



**STRENGTHENING CAPACITY AND SERVICE DELIVERY OF LOCAL ADMINISTRATIONS
(GPAR SCSD)**

**MPTF OFFICE GENERIC ANNUAL PROGRAMME¹ NARRATIVE PROGRESS REPORT
REPORTING PERIOD: 1 JANUARY – 31 DECEMBER 2015**

<p align="center">Programme Title & Project Number</p> <ul style="list-style-type: none"> Programme Title: Strengthening Capacity and Service Delivery of Local Administrations Programme Number: UNDP/00081322 MPTF Office Project Reference Number:³ 00083210 	<p align="center">Country, Locality(s), Priority Area(s) / Strategic Results²</p>
<p align="center">Participating Organization(s)</p> <ul style="list-style-type: none"> Organizations that have received direct funding from the MPTF Office under this programme: <i>UNCDF</i> 	<p>Lao PDR: Vientiane Capital and other 7 provinces</p> <p><i>Priority area/ strategic results</i> By 2015, the poor and vulnerable benefit from the improved delivery of public services, an effective protection of their rights and greater participation in transparent decision making</p>
<p align="center">Programme/Project Cost (US\$)</p> <p>Total approved budget as per project document: \$12,568,000</p> <p>MPTF /JP Contribution⁴:</p> <ul style="list-style-type: none"> SDC \$ 4,000,000 Govt of Luxemburg \$1,000,000 <p>Agency Contribution</p> <ul style="list-style-type: none"> UNDP \$400,000 UNCDF: \$1,300,000 	<p align="center">Implementing Partners</p> <ul style="list-style-type: none"> Ministry of Home Affairs (MoHA) <p align="center">Programme Duration</p> <p>Overall Duration (<i>months</i>)</p> <p>Start Date⁵: (18.06.2012)</p>

¹ The term “programme” is used for programmes, joint programmes and projects.

² Strategic Results, as formulated in the Strategic UN Planning Framework (e.g. UNDAF) or project document;

³ The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to as “Project ID” on the project’s factsheet page the [MPTF Office GATEWAY](#)

⁴ The MPTF or JP Contribution, refers to the amount transferred to the Participating UN Organizations, which is available on the [MPTF Office GATEWAY](#)

⁵ The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the [MPTF Office GATEWAY](#)

Government Contribution:
\$702,000 (in-Kind)
Other Contributions (donors):
Republic of Korea: \$2,000,000
GEF: \$2,000,000 (Parallel)
Funding gap: 1,166,800

Original End Date⁶: 31.12.2015

Current End date⁷: 31.12.2016
(no-cost extension)

Programme Assessment/Review/Mid-Term Eval.

Assessment/Review - if applicable *please attach*

Yes No Date: *dd.mm.yyyy*

Mid-Term Evaluation Report (*please find attached*)

X Yes No Date: Nov-Dec 2014

Report Submitted By

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⁶ As per approval of the original project document by the relevant decision-making body/Steering Committee.

⁷ If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities.

NARRATIVE REPORT

EXECUTIVE SUMMARY

During 2015 GPAR SCSD continued to support MoHA's and concerned agencies' ongoing efforts to streamline the state administrative framework, in line with government policies. Amendments to the Constitution, Law on Government, Law on Local Administration, and establishment of local Provincial Assemblies were ratified by the National Assembly in December 2015 and are expected to be promulgated during 2016. The regulatory amendments reflect the requirements and lessons learned from the pilot implementation of Sam Sang, the national devolution initiative, which is also supported by GPAR SCSD in a number of ways; by direct support for local introduction; by support to the process of making necessary updates to local administration laws, mandates and regulations; and through the operation of the MDG focused District Development Fund (DDF), and the GPAR Capacity Development and Modernization fund (CADEM). These changes represent a significant progress overall in improved policies and regulatory frameworks for a more effective local administration empowered to address people's local service priorities and better respond to the need for more equitable local development and poverty reduction.

The overall approach and design of the GPAR SCSD project is to strengthen the Government's own capacity to deliver better local services and therefore to help achieve the MDGs in a sustainable manner. Through DDF the capacity of local officials was enhanced to deliver more local services that directly impact on the lives of rural people. As a result of skills transfer, 399 (87 women) local officials were able to plan, manage and provide local DDF service investments (see below) thus improving the ability of the local government machinery to lead and manage local services delivery, - in itself a more sustainable approach. The increased capacity of local administrations helped to accelerate the achievement of MDGs-related services at the local level, through investments and increased access to services provided in community such as, mother and child health, access to clean water, access to primary education, access to markets and public services through public works (road, bridges, community markets) and greater food security through support to agriculture extension services including irrigation scheme.

