

Section I: Identification and JP Status

Economic governance, regulatory reform, public participation, and pro-poor development in Albania

Semester: 2-10

Country	Albania
Thematic Window	Democratic Economic Governance
MDGF Atlas Project	
Program title	Economic governance, regulatory reform, public participation, and pro-poor development in Albania

Report Number	
Reporting Period	2-10
Programme Duration	
Official Starting Date	

Participating UN Organizations	* UNDP * WB
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Implementing Partners	* •Albanian Electricity Transmission Corporation * •Albanian Electro-Energetic Corporation * •Energy Regulatory Entity * •General Department for Water Supply * •Ministry of Economy, Trade and Energy * •Ministry of Labour, Social Affairs and Equal Opportunities * •Ministry of Transport and Public Works
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Budget Summary

Total Approved Budget

UNDP	\$1,353,550.00
WB	\$743,650.00
Total	\$2,097,200.00

Total Amount of Transferred To Date

UNDP	\$615,580.00
WB	\$433,350.00
Total	\$1,048,930.00

Total Budget Committed To Date

UNDP	\$521,335.00
WB	\$433,350.00
Total	\$954,685.00

Total Budget Disbursed To Date

UNDP	\$469,786.00
WB	\$433,350.00
Total	\$903,136.00

Donors

As you can understand, one of the Goals of the MDG-F is to generate interest and attract funding from other donors. In order to be able to report on this goal in 2010, we would require you to advise us if there has been any complementary financing provided in 2010 for each programme as per following example:

Amount in thousands of U\$

Type	Donor	Total	For 2010	For 2011	For 2012
Parallel					
Cost Share					
Counterpart					
DEFINITIONS					

1) PARALLEL FINANCING – refers to financing activities related to or complementary to the programme but whose funds are NOT channeled through UN agencies. Example: JAICA decides to finance 10 additional seminars to disseminate the objectives of the programme in additional communities.

2) COST SHARING – refers to financing that is channeled through one or more of the UN agencies executing a particular programme. Example: The Government of Italy gives UNESCO the equivalent of US \$ 200,000 to be spent on activities that expand the reach of planned activities and these funds are channeled through UNESCO.

3) COUNTERPART FUNDS - refers to funds provided by one or several government agencies (in kind or in cash) to expand the reach of the programme. These funds may or may not be channeled through a UN agency. Example: The Ministry of Water donates land to build a pilot 'village water treatment plant' The value of the contribution in kind or the amount of local currency contributed (if in cash) must be recalculated in US \$ and the resulting amount(s) is what is reported in the table above.

Direct Beneficiaries

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
Targeted Number	693		334				11	
Reached Number	217		87				13	
Targeted - Reached	476	0	247	0	0	0	-2	0
% difference	31.31	0	26.05	0	0	0	118.18	0

Indirect Beneficiaries

	Men	Men from Ethnic Groups	Women	Women from Ethnic Groups	Boys	Girls	National Institutions	Local Institutions
Targeted Number	1634511		1508778					
Reached Number								
Targeted - Reached	1634511	0	1508778	0	0	0	0	0
% difference	0.0	0	0.0	0	0	0	0	0

Section II: JP Progress

1 Narrative on progress, obstacles and contingency Measures

Please provide a brief overall assessment (250 words) of the extent to which the joint programme components are progressing in relation to expected outcomes and outputs, as well as any measures taken for the sustainability of the joint programme during the reporting period. Please, provide examples if relevant. Try to describe facts avoiding interpretations or personal opinions

Progress in outcomes

The programme has reached cruising speed. Implementation is progressing well and delivery is good.

Outcome 1 - The PMC of 10 November 2010 approved some changes to the planned activities. All the activities (taking into account the changes) are ongoing without exception meaning that their translation into outcome 1 can be reasonably expected to take place in 2011.

Outcome 2 – Most activities have been going ahead as planned. Difficulties to work with the existing consumer associations were encountered and discussed at the PMC. There are alternative channels to strengthen civil society. The programme is considering various alternatives to make sure that outcome 2 is fully achieved.

Outcome 3 - Activities contributing to this outcome have been going ahead as planned which in 2011 should result in the achievement of outcome 3.

Progress in outputs

Almost all of the activities of the programme have now been initiated and is delivering a growing number of final outputs, such as: Study on Effectiveness of Support to the Poor with respect to access to electricity, Poverty and Social Impact Analysis of Electricity Tariff Reforms, Mid-Term Review of the Strategy on Consumer Protection and Market Surveillance, several consumer protection training activities etc.

Measures taken for the sustainability of the joint programme

The activities of the JP are designed in such a way as to ensure sustainable impact. For instance, the Willingness to Pay Survey which is to be implemented under the World Bank-led component is to serve as an input to the new Water and Wastewater Sector Strategy which will provide the policy framework for water sector activities in the next few years. Under the UNDP-led component, support is provided to prepare a “model” water contract which will be adopted and used over several years by the 56 Albanian water utility companies. The consumer complaints management system that will be established is expected to be used by the competent ministry over of a number of years etc.

Are there difficulties in the implementation?

Management: 1. Activity and output management. 2. Governance/Decision Making 4.Accountability

What are the causes of these difficulties?

External to the Joint Programme

Briefly describe the current difficulties the Joint Programme is facing

The programme is not facing any major internal difficulties that are of an operational character. Perhaps it is worth mentioning however some issues with respect to financial reporting to the MDG-F Secretariat. They are due to an incompatibility between the financial reporting modalities agreed in the fee for service agreement between UNDP and the World Bank and the MDG-F reporting format. The latter requires financial reporting broken down by activity while the fee for service agreement with the World Bank is broken down by input (travel, consultancy fees, training etc.). Because of this, the EG programme cannot report on the expenditures and commitments by activity for the World Bank led component. It can only report an aggregate figure for expenditures and commitments for that component.

