Community Resilience and Livelihoods Project (CRLP)

Project Operations Manual (POM)
Annexes

Last Revised: 05 August 2026

Project ID: P178760

Project Effective Date: May 4, 2022

Project Duration: 29th April 2022 to 31 December 2027

Implementing Partner (IP): United Nations Office for Project Services (UNOPS)

Facilitating Partners (FPs): NGOs or NGO Consortiums

Donors: World Bank and the Afghanistan Resilience Trust Fund (ARTF)

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ANNEX I: Results Framework

Project Development Objectives(s)		
To promote livelihood opportunities and improve access to essential services and productive assets for the target population, in particular women, in rural and urban areas		
Indicator Name	**Baseline**	**End Target**
Provide short-term livelihood opportunities and urgent essential services in rural and urban areas		
Number of beneficiary households receiving livelihoods support (Number)	0	1,400,000
Number of vulnerable households receiving social grants	0	210,000
Number of female-headed households receiving social grants	0	122,000
Number of people with improved access to basic services	0	16,400,000
Number of people with improved access to productive assets	0	8,200,000
1. Emergency Livelihoods Support and Services in Rural Areas		
Number of working days created, Component 1	0	25,600,000
Number of working days created for women	0	1,200,000
Number of beneficiary households receiving cash for work	0	1,100,000
Number of rural climate-resilient activities completed (clean water, sanitation, road rehabilitation, agroforestry, etc.)	0	Monitored for progress
Number of people in rural areas benefiting from basic, climate-resilient infrastructure services (clean water, sanitation, road rehabilitation, agroforestry, etc.) disaggregated by gender	0	10,000,000
People who benefit from improved access to sustainable transport infrastructure and services (number)	0	6,700,000
Number of rural communities reached with program activities	0	8,700
Displaced people (including returnees and IDPs) and people in host communities provided with services and livelihoods	0	Monitored for progress
Returnees in rural areas who have been provided with services and livelihoods	0	Monitored for progress
2. Emergency Livelihoods Support and Services in Urban Areas		
Number of working days created, Component 2	0	8,500,000
Number of working days created for women	0	800,000
Number of beneficiary households receiving livelihood support through labor-intensive works	0	270,000
Number of urban climate-resilient activities completed (road rehabilitation, water infrastructure, drainage, sanitation, canal cleaning, etc.)	0	900
Number of urban residents benefitting from climate-resilient community infrastructure services (road rehabilitation, water infrastructure, drainage, sanitation, canal cleaning, etc.)	0	6,400,000

Urban residents who benefit from improved access to sustainable transport infrastructure and services	0	Monitored for progress
Number of cities reached with program activities	0	14
Displaced people (returnees and IDPs) and people in host communities provided with services and livelihoods	0	Monitored for progress
Displaced people (returnees and IDPs) provided with services and livelihoods	0	Monitored for progress
3. Social Grants for Women and the Most Vulnerable in Rural and Urban Areas		
Number of vulnerable households receiving cash transfers, social/livelihood grants	0	210,000
Number of female-headed households	0	120,000
Number of vulnerable households with persons with disabilities	0	92,000
Number of women benefiting from women's economic activities assistance	0	35,000
Share of rural female-headed households (C3b beneficiaries) engaged in a livelihood activity (Percentage)	0	40
4. Strengthening Community Institutions for Inclusive Service Delivery especially for Women		
Number of CRG s operating under the project and receiving social and technical support	0	11,000
Number of established CRG s with women participating	4,000	11,000
Number of women benefitting from activities to expand their participation in decision-making	0	Monitored for progress
Number of people benefitting from climate resilient planning	0	Monitored for progress
5. Implementation Support		
People using digitally enabled services (new services) (Number of people)	0	Monitored for progress
People using digitally enabled services (new services) - Female (Number of people)	0	Monitored for progress
Private telecoms providers engaged in disseminating early warning information	0	1
Number of early warnings issued to disaster affected areas	0	Monitored for progress
Percentage of grievances received that are resolved	0	70
Percentage of sampled community respondents (male/female) satisfied with project activities	0	70