The provision of MDG-related service through the GPAR SCSD project achieved the planned annual targets and budget. DDF uses government's own existing systems and staff, to provide untied block grants together with practical learning to District administrations, enabling them to engage with local communities to identify prioritized MDG related services in areas of Health, Education, Public Works/Access and Agriculture. As a result 21 small scale district infrastructures (Capital expenditure) and 232 service interventions ("OEBG" - Non- Capital expenditure) were provided in 53 districts of Lao PDR. The total value of these MDGs service improvements is \$1,004,000 in FY 2014/15 and directly improved the lives of 149,052 households = 846,213 local citizens (49% are female) in 2,009 villages.

GPAR SCSD, through the Implementing Partner MoHA, also provided technical and financial support to a number of interventions designed to provide increased access to better and more responsive local services. These include support to district performance assessment (DDF based), the One Door Service Centre (ODSC) model, and two innovations that help monitor and give citizens' feedback on district services in core areas. Furthermore, a small grant facility to encourage improvement and application of innovations in public administration, was supported under the CADEM support by GPAR SCSD.

Overall, the strategy of support to local administration to enable them to deliver better and more responsive local services and MDG investments has been notably successful, both in implementation and in impact on people.

I. Purpose

The overall objective of this project is increased capacity in the local administration, leading to better delivery of services which improve the lives of the poor, especially in rural areas of Lao PDR. This will be realized through two specific outcomes:

- Improved policies and capacities of local administrations to initiate, and monitor, locally prioritized MDG service delivery interventions, and
- Improved capacities of district administrations to finance and implement service infrastructure and delivery that lead to improved access to public services.

The strategy is to build around a series of interrelated outputs that take forward proven results and innovations to realize the overall outcome.