Briefly describe the current external difficulties that delay implementation

A new General Director (GD) responsible for consumer protection at the Ministry of Economy, Trade and Energy (METE) was appointed in June 2010. He is the counterpart for the UNDP-led component. He does not have a background in consumer protection and was not involved in the inception work that took place in February and March 2010. Endorsement of certain activities takes longer than before. There is a question mark on the EG programme's planned support to the 2 existing consumer associations (see minutes of 10 November 2010 PMC). An amount of US\$ 100,000 planned for support to the 2 associations needs to be re-programmed. METE has requested for more time to come up with a position. Its position is expected to be clear by the next PMC scheduled for March 2011. There are diverging views between different institutions as to the scope of the survey of citizens' satisfaction with electricity and water services. The first PMC approved a survey with a national scope but the second PMC decided to limit the survey to a few regions. The Water Regulatory Authority which is directly concerned by this activity disagreed. The Albanian institutions are consulting each other and are expected to come up with one single position on the matter.

Explain the actions that are or will be taken to eliminate or mitigate the difficulties

The financial reporting issue has been raised on several occasions with the WB Task Manager. Based on advice received from the Bank's lawyers, the only way a different reporting format could be adopted would be by amending the fee for service agreement and renegotiating the reporting formats that are part of the agreement. Based on previous experiences this process might take longer than the remaining lifespan of the project.

The EG programme is devoting the necessary time to explain the planned activities and make sure that they are endorsed rapidly.

The issue of the re-programming of the US\$ 100,000 has been discussed in depth with the new GD. Options have been proposed.

With respect to the scope of the survey, the EG programme has held meetings on this specific issue with the Ministry of Public Works and Transport (MPWT) and the Water Regulatory Authority. The two institutions have had consultations among them and they will soon come up with their position.

2 Inter-Agency Coordination and Delivering as One

Is the joint programme still in line with the UNDAF?

Yes true
No false

If not, does the joint programme fit the national strategies?

Yes true
No false

What types of coordination mechanisms

The JP is part of the One UN Programme in Albania and is structured under the Governance Pillar. Therefore, activities are part of the standard planning and reporting cycle foreseen by the One UN Programme along with those of all other JPs that are active in the country.

The Programme Management Committee, which meets on a quarterly basis and is co-chaired by the UN Resident Coordinator and the Lead Government partner, provides oversight and guidance to all agencies participating in the joint programme.

The activities of the Joint programme have been structured in order to complement each other and are closely interlinked to prevent the various components of the JP from running in parallel as separate sub-programmes. Although technical JP staff of UNDP and the World Bank are not able to co-locate given that the WB technical staff working on the JP are based in Washington DC, the JP has put in place an effective mechanism to ensure continuous communication and coordination also with the local WB office.

At the invitation of the Resident Coordinator, the Joint Programme CTA / coordinators have been meeting to share lessons learned and experiences to improve and strengthen the work of all the JPs in the country.

Please provide the values for each category of the indicator table below

Indicators	Baseline	Current Value	Means of verification	Collection methods
Number of managerial practices (financial, procurement, etc) implemented jointly by the UN implementing agencies for MDF-F JPs	0	10	Internal reporting system	Internal meetings / reports
Number of joint analytical work (studies, diagnostic) undertaken jointly by UN implementing agencies for MDG-F JPs	0	1	Internal reporting system	Internal meetings / reports
Number of joint missions undertaken jointly by UN implementing agencies for MDG-F JPs	0	1	Internal reporting system	Internal meetings / reports

3 Development Effectiveness: Paris Declaration and Accra Agenda for Action

Are Government and other national implementation partners involved in the implementation of activities and the delivery of outputs?

Not Involved false
 Slightly involved false
 Fairly involved true
 Fully involved false

In what kind of decisions and activities is the government involved?

Policy/decision making

Who leads and/or chair the PMC?

Ministry of Economy, Trade and Energy chairs the PMC.

Number of meetings with PMC chair

The EG programme has a minimum of 1 meeting every 2 weeks with the Ministry of Economy, Trade and Energy. It is very frequent that the EG programme meets with the Ministry of Economy, Trade and Energy every week. The Ministry is actively involved in programme decisions and closely monitors activities.

Is civil society involved in the implementation of activities and the delivery of outputs?

Not involved false
Slightly involved false
Fairly involved true
Fully involved false

In what kind of decisions and activities is the civil society involved?

Management: service provision

Are the citizens involved in the implementation of activities and the delivery of outputs?

Not involved false
Slightly involved true
Fairly involved false
Fully involved false

In what kind of decisions and activities are the citizens involved?

Policy/decision making

Where is the joint programme management unit seated?

UN Agency

Current situation

The JP is directly implemented, meaning that procurement, budgeting and reporting is carried out by UNDP in close consultation with the Government. This ensures that the objectives and related outputs are fully owned by the government. The new General Director who was appointed in June 2010 has been even more actively involved in all project decisions of the UNDP led component than the previous counterpart. As regards the World Bank led component, there has been extensive consultation with all the relevant institutions. Actually, in some cases, contracting has been delayed for the sake of making sure that activities correspond to priority needs. The activities of the programme support the achievement of government objectives as formulated in government policy and strategic documents. As regards civil society, developments during the second half of 2010 have put a question mark on planned support to the two existing consumer associations. It has been difficult to initiate cooperation with one of the associations. The EG programme's government counterpart for the consumer protection component is reluctant that the programme supports the other association on the grounds of succession and related sustainability issues. There are alternative channels to strengthen civil society. The government together with the EG programme are considering various options to do this (the re-programming of US\$ 100,000 mentioned above).

4 Communication and Advocacy

Has the JP articulated an advocacy & communication strategy that helps advance its policy objectives and development outcomes?