ANNEX II: Theory of Change

<table>
<tr><th>Activities</th><th>Outputs</th><th>PDO/Intermediate Outcomes</th><th>High-level Outcomes</th></tr>
<tr><td>Component 1: Emergency Livelihoods Support and Services in Rural Areas
• Cash-for-work, short-term livelihood opportunities
• Small rural community infrastructure rehabilitation</td><td>Temporary employment opportunities provided to 1,316,000 rural households
Approximately 11,000 rural community infrastructures built or rehabilitated in 10,959 communities</td><td rowspan="3">Short-term livelihood opportunities provided and urgent essential services delivered in rural and urban areas
• Beneficiary households receiving livelihoods support
• Vulnerable households receiving social grants
• 17.4 million Afghans with improved access to basic services</td><td rowspan="4">Community and household resilience is strengthened

Households have increased income and consumption

Urgent basic services are sustained

Community institutions are preserved</td></tr>
<tr><td>Component 2: Emergency Livelihoods Support and Services in Urban Areas
• Short-term livelihood opportunities
• Small urban community infrastructure works</td><td>Temporary employment opportunities provided to 217,400 urban households
Approximately 1,150 urban infrastructures built or rehabilitated in 14 cities</td></tr>
<tr><td>Component 3: Social Grants for Women and the Most Vulnerable in Rural and Urban Areas
• Cash, financing for food/grain banks, livelihood activities</td><td>231,300 vulnerable households assisted through cash, food/grain banks or livelihood activities</td></tr>
<tr><td>Component 4: Strengthening Community Institutions for Inclusive Service Delivery especially for Women
• Support for community mobilization, planning, implementation and monitoring
• Support women and vulnerable groups to access health, education & other basic services</td><td>Community groups strengthened and trained
Women’s groups provided with services and assistance</td><td>Increased capacity of community-level institutions</td></tr>
<tr><td colspan="4">Assumptions:
• The project’s financial payment system will be operational and reliable
• Security conditions in project areas allow for continued operations
• Implementing agencies will have safe and unhindered access to targeted areas and populations
• CDCs are operational and effective partners in supporting beneficiary identification, assistance distribution, and monitoring</td></tr>
</table>

ANNEX III: Measurement Plan

23455 - CRL - WB/ARTF results framework

ANNEX IV: Components 2 and 3 (urban only): Community consultation guidelines/procedures

Introduction

All cities of Afghanistan have community level governance institutions. During the Parent Project, some localities have Community Development Councils (CDCs) while others do not. The most common urban community structure is Shura-e-Gozar meaning Gozar Assembly (GA). Gozar means neighborhood. It is headed by Wakil-e-Gozar, who is elected by the community and has official status with the local municipality. He/she represents his/her members of the community at various government platforms, international and non-governmental organizations. Since the dissolution of the CDCs, CRLP now works with Community Representative Groups (CRGs). CRGs and GAs will be the main entry points for humanitarian, relief and development intervention. GA members include Wakil-e-Gozar as a head of the neighborhood and others as members, which include Imam of the neighborhood mosque, street representatives, retired teachers and other influential persons in the community. The size of the GA usually does not exceed 10 persons in each neighborhood.

For the second Additional Financing for the Community Resilience and Livelihoods Project, CRGs s and GAs can be useful community instruments to facilitate communication with community members and reflect their urgent services needs in CRLP by engagement with UNOPS. In situations where both CRGs and GAs exist, CRGs will be used as a mechanism for community consultation for the delivery of CRLP. In situations where CCAP CDCs/GAs do not exist, UNOPS will facilitate the establishment of Consultative Groups (CGs), which will play the same role as CDCs/GAs but will be CRLP-specific (this is expected in exceptional circumstances).