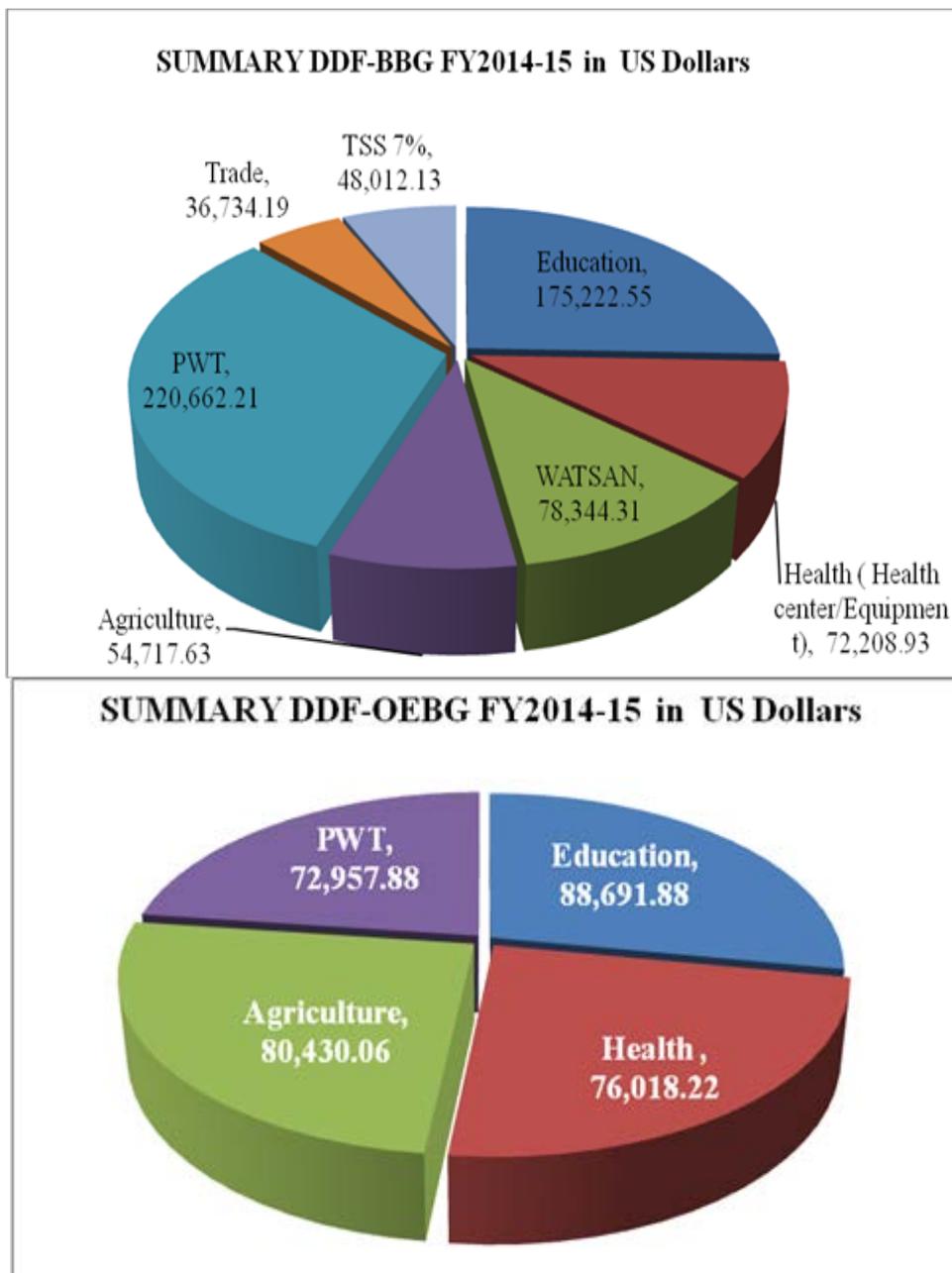
II. Results

i) Narrative reporting on results:

- **Outcomes:** By 2015, the poor and vulnerable benefit from the improved delivery of public services, an effective protection of their rights and greater participation in transparent decision making
- **Output 1: Support to develop policies & regulatory framework for more effective local administration at province and district level.**
 - The two amended laws: Law on Local Administration and Law on Government were ratified by the National Assembly in December 2015 and expected to be promulgated in 2016. The two amended laws are designed to address some of the key ambiguities and clarify the roles and responsibilities between the offices of the Prime Minister, Deputy Prime Minister, Ministers and Heads of Ministry-equivalent organization in the (Law on Government); and clarify further the mandates, roles and functions between levels of government and administration (Law on Local Administration). The amended Law on Local Administration is also aimed to promote better relationship between provincial authorities and the National Assembly Constituency Offices. Collectively these changes represent an opportunity for significant improvements in local administration, service delivery and peoples' engagement therein.
 - Stronger collaboration with mass organizations and civil society to share experiences participate in the public sector development activities are also suggested in the revised law. The proposal for a new draft law on establishment of City and Municipality will likely be further developed as subsidiary regulations under the Law on Local Administration. The regulatory amendments reflect the requirements and lessons learned from the pilot implementation of Sam Sang, the national devolution initiative, which was also supported in part by GPAR SCSD.
 - Civil Service Performance Appraisal Decree, which will be annexed part to the new Civil Service Law, was also developed with project support. The principles of new version were based on previous documents and results based management criteria, following technical consultations with MoHA departments and local authorities.
 - The new national devolution initiative, Sam Sang ("3 Builds"), which was introduced on a 2 year pilot basis is now being scaled up. One of the main aims of Sam Sang policy is to develop a strengthened local administration by providing more responsibility and authority to local authorities, thus promoting more responsive services and self-reliant local development. The project has supported the implementation of Sam Sang in a number of ways; by direct support for local introduction; by support to the process of making necessary updates to local administration laws, mandates and regulations; and through the operation of the District

Development Fund (DDF) and the GPAR Capacity Development and Modernization fund (CADEM).