Yes true
No false

Please provide a brief explanation of the objectives, key elements and target audience of this strategy

The JP has an integrated advocacy and communication strategy to advance its policy objectives and development outcomes. The two main components of the programme (strengthening of energy and water public services and consumer protection) have USD 174,000 allocated for public awareness. In energy and water, USD 80,000 have been allocated to raise awareness on ongoing reforms and strengthening dialogue between government, regulators, public utility providers and customers. USD 94,000 has been allocated for consumer protection, aimed at raising consumer awareness on their rights. Specific consumer awareness activities targeted at journalists, businesses, teachers and pupils are also planned, in addition to special events planned for 15 March 2010 (Consumer Day).

The new development since the last bi-annual report is that the content of the awareness raising strategy on consumer rights has been refined. METE and UNDP discussed the preparation of a documentary and TV spots on consumer rights.

What concrete gains are the advocacy and communication efforts outlined in the JP and/or national strategy contributing towards achieving?

Increased dialogue among citizens, civil society, local national government in relation to development policy and practice
Media outreach and advocacy

What is the number and type of partnerships that have been established amongst different sectors of society to promote the achievement of the MDGs and related goals?

Faith-based organizations
Social networks/coalitions
Local citizen groups
Private sector
Academic institutions
Media groups and journalist
Other

What outreach activities do the programme implement to ensure that local citizens have adequate access to information on the programme and opportunities to actively participate?

Focus groups discussions

There were no major new developments in this area since the last bi-annual report. Under the UNDP led component, the programme plans to conduct in 2011 a survey of consumers' perceptions of the quality of electricity and water services. The relevant Albanian institutions have held consultations among themselves on the scope of the survey and they will soon inform the EG programme of their position.

The government is preparing with the support of the World Bank a new Water and Waste Water Sector Strategy which is expected to be ready by February 2011. Discussions have been held with the Ministry of Public Works and Transport to use the planned national public awareness campaign on electricity and water services not only to publicize locally, through regional/local workshops, the results of the survey but also to present the new strategy and provide a framework for dialogue between government, regulators, public utility providers and customers.

A survey on willingness to pay for water services is currently being implemented under the World Bank led component. This will give voice to the consumers and help shape government policies aiming at supporting the poorest segments of the population.

Household surveys

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Use of local communication mediums such radio, theatre groups, newspapers

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Capacity building/trainings

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Section III: Millenium Development Goals

Millenium Development Goals

Additional Narrative Comments

Please provide any relevant information and contributions of the programme to de MDGs, whether at national or local level

The component of the JP dealing with water and sanitation (and that dealing with energy as well) is not about increasing access to water and sanitation but rather improving the quality of water and sanitation services. The interventions of the programme are therefore focused on the institutional strengthening of the central government departments dealing with the monitoring of water and sanitation services and designing objective criteria for the prioritization of water and sanitation investment in rural areas. Also, a large component of the programme is about mapping the quality of water and sanitation services provided in Albania, strengthening the voice of customers vis-a-vis water utility suppliers and promoting a dialogue between them and customers. In the last 6 months of 2010 the EG programme initiated support to the Water Regulatory Entity for the preparation of a "model" contract for all the 56 water utility companies. This contract, which is expected to be adopted by the 56 water utility companies of Albania, will ensure that they meet their obligations (constant supply of quality water) and that the right of the customers are protected.

All the above activities will have a national impact.

Please provide other comments you would like to communicate to the MDG-F Secretariat

Section IV: General Thematic Indicators

1 Strengthen national and local governments' capacity to manage and monitor water supply and sanitation services

1.1 Number of institutions, civil servants and/or citizens trained to take informed decisions on water management and sanitation issues

Public institutions

Total 3

Private Sector Institutions

Total

NGOs

Total 3

Community based organizations

Total

Civil servants

Total 151

Women 32

Men 116

Citizens

Total 35

Women 6

Men 29

Other, Specify

Total

The above information is based on data reported by the World Bank for activities under the World Bank component. Many additional civil servants and citizens will be trained to take informed decisions on water and sanitation issues in the course of 2011. This will be reported in the forthcoming biannual reports.

Women

The above information is based on data reported by the World Bank for activities under the World Bank component. Many additional civil servants and citizens will be trained to take informed decisions on water and sanitation issues in the course of 2011. This will be reported in the forthcoming biannual reports.

Men

The above information is based on data reported by the World Bank for activities under the World Bank component. Many additional civil servants and citizens will be trained to take informed decisions on water and sanitation issues in the course of 2011. This will be reported in the forthcoming biannual reports.

1.2 Increase in the coverage the water supply and sanitation monitoring systems due to the JP Intervention

Water supply system

% increase over the total system extension

Sanitation system

% increase over the total system extension

Level of analysis of the information compiled

1.3 Budget allocated to provide water and sanitation services before the implementation of the Joint Programme

National Budget 3.5 billion Albanian Lek

This is 2008 data and corresponds to US\$ 41,176,471

Total Local Budget

This is 2008 data and corresponds to US\$ 41,176,471

1.4 Variation (%) in the Budget devoted to provide water and sanitation services from the beginning of the joint programme to present time

National Budget

% Overall

% Triggered by the joint programme

Local Budget

% Overall

% Triggered by the joint programme

Comments

No information currently available

1.5 Number of laws, policies or plans supported by the programme that explicitly aim to improve water and sanitation policies and management

Policies

National	1
Local	

Laws

National	
Local	

Plans

National	
Local	

1.6 Please briefly provide some contextual information on the law, policy or plan and the country/municipality where it will be

According to World Bank data, in Albania 75% of the population has access to safe drinking water and 86.3% of the population has sanitation facilities. These figures are low by regional standards. Many rural communities are particularly affected by this problem. The government with the support of the donor community is taking serious steps to address this situation. A new Strategy for Water and Wastewater is currently being developed with World Bank Support. A Master-plan for investments in the water sector is being prepared with the support of KfW which has a multi-million water sector investment programme. The World Bank has also multi-million investment interventions in the water sector. There are competing demands for water sector investment among the rural communities and a policy is badly needed on how to prioritize water sector investment in these communities. The EG programme (under the World Bank led component) is currently developing a methodology which will be applied/tested in the Durres region. It is expected that provided that the methodology works and produces the expected results, it will be adopted as a policy by the Ministry of Public Works and Transport, which is responsible for water resources in Albania, and applied nationally.