Functions of GAs/CRGs/CGs (for Labor Intensive Works (LIWs) – component 2):

Following is a potential list of the functions of CRGs/GA/CGs in the context CRLP:

1) Main channel of communication between UNOPS and community members
2) Represent the community in the consultation process with UNOPS to identify and prioritize their services needs that fit within the scope of CRP and can be implemented quickly with viable impacts.
3) Identify in consultation with community members labor intensive works (LIWs) and propose to UNOPS in accordance with the long list of applicable project types. Most CCAP CDCs and GAs already have their list of potential infrastructure projects that need to be further developed and filtered to be eligible for CRP.
4) Verify boundary/catchment area for their Community /GA for LIWs beneficiaries.
5) While UNOPS is responsible, they may support community-level social and environmental impact checks for the proposed projects. Although CRGs s/GAs/CGs cannot get involved in more technical level social and environmental impacts issues, they can provide information and assist UNOPS teams of potential social and environmental issues and propose/facilitate the mitigation measures. Every effort should be made to convince CRGs/GAs/CGs to propose projects that have no or minimal impacts for quick implementation.
6) Where needed facilitate the availability of right of way.
7) Facilitate UNOPS in conflict resolution during various phases of the project
8) Provide input to the planning and design of projects as needed. CRGs/GAs/CGs cannot be involved in technical details of projects, but they should know the overall scope of the project. For example, they should know and agree about the length and width of an access road. Also, they should know and agree on the locations where water points can be installed. CRGs s/GAs/CGs have a better understanding of the local environment and can facilitate UNOPS.
9) Support the project's oversight during implementation by protecting the project's assets.
10) Accept hand-over of completed projects by UNOPS
11) For LIWs in CRG areas, CRG s will help identify poor households in the community that can be potentially hired as unskilled laborers for the infrastructure projects. CRGs have developed lists of poor households (eligible for LIWs) in their area and would share these with the contractors as guidance for hiring local labor for LIWs. However, the role of CRGs will remain advisory (i.e. contractors may liaise with CRGs on who may be included and where to hire labor from etc.).

The general rule for hiring unskilled laborers is through 'Self-Identification'. In case of non-CDC areas, contractors would use the "Self-Identification" process for hiring the local unskilled laborers (as no prior list of poor households exists in those areas). HoweverGA/CGs can help in resolving any grievances.

Functions of GAs/CRGs /CGs (for Social Grants (SGs) – component 3 urban)

CRGs are to provide recommendations on the vulnerable households in their respective communities eligible for grant under component 3. These include women headed households, disabled body headed households, or households with all members below age 18 (orphans). FPs would verify the list and channel the grants directly to the households.

In situations where no CCAP CDCs exist, relevant Mosque Committees (MCs) will help identify eligible households for grants under component 3. GAs/CGs have no role in identifying eligible households for component 3. FPs would verify the list and channel the grants directly to the households.

Composition of GAs/CRGs and Establishment of CGs

GAs/CRG s should be representative of the communities so that all members feel ownership and inclusion. GAs/CRG should have diversity in terms of age, ethnic minorities, and other social groups. However, due to the urgency of CRP and desperate needs of vulnerable Afghans for *cash for work* intervention, no new/or GAs are to be formed through CRP in case GAs do not exist in a community. Most communities already have GAs/CRGs. In communities with no pre-existing GAs, UNOPS will facilitate the creation of Consultative Groups (CGs) with similar composition as GAs and playing the same role with regards to CRP. However, CGs will be project-specific and are not supposed to act like permanent community structures like CRGs /GAs.

Establishment of CGs

UNOPS will facilitate the selection of members and heads of the CGs, and it will work with communities to encourage inclusion and diversity. The issue of gender is sensitive due to the current political and security environment. However, participation of women in consultations is essential in order for their voices to be heard. One of the alternatives for women participation in GAs is to facilitate the formation of a subgroup of female members of CRGs /GAs and CGs. UNOPS will work with community members to determine a mechanism for women's participation in the process. Every effort should be made for women's safety, dignity, and their inclusion in the process. The following step-by-step process is to be followed by UNOPS Social Organizers (SOs) to facilitate the establishment of CGs:

Step 1: Initiate engagement with the Gozar by contacting the largest of the local mosques in the Gozar in case the Gozar has more than one mosque.