- **Output 2: Improved capacity of local administration to fulfill its service delivery mandates.**
 - Capacity of local administration to deliver MDG-related services to directly improve the lives of rural people continued to improve through technical support to 399 local officials (87 women), to plan, manage and provide local DDF service investments. The results of this improved capacity can be seen in the ability of district administration and staff to deliver new services and investments shown in Output 3 below.
 - Following training on DDF Performance Assessment Manual given to Sekong Assessment Team, the assessment team was able to conduct the assessment of the performance of 4 districts administrations against 21 indicators covering Planning (10 Indicators), Financial Management & Procurement (3 Indicators), Execution & Service Delivery (5 Indicators) and Accountability & Transparency (3 Indicators).
 - Ministry of Home Affairs led its delegation of central and local officials to visit Republic of Korea in December, 2015, to understand their successful use of local governance and public service delivery models that have contributed greatly to RoK's very effective development paradigm. Community driven development is a notable feature of the Korean local development, using the Saemaul Undong approach, which is similar to the District Development Fund being implemented by GPAR SCSD across 53 districts in Lao PDR. Lessons learned on RoK's policy, strategy and approach to financing sustainable and equitable local development, including gender budgeting, will be taken forward in the next phase of the GPAR support – Governance for Equitable Development project 2017-2020.
- **Output 3: Improved MDG focused service delivery provided through formula base and equity focused block grants to the districts.**
 - As districts use the same district offices and staff for planning on local planning priorities for DDF and Sam Sang planning, there is already a natural alignment under both Sam Sang and DDF. Following a project commissioned Review in 2014, a stakeholder workshop was organized to discuss overall findings, opportunities and options on the potential for DDF to offer closer support to the Sam Sang pilot and improved alignment of these two government systems. The ability of local administration to exercise budget authority was identified as a key factor to empower local administration to address local service priorities. (The lessons are being taken forward in the design of next phase of support for 2017-2020)
 - DDF has a capital investment grant facility and an operational grant facility for services outreach activities embedded in the local development plans. DDF uses government's own systems and staff, to provide untied block grants together with practical learning to District administrations, enabling them to engage with local communities to identify and provide priority MDG related services, in Health, Education, Public Works/Access and Agriculture. Based on the capacity development under Output 2 and block grants made available under Output 3, 21 small scale district infrastructures (Capital investments) and 232 MDG-related service interventions ("OEBG – non Capital) were provided in 53 districts. The total value of these MDG service improvements is \$1,004,000 in FY 2014/15 and directly impact the lives of 149,052 households = 846,213 local citizens of 2,009 villages. The diagrams below show the share of MDG service funds broken down by sector



DDF and its locally selected investments are very relevant to local communities, who informed the GPAR Mid Term evaluation in 2014 - "most infrastructure development and renovations sub-projects under the DDF were highly appreciated by local communities. They acknowledged that the DDF had contributed to their community's socio-economic development. As a result they have better access to markets, clean water supply, better health care, and higher agricultural output. Host communities also had made a contribution to their specific DDF sub-projects by making in-kind contributions that included their labour and locally available resources such as wood and materials. The total community contribution to all DDF sub-projects was estimated at almost 11% of their total value".

- **Output 4: Improving Access to citizen Services through One Door Service improved citizens access to services.**
 - Concerned provincial and district service sectors shared lessons learnt on service delivery and discussed on ODSC mechanism and related issues (process, service fees, human resources, revenues, etc.) The workshops helped to identify ODSC implementation issues on the ground,

and how concerned offices can improve the services through one door channel. The lessons also will help inform the planned ODSC assessment that will be undertaken in 2016.

- **Output 5: GPAR Capacity Development and Modernization Fund (CADEM) supports strategic innovations in Public Administration reforms.**
 - GPAR CADEM Fund provides small grants for initiatives that build capacity, strengthen management or improve service delivery in public administration particularly at local level. The GPAR CADEM fund has been used to improve the abilities and performance of 35 governmental agencies at all levels (ministry, provincial and district level) for year 2015 / 2016 (implementing period from Oct 2015- 2016). For grant year 2015 there were 4,588 beneficiaries of CADEM supports, including 2,078 females (45.7%). The changes as a result of these reform activities represent solid improvements in local administration, service delivery and citizens' engagement. This in turn supports the national devolution initiatives such as Sam Sang and newly established provincial assemblies.
- **Output 6: Citizen Feedback and district mechanisms for responsive and accountable service delivery.**
 - To supplement the institutional performance assessment of districts, the GPAR SCSD project designed and introduced two new interventions to encourage more responsive local service delivery. Field trials on the District Service Delivery Monitoring System (D-SDMS) and Service User Feedback Survey (SUFS) began in 2 districts. The first citizens' surveys on local service accesses and quality were carried out in 2 districts in late 2015. Results will be shared in 2016. The SUFS is seen as particularly significant innovation in deepening citizens' engagement with local administration to encourage better service delivery. It also provides a platform to further more gender and ethnic responsive planning and services, and furthermore offers a basis for future development (in new phase of support to NGPAR) of a more comprehensive sub-national administration performance index, similar to the successful example in Vietnam.
- **Describe any delays in implementation, challenges, lessons learned & best practices:**

Most of the activities had been implemented as planned. However, some of them had been delayed by the necessary deferral caused by (i) the introduction of the national Sam Sang policy and pilot after the project had begun in 2012 and (ii) by the necessity to await the outcome of changes to the relevant administrative and legislative frameworks referred to previously, - where, indeed, the project was often supporting the updating process, - that were passed by the National Assembly in December 2015. . The few remaining affected activities will be completed during the no-cost extension period to December 2016, which also allows for the completion of the design of a new phase of support to national GPAR for 2017-2020 and the opportunity to undertake additional preparatory activities, such as district baseline surveys on access to basic services as identified by the mid-term evaluation in 2014 and necessary to measure the impact of future interventions and support.