1.7 Sector in which the law, policy or plan is focused

Access to drinking water

Comments

Policy for the prioritization of water and sanitation investment in rural areas

1.8 Number of citizens and/or institutions to be affected directly by the law, policy or plan

Citizens

Total 392,126
No. Urban
No. Rural 392,126

National Public Institutions

Total 1
Urban
Rural

Local Public Institutions

Total
No. Urban
No. Rural

Private Sector Institutions

Total
No. Urban
No. Local

2 Improve access to safe drinking water

2.1 Number of citizens that gained access to safe affordable drinking water with the support of the JP

No. Citizens

No. Women
No. Men

2.2 Variation (%) of the population who gained access to drinking water in the region of intervention from the beginning of the programme to present time

%

2.3 Number of municipalities/communities/cities with access to safe drinking water through the JP

Total number
No. Urban Communities
No. Rural Communities

2.4 Type of improvements produced on the wellbeing of the population through the access to potable water

Comments

3 Community empowerment and participation in the water management decision processes

3.1 Number of community organizations strengthened or created to increase the civil society participation in the decision making processes

No. Organisations 2
No. Women
No. Men
% from ethnic groups

3.2 Number of citizens sensitized in hygiene and sanitation issues

Total No.
No. Children
No. Women
No. Men
% from Ethnic groups

4 Strengthening water supply and sanitation services providers

4.1 Number and type of water and sanitation services providers strengthened

Public institutions 56
Private institutions
Community organizations
Public Private Partnership
Other: Specify

National Level No.
Local Level No. 56

4.2 Indicate the type of intervention used to strengthen water and sanitation services providers

Knowledge transfer

4.3 Number of water and sanitation service providers mentioned above that have developed a financial plan and sustainability system

Total Number

Type of financial plan

Joint Programme on Economic Governance, Regulatory Reform and Pro-Poor Development

M&E FRAMEWORK 2nd BIENNIAL REPORT 2010

Expected Results (Outcomes & outputs)	Indicators	Baseline	Overall JP expected target	Achievement of target to date	Means of verification	Collection methods (with indicative time frame & frequency)	Responsibilities	Risks & assumptions
<p>JP outcome 1: Capacities of regulatory bodies to better monitor the provision and efficiency of service delivery enhanced</p> <p>a) Output 1: Shortcomings of the Power Market Model and capacity constraints of GDWS (including for monitoring and benchmarking) and GDPWWSW identified</p>	<p>Indicator 1.1 % of the recommendations of the assessment of the Power Market Model and capacity diagnosis reports approved by the respective institutions</p>	<p><u>Baseline:</u> no assessment of the Power Market Model ever done</p>	<p>1 assessment of the Power Market Model prepared and 80% of its recommendations approved by METE and ERE</p> <p>1 capacity diagnosis report for GDWS and GDPWWSW and 80% of its recommendations approved</p>	<p>Consultants contracted in November 2010 and completion expected in March 2011</p> <p>Consultants contracted in November and capacity diagnosis ongoing</p>	<p>Copy of official approval of the assessment and its recommendations available in programme files</p> <p>Follow up support provided by the EG programme in the frame of its planned activities</p>	<p>The programme will request a copy of the document from METE/ERE</p> <p>Regular programme reports to the PMC, evaluation report</p>	<p>World Bank</p> <p>World Bank</p>	<p>Assumption: The assessment is of good quality</p> <p>Assumption: The capacity diagnosis is of good quality</p>

b) Output 2: Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/implemented	<p>Indicator 1.2 Assessment of monitoring and benchmarking practices and recommendations for improved monitoring of water utilities performance approved</p>	<p><u>Baseline:</u> Monitoring and benchmarking practices out of line with emerging challenges</p>	<p>1 assessment of the monitoring and benchmarking practices prepared and recommendations for a new methodology approved by GDWS</p>	<p>Consultants contracted. First mission carried out in September 2010. Recommendations under preparation</p>	<p>Copy of decision of GDWS to adopt the enhanced monitoring methodology available in the programme files</p>	<p>The programme will request a copy of the document from GDWS</p>	<p>World Bank</p>	<p>Assumption: The enhanced methodology responds to actual needs</p>
	<p>Indicator 2.1 Business plans adopted by the respective institutions</p>	<p><u>Baseline:</u> no existing policy</p>	<p>2 business plans to improve the performance of KESH and OST prepared and adopted by the respective institutions</p>	<p>Consultants contracted in November 2010 and completion expected in March 2011</p>	<p>Copy of agreement on performance between KESH and METE and OST and METE available in programme files</p>	<p>The programme will request a copy of the document from METE</p>	<p>World Bank</p>	<p>Risks: METE and KESH/OST fail to reach agreement on business plan</p>
	<p>Indicator 2.2 GDWS relevant staff trained in applying the new monitoring and benchmarking methodology</p>	<p><u>Baseline:</u> Monitoring and benchmarking practices out of line with emerging challenges</p>	<p>10 GDWS staff trained</p>	<p>2011</p>	<p>Evidence of training and actual use of the methodology available in programme files</p>	<p>Regular programme reports to the PMC, evaluation report</p>	<p>World Bank</p>	<p>Risks: no risks since the enhanced methodology is a priority need</p>

