month (s) when planned M & E will be done</i>													
			1	2	3	4	5	6	7	8	9	10	11	12		
Activity 1.1 Undertake a total of 3000 successful calls																
Activity 2.1 Undertake a total of 7000 successful calls																

OTHER INFORMATION

Coordination with other Organizations in project area	
Gender theme support	
Outline how the project supports the gender theme	
Select (tick) activities that supports the gender theme	<input type="checkbox"/> Activity 1.1: Undertake a total of 3000 successful calls
	<input type="checkbox"/> Activity 2.1: Undertake a total of 7000 successful calls

BUDGET

1.1 Supplies, commodities, equipment and transport	1.1.1 Supplies (materials and goods)								
	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Capacity Building Session	9714	1	1	9,714.00	0.00	9,714.00	
		Final Calling Campaign 30 projects (SA2 2012)	14571	1	1	14,571.00	0.00	14,571.00	
		Final Reports for 30 projects (SA2 2012)	14571	1	1	14,571.00	0.00	14,571.00	
		Global Final Report for 30 projects (SA2 2012)	9714	1	1	9,714.00	0.00	9,714.00	
		Initial Calling Campaign 70 projects (SA1 2013)	14571	1	1	14,571.00	0.00	14,571.00	
		Final Reports for 70 projects (SA1 2013)	9714	1	1	9,714.00	0.00	9,714.00	
		Final Calling Campaign 70 projects (SA1 2013)	14571	1	1	14,571.00	0.00	14,571.00	

	Global Final Report 70 projects (SA1 2013)		9714	1	1	9,714.00	0.00	9,714.00	
	Subtotal Supplies					97,140.00	0.00	97,140.00	100.0
1.1.2 Transport and Storage									
	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal Transport and Storage				0.00	0.00	0.00	0.0
1.2 Personnel (staff, consultants, travel and training)	1.2.1 International Staff								
	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal International Staff				0.00	0.00	0.00	0.0
	1.2.2 Local Staff								
	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal Local Staff				0.00	0.00	0.00	0.0
1.3 Training of Counterparts	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal Training of Counterparts				0.00	0.00	0.00	0.0
1.4 Contracts (with implementing partners)	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal Contracts				0.00	0.00	0.00	0.0
1.5 Other Direct Costs	Code	Budget Line Description	Unit Cost	Units	Timeframe	Amount(USD)	Organization	CHF	% of CHF Total
		Subtotal Other Direct Costs				0.00	0.00	0.00	0.0
	TOTAL					97,140.00	0.00	97,140.00	
2.0 Indirect Costs						Amount(USD)	Organization	CHF	% of CHF Total
		Indirect Costs				6,799.80	0.00	6,799.80	7.0000
	GRAND TOTAL					103,939.80	0.00	103,939.80	100.0

Other sources of funds

Description	Amount	%
Organization	0.00	0.00
Community	0.00	0.00
CHF	103,939.80	100.00
Other Donors	a)	0.00
	b)	0.00
TOTAL	103,939.80	

LOCATIONS

DOCUMENTS