DDF does not create parallel systems but rather uses the government's own existing systems and staff to provide untied block grants together with practical learning to District administrations, enabling them to engage with local communities to identify and provide priority MDG related services. Therefore, the ownership, sustainability and accountability of DDF approach are all enhanced. The support and guidance from the provincial level administration and oversight from the national government, together with this empowerment of districts has reinforced the whole of the sub-national government system. Coordination between different levels of government has been visibly enhanced through the DDF processes, as has people's participation in local decision making about their own development and service needs.

There is a growing understanding of the benefits of the DDF approach of empowering local administration with budget and skills to engage with communities on provision of local priority services. The ability of local

administration to exercise budget authority was identified as a key factor to empower local administration to address local service priorities. Practical steps to further align the DDF approach with the new local administrative architecture, which passed by National Assembly in 2015 and which will be promulgated during 2016, are being taken forward in the design of a new phase of support to the national GPAR for the period 2017-2020.

To supplement the institutional performance assessment of districts under DDF, the GPAR SCSD project designed and introduced two new interventions to encourage more responsive local service delivery. Field trials on the District Service Delivery Monitoring System (D-SDMS) and Service User Feedback Survey (SUF5) began in 2 districts and the first surveys carried out in Q3, 2015. Emerging results indicate that the peoples' survey (SUF5) is welcomed by districts and ministries. It can be seen as a particularly significant innovation, which also enhances gender and ethnic balance in access to service delivery, and offers a basis for future development (in new phase of support to NPAR) of a more comprehensive public administration performance index.

Implementation challenges are mostly around the implementation of One Door Service Centres, and in particular in regard to cross-sector collaboration therein. This can be seen in variable and unclear procedures, lack of uniformity in the services offered and inconsistency in fees and charges. There is limited management understanding and no mandatory standards for ODSC, among other difficulties. As a result, citizens get different services and of varying level of quality depending on the location of the centre.

These challenges are being addressed with the support of 2 GPAR projects, this GPAR SCSD and a related GPAR SLIFEPA project. An independent ODSC assessment and action plan consultancy was agreed during 2015 and will begin in April 2016. This will be supplemented by a more specific service level benchmarking and process reengineering exercise planned in 2016 with GPAR SLIFEPA support. Taken together with political leadership, agreed coordinating mechanism for better inter-ministry day-to-day collaboration on implementation, these represent appropriate counter measures to address the issues.

- **Qualitative assessment:**

Overall, the strategy of support to local administrations' ability for them to deliver better services and MDG investments has been notably successful, both in implementation and in impact on people, as seen above. Most of the activities had been successfully implemented as planned and the work plan and budget planned for 2016 will complete the process. The joint partnership between UNDP and UNCDF has been a core advantage that effectively supports the attainment of the overall objective of this joint programme. The Joint Programme draws on UNDP's recognised core mandate in the areas of capacity development, democratic governance and policy development, which synergises with UNCDF's specialized expertise in local development, improved access to social services, investment capital, and fiscal decentralization.

The NPAR programme has been successful in maintaining a good relationships and partnerships with all development partners (ROK, SDC, Luxemburg, EU, France, ADB, WB, etc) active on Governance in Lao PDR. This includes regular dialogue and exchange through Governance Sector Working Group and its sub-sector working group meetings throughout the year. These meetings serve as an effective platform to discuss key issues around governance reform in the country. In addition to these technical discussions, the Annual Review Meeting as well as the Programme Board Meetings are avenues for more strategic dialogue on emerging policies and direction for GPAR and the joint programme, as a core component therein.

In addition, a field visit for high-level representatives from Lao Government, development partners including RoK, SDC, Lux) and UN agencies to expose to the successful GPAR and DDF implementation at the district and provincial level in Oudomxay province was organized from 11-13 May 2015. All representatives who participated in this field visit have seen and witness the real impact of the support on the lives of local people at the ground. The field visit also served as a platform for mobilizing support for the new GPAR phase 2017-2020.