c) Output 3: National representative data on citizens' perceptions of the quality of electricity and water services generated and analyzed for policy making purposes	Indicator 2.3 Criteria and prioritization methodology adopted and introduced at GDWS	<u>Baseline:</u> no existing policy	Criteria and prioritization methodology to prioritize investment in rural areas developed, adopted and introduced at GDWS and 10 GDWS staff trained	In October 2010 a Senior Engineer was mobilized to assess the investment options for water supply increase in the Durres service area	Copy of decision of GDWS to adopt the methodology and evidence of training available in the programme files	The programme will request a copy of the relevant document from GDWS.\	World Bank	Risks: The methodology is excessively complex and difficult to use
	Indicator 3.1 National survey conducted	<u>Baseline:</u> no existing policy	Methodology to conduct surveys of citizens' perceptions of electricity and water services developed with the relevant central and local authorities and implemented nationally	2011	Survey results available in the files of the programme	Regular programme reports to the PMC, evaluation report	UNDP	Assumptions: Existing sociological survey institutions can do a quality job
	Indicator 3.2 National report with regional sections prepared	<u>Baseline:</u> no existing methodology and data	Analytical report with policy recommendations to improve the performance	2011	Analytical report available in the files of the programme	Regular programme reports to the PMC, evaluation report	UNDP	Assumption: Good analytical expertise mobilized Risks:

d) Output 4: Evidence based dialogue on citizens' perception of the quality of electricity and water services as well as reforms in the two sectors established	Indicator 4.1 Number of articles presented by the media	<u>Baseline:</u> no existing national level analysis	of electricity and water utility providers prepared Media campaign implemented and at least 30 articles dealing with the results of the survey presented by the media	2011	Copy of the articles available in the files of the programme	Programme staff collects the articles	UNDP	Politicization of the results Risk: Limited interest on the part of the media (low)
	Indicator 4.2 Number of people attending the national round table	<u>Baseline:</u> limited media coverage of public service delivery issues	National round table organized and at least 40 people including senior government officials, attend the national round table and provide substantive inputs to the debate	2011	List of participants and summary of the discussions kept in programme files	Programme staff will record attendance and prepare the summary of discussions	UNDP	Risks: Little interest on the part of the concerned players (low)
	Indicator 4.3 Number of people	<u>Baseline:</u> round tables	12 regional public	2011	List of participants and summary of the	Programme staff will record attendance	UNDP	Risks: Little interest

	attending the regional public hearings	on the topic have taken place but no precise data is available	hearings organised and at least 200 people attend them and have their awareness and understanding of electricity and water issues raised		discussions kept in programme files	and prepare the summary of discussions		on the part of customers, associations and other interested parties (low)
<p>JP Outcome 2: Consumer associations and state bodies strengthened, to provide a strong national voice for customers</p> <p>a) Output 5: The capacity of the state bodies to protect and promote consumer rights enhanced</p>	<p>Indicator 5.1 Number of government and consumer protection NGO staff trained</p>	<p><u>Baseline:</u> some knowledge available but requires consolidation</p>	<p>10 MSD/CPC staff participate in 3 study tours to EU member states to enhance their knowledge of EU member states' consumer protection practices in order to be in a position to take informed policy</p>	<p>Director of MSD trained on consumer complaints management</p> <p>2 study tours organised (Italy and Romania) in favour of 5 staff of MSD, 5 members of CPC and 1 journalist dealing with consumer</p>	<p>Reports of each participant in a study tour highlighting new knowledge acquired available in the files of the programme</p>	<p>The reports will be made mandatory by programme staff for the participants in study tours</p>	<p>UNDP</p>	<p>n.a.</p>

	<p>Indicator 5.2 Number of staff from the new Market Surveillance Body and the CPS/CPC trained</p>	<p><u>Baseline:</u> the Market Surveillance Body and the CPC are completely new institutions</p>	<p>decisions 30 staff from MSB, MSD and CPC trained</p>	<p>issues 15 CPS staff, CPC members and consumer protection associations trained</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>n.a.</p>
	<p>Indicator 5.3 Web-based National Consumer Complaints Management System established and operational</p>	<p><u>Baseline:</u> no existing system</p>	<p>CCMS software developed and operational</p>	<p>Company for the development of the software contracted and software development ongoing</p>	<p>Accessible and visible to the public on internet</p>	<p>n.a.</p>	<p>UNDP</p>	<p>Risks: The Alternative Dispute Resolution System is not in place when the software become operational thus reducing its immediate usefulness</p>
	<p>Indicator 5.4 Number of lawyers and mediators trained in consumer legislation</p>	<p><u>Baseline:</u> very few lawyers and mediators are even aware about the existence of consumer protection legislation</p>	<p>10 lawyers and 10 mediators trained</p>	<p>Consultant contracted and development of the training programme ongoing</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>n.a.</p>
	<p>Indicator 5.5 Study</p>	<p><u>Baseline:</u> No</p>	<p>Study</p>	<p>Study</p>	<p>Report available in the</p>	<p>Regular programme</p>	<p>UNDP</p>	<p>n.a.</p>

b) Output 6: Consumer protection capacities and structures of the	<p>on the customer services of the water utilities</p> <p>Indicator 5.6 Recommendation to improve compliance with consumer protection legislation of energy and water contracts followed up</p>	<p>existing comprehensive and structured information</p> <p><u>Baseline:</u> The existing energy and water contracts have never been screened for violations of consumer rights</p>	<p>conducted and used by GTZ to prepare customer service guidelines</p> <p>Contracts reviewed and recommendations for amendments followed up by the CPC</p>	<p>tendered</p> <p>Preliminary review of energy and water contracts conducted. 2 national consultants contracted and preparation of a model water contract ongoing</p>	<p>files of the programme</p> <p>Letter from the CPC to the public utility providers</p>	<p>reports to the PMC, evaluation report</p> <p>Copy of letter obtained by programme staff</p>	<p>UNDP</p>	<p>Assumption: Good cooperation between ERE, WRE and CPS</p>
	<p>Indicator 5.7 Mid-term review (MTR) of Strategy on CP and MS plus Action Plan approved by METE</p>	<p><u>Baseline:</u> Mid-term review pending</p>	<p>Mid-term review and action plan prepared and approved by METE</p>	<p>Two MTRs conducted: One for food products and one for non-food products. The draft reports have been submitted to the concerned ministries</p>	<p>Mid-term review report shared with the higher policy making level such as the Council of Ministers</p>	<p>Programme staff will obtain evidence of the policy impact of the report and follow up</p>	<p>UNDP</p>	<p>Risk: No follow up on the recommendations of the MTRs due to lack of political will</p>

<p>consumer associations developed and awareness about consumer rights raised in all regions of Albania</p>	<p>Indicator 6.1 Capacity assessment of consumer protection associations and recommendations for training prepared and followed up</p>	<p><u>Baseline:</u> no capacity assessments ever conducted</p>	<p>Capacity development needs assessment reports prepared</p>	<p>Capacity development needs assessment of the 2 active consumer protection associations conducted and submitted to the government</p>	<p>Training programmes prepared by the programme on the basis of the capacity assessment (available in programme files)</p>	<p>PMC reports and evaluation report</p>	<p>UNDP</p>	<p>Risk: The associations refuse to cooperate</p>
	<p>Indicator 6.2 Number of staff/regional focal points from the associations trained</p>	<p><u>Baseline:</u> only sporadic ad hoc capacity building</p>	<p>The capacities of over 15 central staff and 40 regional focal points of the consumer protection associations raised in how to run a consumer protection association, provide</p>	<p>2011</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>Risks: The regional focal points do not have a chance to exercise the skills acquired due to lack of resources</p>

	<p>Indicator 6.3 Number of consumer advisory centres established</p>	<p><u>Baseline:</u> Several centres existed in the past but had to close due to lack of resources</p>	<p>consumer protection support and conduct public awareness raising activities</p> <p>Model Consumer Advisory Centres established as a partnership between the consumer protection NGOs and the municipalities (and possibly METE) operational on a sustainable basis</p>	<p>To be re-programmed</p>	<p>Municipalities (and possibly METE) partly co-finance together with the programme the operation of the centres and fully co-finance it upon completion of the programme</p>	<p>Independent evaluation to be conducted in the last quarter of activity of the programme</p>	<p>UNDP</p>	<p>Risks: METE has no resources to support the centres and only the municipalities finance their operations. The risk of the centres closing after the completion of the programme is real.</p>
	<p>Indicator 6.4 Number of consumers, businesses and pupils in schools benefiting from the awareness raising programme on the provisions of the new consumer protection law</p>	<p><u>Baseline:</u> The law was passed in 2008 and there has never been an awareness raising campaign about its provisions</p>	<p>At least 100 consumers, businesses and pupils in schools benefit from the awareness raising programme</p>	<p>NGO for formulation of training and awareness raising programme on consumer protection law contracted</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>Risks: Lack of interest on the part of target groups</p>

	<p>Indicator 6.5 Number of journalists benefitting from the awareness raising programme on the provisions of the new consumer protection law</p>	<p><u>Baseline:</u> The law was passed in 2008 and there has never been an awareness raising campaign about its provisions</p>	<p>At least 20 staff benefit from the awareness raising programme</p>	<p>Journalists have developed an awareness raising programme targeted at journalists and 3 regional awareness raising events have taken place</p>	<p>Lists of participants and participants' feedback available in the files of the programme</p>	<p>Programme staff will record attendance and will make the provision of feedback mandatory</p>	<p>UNDP</p>	<p>Risks: Lack of interest on the part of target groups</p>
<p>JP Outcome 3: Vulnerable groups, people in need, and those living in informal areas benefit from pro-poor utility policies</p> <p>a) Output 7: Adequate mechanisms to facilitate tariff reform by mitigating its impact on the poor established</p>	<p>Indicator 7.1 Stocktaking report used to identify knowledge and data gaps</p> <p>Indicator 7.2 Study on the effectiveness of support to the poor reviewed by government</p>	<p><u>Baseline:</u> updated data needed</p> <p><u>Baseline:</u> No such study exists</p>	<p>Stocktaking report prepared and used to identify knowledge and data gaps</p> <p>Study on the effectiveness of support to the poor conducted and analyzed by</p>	<p>Data assessment for the energy sector conducted</p> <p>Draft paper for energy completed</p>	<p>Analyses available in the files of the programme</p> <p>Evidence of review of the study by the government obtained by programme staff and available in programme files</p>	<p>PMC reports and evaluation report</p> <p>PMC reports and evaluation report</p>	<p>World Bank</p> <p>World Bank</p>	<p>Risks: The information in LSMS is not adequate to make the assessment</p> <p>n.a.</p>

	<p>Indicator 7.3 Willingness to pay survey used to anchor price increases on revealed preferences of households</p>	<p><u>Baseline:</u> Such surveys have never been implemented</p>	<p>the government for policy making purposes</p> <p>Survey on willingness to pay conducted and used to guide price increases</p>	<p>Implementation of willingness to pay survey ongoing</p>	<p>Evidence that the WRE and municipalities use the survey available in programme files</p>	<p>Evidence obtained by programme staff</p>	<p>World Bank</p>	<p>Risks: The findings of the survey may not be compatible with the objectives of the concerned institutions and thus may not be used</p>
	<p>Indicator 7.4 Enhanced mechanisms for the protection of the poor from the impact of tariff reforms integrated into the government's policy options</p>	<p><u>Baseline:</u> mechanisms exist but can be improved</p>	<p>2 PSIA reports completed and recommendations enhanced mechanisms for the protection of the poor prepared and reviewed by the government</p>	<p>Data analysis on the energy sector completed</p>	<p>Evidence (minutes of meetings, other) of high level policy makers reviewing the recommendations of the programme</p>	<p>Programme staff will obtain the necessary evidence from the government</p>	<p>World Bank</p>	<p>Risks: The proposed options are not approved by the government</p>
<p>c) Output 8: The process of legalization of utility connections in illegal</p>	<p>Indicator 8.1 Number of participants in workshops</p>	<p><u>Baseline:</u> legalization of electricity connections initiated by</p>	<p>2 workshops with at least 50 participants altogether organised on</p>	<p>2011</p>	<p>List of participants and summary of the discussions kept in programme files</p>	<p>Programme staff will record attendance and prepare the summary of discussions</p>	<p>UNDP</p>	<p>Risks: No interest on the part of the water companies</p>