There is strong partnership with national counterparts in GPAR SCSD project, as evidenced by mechanisms such as high level Leading Committee on Governance, National Programme Board and other management arrangements. GPAR SCSD is uniquely designed to be delivered by the existing government systems and staff, without the need for creation of a parallel system of support. While the challenges of having to develop sufficient capacity in local administrations as a prerequisite to service delivery is a formidable one, nevertheless the ultimate benefits far outweigh the investment required. The main benefits include a genuine working partnership with government counterparts and long term sustainability. This type of partnership has proved very profitable for the project, not only in a lower level of overheads within the project, but critically has proved to be an effective delivery modality that has visible and positive impacts on local beneficiaries.

The joint programme has developed an effective working partnership with the Ministry of Natural Resources and Environment (MONRE) and is in active collaboration through the LDCF2 project⁸. The joint programme support during 2015 has included the finalization of the CR-DDF Guidelines (approved by PB in Dec 2015), implementation of the 4 projects selected in 2014 and the design of the 12 investment projects of 11 districts – based on CR-DDF system implemented by the joint programme - for local level Climate Resilient grants. The DDF system is channeling \$982,805 of CR grants for 12 district projects that LDCF2 and MONRE have identified together with local District Development Support Teams. This partnership greatly adds value to the work of the joint programme as it facilitates important local climate change issues to be incorporated into the district planning and budgeting discussions, and to the local development debates in future.

⁸ The Ministry of Natural Resources and Environment (MONRE), with the support of the GEF LDCF2 project, is collaborating with UNDP and UNCDF in a project entitled “Effective Governance for small-scale rural infrastructure and disaster preparedness in a changing climate”.

ii) Indicator Based Performance Assessment:

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 1⁹ Improved policies and capacities that enable local administrations to initiate and monitor service delivery interventions against localized priorities which accelerate progress towards the MDGs</p> <p>Indicator 1: Regulations and instructions from relevant ministries strengthening the mandate of all 144 district administrations across Lao PDR, on financing and improving public service delivery</p> <p>Indicator 2. At least 810 staff from 66 district administrations and 378 Kumban representatives, equipped with skills to plan and monitor local investments in public services</p>			<p>JP Annual Progress Report 2015 and DDF training / financial records</p> <p>(* the JP annual Progress Report can be applied to all Outputs Source of Verification)</p>
<p>Output 1. Support to develop policies & regulatory framework for more effective local administration at province and district level.</p> <p>Annual target 1. Closer alignment of Sam Sang and DDF systems at local level.</p> <p>Annual target 2. Law on Local Administration is updated.</p> <p><u>Indicators:</u></p> <p>1. DDF & Sam Sang joint approaches piloted</p>	<p>1. Achieved:</p> <ul style="list-style-type: none"> Workshop discussed findings, opportunities and options on the potential for DDF to offer closer support to the Sam Sang. Ability of local administration to exercise own budget authority identified as a key factor to empower local administration to address local service 		

⁹ Note: Outcomes, outputs, indicators and targets should be **as outlined in the Project Document** so that you report on your **actual achievements against planned targets**. Add rows as required for Outcome 2, 3 etc.