settlements supported	<p>Indicator 8.2 Number of residents who pay their utility bills</p>	<p>the private electricity distributor but limited activity with respect to water</p> <p><u>Baseline:</u> residents legalizing their connection in the electricity sector but in the water sector this takes place only in relation to the establishment of new water supply networks</p>	<p>the legalization of utility connection in the presence of government representatives organized in Bathore & Keneta</p> <p>At least 50 more residents of Bathore & Keneta pay their utility bills since the start of the project's interventions</p>	<p>2011</p>	<p>Evidence in the form of new residents applying for legalization provided by the utility providers</p>	<p>Programme staff will obtain the evidence from the utility providers</p>	<p>UNDP</p>	<p>and/or residents to be involved in such dialogue</p> <p>Risks: Those who wanted to legalize their connections have done it already and only very few residents will agree to do it as a result of the programme's interventions</p>
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Joint Programme on Economic Governance, Regulatory Reform and Pro-Poor Development

RESULTS FRAMEWORK 2nd BIENNIAL REPORT FOR 2010

This table refers to the cumulative financial progress of the joint programme implementation at the end of the semester. The financial figures from the inception of the programme to date accumulated (including all cumulative yearly disbursements).

Outcome 1/Output 1 - Joint Programme Results Framework with Financial Information*

Output 1.1. Shortcomings of the Power Market Model and capacity constraints of GDWS (including for monitoring and benchmarking) and GDPWWSW identified												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for the JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
1 assessment of the Power Market Model report	Activity 1.1.1 assessment of the Power Market Model and recommendations					WB	ERE	139,100	32,100			
1 capacity diagnosis report for GDWS prepared	Activity 1.1.2 capacity diagnosis of GDWS and recommendations					WB	MPWTT/GDWS	32,100	32,100			
1 assessment report of the monitoring and benchmarking practices of GDWS	Activity 1.1.3 assessment of monitoring and benchmarking practices and recommendations					WB	MPWTT/GDWS	53,500	53,500			
	TOTAL							224,700	117,700			

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

Outcome 1/Output 2 - Joint Programme Results Framework with Financial Information*

Output 1.2. Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/implemented												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
2 business plans and agreements on performance prepared	Activity 1.2.1 Preparation of business plans for KESH and OST and agreements on performance					WB	METE	107,000	53,500	-	-	-
10 staff trained	Activity 1.2.2 Training of GDWS staff on monitoring methodologies, service quality, transparency, complaints systems and dispute resolution					WB	MPWTT/GDWS	53,500	0	-	-	-
10 staff trained	Activity 1.2.3 Methodology developed and capacity built around the prioritization of investments in water supply in rural areas					WB	MPWTT/GDWS	53,500	53,500	-	-	-
	TOTAL							214,000	107,000	-	-	-

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

Outcome 1/Output 3 - Joint Programme Results Framework with Financial Information

Output 1.3. National representative data on citizens' perceptions of the quality of electricity and water services generated and analyzed for policy making purposes												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
National survey conducted and national report with regional sections prepared	Activity 1.3.1 Design and implementation of a national survey on citizens' perceptions of electricity and water services and preparation with CTA substantive support of national and regional reports on the results of the national survey					UN DP	METE/ERE for electricity and GDWS/WRE and local governments for water	128,400	32,100	-	-	-
TOTAL								128,400	32,100	-	-	-

Outcome 1/Output 4 - Joint Programme Results Framework with Financial Information

Output 1.4. Evidence based dialogue on citizens' perception of the quality of electricity and water services as well as reforms in the two sectors established												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Media campaign, national round table and 12 regional public hearings implemented	Activity 1.4.1 Implementation of a media campaign on the results of the survey and other topics related to the reform of utility services, including information materials, national round table and 12 regional public hearings					UN DP	METE/ERE for electricity and GDWS/WRE and local government units for water	74,900	-	-	-	-
	TOTAL							74,900	-	-	-	-

Outcome 2/Output 5 - Joint Programme Results Framework with Financial Information

Output 2.5. The capacity of the state bodies to protect and promote consumer rights enhanced												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Functional review and capacity assessment reports prepared	Activity 2.5.1. Functional review and capacity assessment of the CPS to design its future structure and staffing and capacity requirements					UN DP	METE	-	32,100	Activity cancelled	-	0%
10 MSD/CPC staff participate in 3 study tours to EU member states	Activity 2.5.2 Exposure of MSD/CPC to relevant EU member state practices in the area of: 1) Overall consumer protection systems; 2) Complaint management systems; 3) Alternative dispute resolution systems; 4) Cooperation with consumer protection NGOS					UN DP	METE	55,530	32,100	55,530	55,530	173.0%
30 staff from the MSB, MSD and CPC trained	Activity 2.5.3 Training of the inspectors of the new Market Surveillance Body as well as training of CPS/CPC in: 1) Unfair commercial practices; 2) Misleading advertisements; 3) Unfair terms of contracts					UN DP	METE	40,125	2,675	7,721	7,721	288.6%