<p>in selected district(s)</p> <p>2. Regulations/instructions on Local Administration Law reviewed and revised.</p>	<p>priorities.</p> <p>2. On track:</p> <ul style="list-style-type: none"> • Local Administration law updated, approved by Government Meeting in November and ratified by National Assembly in December. - 256 People (138 females) participated in consultation meetings with local administration in Northern, Central, Southern provinces and concerned MoHA departments. • Decree drafted and consulted with Local administration. Concept and structure agreed. Model of performance appraisal system presented and discussed. It is suggested for MoHA to develop further guideline on how the decree would be used and how assessment model will be used. - 211 participants (64 women) from concerned MoHA departments, Local administration from Northern, Central and Southern provinces. • PIMS training completed for targeted central and local personnel officials. • Draft of Citizen Management affairs strategy discussed and agreed by concerned sectors. Each sector is assigned to draft detail articles and get interior agreement and then submit to MoHA for further discussion. - 20 Participants (7 women) from MoHA, M of Public Health, M of Public Security, M of Education, M of Justice, M of Foreign Affairs, M of Planning and Investment. The rest activities assigned to SLIFEPA supports. 		
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	<ul style="list-style-type: none"> Study tour to Korea on effective local administration and community responsive local services development & gender budgeting organized. 12 delegation from Laos learnt the successful use of local governance and public service delivery models for every effective development paradigm in RoK. 		
<p>Output 2. Improved capacity of local administration to fulfill its service delivery mandates</p> <p>Annual target 1. Local officials in 53 district have capacity to deliver priority service investments (DDF) in accordance with plans / Budgets.</p> <p><u>Indicators:</u></p> <p>1. Local services/MDG investments (DDF) are delivered by staff in 53 districts</p>	<p>1. Achieved: 8 batches of DDF guidelines training and field support/backstopping organized in 2015 for DDSTs/DDSCs and MoHA staffs.</p> <ul style="list-style-type: none"> 399 government officials including 87 women attended the training <p>2. Generic TOT training for 19 MoHA staff, facilitated by Public Administration Research and Training Institute (PARTI) plus follow-on TOT on DDF (DDF guidelines, PAM & M&E) for 12 MoHA staff (5 women)</p> <ul style="list-style-type: none"> Based on the post-training assessment TOT on DDF, 8 MoHA staff (4 women) selected to be DDF Trainers and closely work with DDF/GPAR team. (transfer of skills / sustainability approach). 		
	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 2. Improved capacities of district administrations to finance and implement service infrastructure and delivery that lead to improved access to public services and as</p>			JP Annual Progress Report 2015 and DDF training / financial records

<p>well as improvements in human development levels, including key indicators related to women and children</p> <p>Indicator1: At least 540 MDG infrastructure and/or service delivery initiatives implemented by district administrations improve access to services for at least 40,000 households, of which 50% serve women and girl children</p> <p>Indicator 2: Tangible improvements in availability and usage of health and education services contributing to 10% improvement in attendance of girl students in primary schools, 10% improvement in access to safe drinking water and 10% increase in mothers accessing maternal and child health services</p>			<p>(* the JP annual Progress Report can be applied to all Outputs Source of Verification)</p>
<p>Output 3 Improved MDG focused service delivery provided through formula base and equity focused block grants to the districts</p> <p>Annual target 1: 232 service interventions (21 BBG & 211 OEBG) delivered by district administrations.</p> <p>Annual target 2. District performance is assessed in 4 more district administrations</p> <p><u>Indicators:</u></p> <p>1. 21 BBG & 211 OEBG) local service infrastructures & Interventions delivered by district administrations (DDF).</p> <p>2. District Performance Assessment done in Sekong Province</p>	<p>1. On track: All 53 districts of 7 target provinces completed their district annual investment plans (DAIPs -Capital) and OEBG;LAK 7,982,898,500 (1,004,000 USD) transferred to 65 district accounts.</p> <ul style="list-style-type: none"> • A total 232 service intervention delivered by DDF in 53 district administrations directly benefited 373,948 households. • As part of capacity building, a total 50,500 USD transferred to 7 provinces to support the Provincial Support Team to follow 		

	<p>up/regularly provide guidance to the district teams on DDF implementation.</p> <p>2. Achieved: PAM training organized for PST and the provincial assessment team of Saravane and Sekong provinces to monitor the progress of the OEBG implementation and provide M&E awareness raising. Provincial assessment teams able to carry out a district performance assessment (using District Development Fund PAM) in districts by themselves.</p> <ul style="list-style-type: none"> In total, 114 local officials (24 women) of DDSTs/DDSCs from 7 districts participated in the training. 		
<p>Output 4: Improving Access to citizen Services through One Door Service</p> <p>Annual target 1: Existing ODSC operations assessed Annual target 2: ODSC operations & service delivery are improved</p> <p><u>Indicators</u></p> <p>1. Assessment exercise of ODSC principles & procedures are done 2. Action plan for addressing ODSC issues agreed</p>	<p>1. On track but slow progress: Majority completed, however, a workshop and assessment remained.</p> <p>2. On track: Concerned provincial and district service sectors shared lesson learn on service delivery and discussed on ODSC mechanism and related issues (process, service fees, human resources, revenues, etc.)</p> <ul style="list-style-type: none"> 454 participants (165 women) from ministries, provinces and districts offices participated in ODSC workshops and training <p>3. Service routines, office management,</p>	<p>Deferred to 2016 due to the delay of consultancy recruitment</p>	