CCMS software operational	Activity 2.5.4 Update the concept for the National Complaints Management System and support software design, installation and training for the use of the software				UN DP	METE	85,600	85,600	64,426	46,771	54.6%
10 lawyers trained	Activity 2.5.5 Formulation of training programme and training of lawyers on the provisions of the consumer protection law through one or several workshops				UN DP	METE	16,050	16,050	14,766	10,700	66.7.3%
10 staff trained	Activity 2.5.6 Upgrading the skills of the staff of the Foundation for Conflict Resolution to handle business-consumer matters				UN DP	METE	10,700	10,700	0	0	0%
Model contracts prepared	Activity 2.5.7 Review of the electricity and water contracts for compliance with the consumer protection law and drafting of model contracts				UN DP	METE	16,500	10,700	11,128	5,350	50.0%
1 report on the customer services of the water utilities	Activity 2.5.8 Study on the customer services of the water utilities				UN DP	WRE	28,890	-	0	0	0%
Mid-term review and action plan prepared	Activity 2.5.9 Mid-term review of implementation of the Strategy for Consumer Protection and Market Surveillance and preparation of Action Plan				UN DP	METE	55,640	37,450	51,913	51,913	138.6%
	TOTAL						309,035	227,375	205,484	177,985	78.2%

Outcome 2/Output 6 - Joint Programme Results Framework with Financial Information

Output 2.6. Consumer protection capacities and structures of the consumer associations developed and awareness about consumer rights raised in all regions of Albania												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Capacity development needs assessment report prepared	Activity 2.6.1 Capacity development needs assessment of the consumer protection associations.					UN DP	METE	23,540	16,050	22,680	22,680	141.3%
55 staff/regional focal points from the associations trained	Activity 2.6.2 Development and implementation of a training programme in favour of the central structures of the associations and their regional/local focal points					UN DP	METE	39,590	39,590	0	0	0%
2 model consumer advisory centres established	Activity 2.6.3 Establishment of 2 “model” regional Consumer Advisory Centres with international expert assistance and support to their activities					UN DP	METE	107,000	10,383	0	0	0%
National consumer awareness campaign implemented	Activity 2.6.4 Formulation and implementation of a national consumer awareness campaign with the consumer associations on the occasion of Consumer Day					UN DP	METE	107,000	20,330	33,705	13,712	67.4%
20 representatives of the media trained	Activity 2.6.5 Training of media on consumer rights					UN DP	METE	27,820	10,700	13,656	10,797	100.9%
	TOTAL							304,950	97,053	70,041	47,189	48.6%

Outcome 3/Output 7 - Joint Programme Results Framework with Financial Information*

Output 3.7. Remedies to address capacity constraints affecting the effectiveness of GDWS, KESH and OST designed/ implemented and legislative gaps with respect to micro-energy addressed.												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Stocktaking report prepared	Activity 3.7.1 Taking stock of available micro-economic data to identify knowledge gaps that the new data collection should address					WB	MLSAEO	16,050	16,050	-	-	-
A comprehensive analysis prepared	Activity 3.7.2 National study on the effectiveness of support to the poor and the coordination of state agencies with utility providers					WB	MLSAEO	53,500	53,500	-	-	-
National representative survey conducted	Activity 3.7.3 National survey on willingness to pay for electricity and water as a tool to anchor price increases on revealed preferences of households					WB	CSO	96,300	53,500	-	-	-
2 PSIA reports completed	Activity 3.7.4 Poverty and social impact analysis of tariff reforms in the electricity and water sectors					WB	MLSAEO	74,900	53,500	-	-	-

A policy paper produced	Activity 3.7.5 Analysis of potential national mechanisms for the protection of the poor and vulnerable from tariff increases				WB	MLSAEO	64,200	32,100	-	-	-
	TOTAL						304,950	208,650	-	-	-

*This is a World Bank led output. Budget items for WB led outputs are based on UNDP project management estimates. Delivery details will be provided by the World Bank to UNDP by year end as per the reporting requirements of the fee for service contract.

Outcome 3/Output 8 - Joint Programme Results Framework with Financial Information

Output 3.8. The process of legalization of utility connections in illegal settlements supported												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Two workshops organised	Activity 3.8.1 Work with community based organisations and local associations in informal areas to align the legalization of property ownership with the legalization of—and appropriate compensation for—utility service provision					UN DP	Local government units	42,800	-	-	-	-
	TOTAL							42,800	-	-	-	-

Management and Evaluation - Joint Programme Results Framework with Financial Information

Management and evaluation												
Programme Outputs	ACTIVITIES	YEAR				UN AGENCY	RESPONSIBLE PARTY	PLANNED BUDGET				
		09	10	11	12			Total amount planned for the JP	Total amount planned according to AWP / funds received	Estimated total amount committed	Estimated total amount disbursed	Estimated % delivery rate of budget
Effective management of the programme	Management and operations cost of the programme including international technical support					UN DP		461,365	259,052	245,810	244,639	94.4%
Evaluation report	Implementation of an evaluation of the programme							32,100	-	-	-	-
	TOTAL							493,465	259,052	245,810	244,639	94.4%
	TOTAL FOR OUTPUTS OF THE PROGRAMME UNDER UNDP COMPONENT							1,353,550	615,580	521,335	469,786	76.3%
	TOTAL FOR OUTPUTS OF THE PROGRAMME UNDER WB COMPONENT							743,650	433,350	433,350	433,350	100.0%
	TOTAL FOR ALL OUTPUTS OF THE PROGRAMME FOR BOTH UN AGENCIES*							2,097,200	1,048,930	954,685**	903,136***	86.1%

*USD 433,350 of the funds advanced by MDG-F is implemented by the World Bank under a fee for service contract with UNDP. This amount has been paid by UNDP to the World Bank under the fee for service contract. It is therefore treated by UNDP as a disbursement and reported as such in this table. Delivery details on the funds paid to the World Bank will be provided by the latter to UNDP by year end as per the reporting requirements of the fee for service contract.

** Includes USD 433,350 paid to the World Bank under the fee for service contract

***Include USD 433,350 paid to the World Bank under the fee for service contract