	<p>service mind presented and discussed with existing and new ODSCs staffs.</p> <ul style="list-style-type: none"> • International Consultants shortlisted and final selection expected in January 2016. 		
<p>Output 5: GPAR Capacity Development and Modernisation Fund (CADEM) supports strategic innovations in Public Administration reforms</p> <p>Annual target 1: 13 Government offices use CADEM grants to improve their procedures.</p> <p>Annual target 2. Gender in administrative practices is enhanced by CADEM awards.</p> <p><u>Indicators:</u></p> <p>1. Number of government offices to be rewarded by CADEM. Number of government offices with better administrative practices due to CADEM support.</p> <p>2. At least 3 government offices implementing gender focused interventions using CADEM</p>	<p>1. On track</p> <ul style="list-style-type: none"> • 5 out of 35 projects gender based projects. • 2 out of 35 project awarded to organization at national level • 22 out of 35 projects awarded to organization at provincial level • 11 out of 35 projects awarded to organization at provincial level <p>2. On track</p> <ul style="list-style-type: none"> • Capacity support from CADEM enhances civil servants' performance and improved service delivery at grass-root level of Oudomxay, Phongsaly and Luangprabang provinces. <p>For 2015 grants year, there were 4588 beneficiaries at local levels including 2078 female (45.7%)</p>		
<p>Output 6: Citizen Feedback and district mechanisms for responsive and accountable service delivery</p>			
<p>Annual target 1: Selected District Administrations analyse local service</p>	<p>1. Achieved:</p> <ul style="list-style-type: none"> • DSDMS manual finalized. 		

<p>delivery information for use in better planning.</p> <p>Annual target 2. Citizens of pilot districts provide their feedback on access & quality of local service delivery.</p> <p><u>Indicators</u></p> <p>1. Districts use DSDMS to collate & analyse local service delivery information</p> <p>2. SUFS survey done & results discussed with district authorities.</p>	<ul style="list-style-type: none"> • Concerned staffs who works on DSDMS trained • DSDMS piloted in Houn and Saravan • DSDMS IT equipment supported Houn and Saravan • DSDMS implementation preliminary lessons discussed and shared among provincial and districts authorities <p>2. Achieved:</p> <ul style="list-style-type: none"> • SUFS manual and survey guide finalized. • District staffs who will conduct the survey trained in Houn and Saravan • Survey equipment and budget supported to Houn and Saravan districts • SUFS survey conducted • SUFS survey analysis completed • Preliminary lessons on SUFS implementing discussed with district and provincials authorities <p>188 provincial and districts staffs from Houn District, Odomxay Province and Saravan District, Saravan Province participated in DSDMS and SUFS training and survey</p>		
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ii) A Specific Story

Behind the hard data and statistics lies the real human stories of many vulnerable people.



The 283 people living in the 72 households of the remote village Ban Fong Nga, Viengxay district, in the northern province of Houaphan, Laos had a big worry. About 1.5 ha of vital paddy field suffered from a lack of water that threatened their food security. Working with the district administration their priority need for irrigation was met through the DDF facility. The construction of a concrete weir and channel now provides water to 12 hectares of the village paddy fields (DDF:\$ 18,870 USD plus local contribution of labour & materials valued at \$2,063).



Photos by: GPAR project



“The women, girls and children walked nearly 1 km each day to carry water to our village” explained the villagers of Ban Naphan, Kham district Xiengkhouang Province, Laos. Using the DDF facility the district administration and community joined forces to bring clean water direct to the village from the source over 400 metres away. The low-maintenance gravity fed water system with storage tank now supplies plentifully water to the 49 households (total 236 people including 119 women) who now benefit from this scheme.

DDF grant \$21,536 and people contribution (labour & local available material) valued at \$2,150

Photos by: GPAR project



III. Other Assessments or Evaluations

No major assessments and evaluations undertaken in 2015. However, the Service Users' Feedback Survey (SUFS) was completed in 2 target districts of Houn district in Oudomxay province and Saravane district in Saravane province. The results of the survey has been coded, analyzed and studied. The key findings and results were presented to the workshop of line ministries and local representatives in March 2016. In addition, the district performance assessment for 4 DDF districts in Sekong province was completed and the results of the assessment were shared and available.

The annual independent audit for 2015 was completed in February 2016 and identified no issues of significance. A clean audit opinion was awarded, as in previous years.

IV. Programmatic Revisions

Given the final year and the no-cost extension of the JP GPAR SCSD, Annual indicators, targets and activities for the Outputs level were adjusted to ensure the completion of the remaining activities in line with the budget availability.