Step 2: Meet with the Imam of the Masjid (Mosque) and other community members with the help of the Imam Masjid. To the extent possible, women community members should be contacted as well. This will require female SOs in the UNOPS team in addition to males. Introduce CRLP and investigate if any GA existed in the community before. If yes, ask for details that might be helpful.

Step 3: Discuss community members and agree on the most feasible method for electing the members and head of the CG. The following two methods can be used as appropriate.

Secret Ballot: Under this method, ballot boxes will be placed at a specific location like a mosque or other convenient location where eligible community members will vote for members as well as the head of the CG.

Public Gathering: Under this method, community members will gather at a mosque or a gathering place. The nominees for CG membership and head positions will be announced, and community members can vote by raising their hands.

Both of the above methods have their pros and cons, and UNOPS has the responsibility to determine the best course of action based on the circumstance of a particular Gozar.

Step 4: The Mosque and other community members will make announcements to the wider community about the selection process, venue, date and time. The UNOPS will monitor the election process in close consultation with the community and announce the results to the community members and document the results. UNOPS should make every effort to make the selection process as inclusive and participatory as possible.

Project Selection

UNOPS must ensure that project selection is fair and rational in terms of scope (i.e. size, target group, and location). Lessons learnt from the past show some cases where GAs influence the project type, location, and target groups by favoring particular groups. This must be avoided in close consultation with GAs through effective communication strategies. In order to make sure the selected projects are not in contradiction/duplication with other municipal/development plans in the project area, the UNOPS team shall ensure this issue before selection of the project. For this purpose, the UNOPS team can read to the local municipal authorities to make sure the project does not deviate/duplicate from their plans CRGs are to be consulted in areas where they are already established under CCAP and EZ-KAR. Where CDCs/GAs do not exist, CGs will be used as community consultation mechanisms for project selection.

Community Consultation Process

Given that CRLP is more relief-oriented and less development-oriented, it requires a fast-track community consultation process involving UNOPS and GAs/CRGs on behalf of local urban communities. The project selection consultation based on the positive list of activities is expected to take a maximum of two days. Only one project per Community/GA is envisioned unless there are circumstances where GAs is considered too large to cover the majority of poor households for LIWs (refer to Project Operational Manual, Urban Section). Project selection, concept development, planning, design, and implementation are the primary responsibilities of UNOPS. However, communities will play a crucial role in facilitation, support, coordination, information sharing, and protection of assets during implementation and post implementation as well as operation and maintenance.

CRLP Form 1: Community Representative Group (CRG) Registration

Required for both Urban and Rural Project Areas Community Representative Groups (CRGs) .

Note: The RM (Resource Map) will help the FP SOs to know the real status of community households so that they select the new members based on the household size.

Province: ______________________ District/ City: ______________________

For rural areas: Community Name: _____________________________ Community ID: ____________

For urban areas: Project Site Name: _________________________________, Project Site ID: ____________________

GPS Latitude: _______________ (decimal GPS Longitude: ___(decimal)

FP Name: _____________________________ Date of SOs Filling this form: _________(dd/mm/yyyy)

Which communication network is working: AWCC ( ), Roshan ( ), Etisalat ( ), ATOMA ( ) Salam ( )

Part A (To be filled by SO immediately after accessing the Community Representatives membership for ECA conditions):

Note: Based on community household size, each community should have a minimum of 10 and a maximum of 20 Community Representatives Group members (the number of representatives should be determined based on the number of community households.

(a) Male CRG members: _________(b) Female CRG members: ________ (c) total CRG members __________

Whether the CRG membership meets ECA's? [ ] Yes [ ] / No

ECA 1 condition (i.e. number of CRG positions need to be filled.): [ ] Yes [ ] No

ECA 2 Whether the CRG membership meets ECA 2 condition 1 (i.e. at least 40% of Community Representatives are women): [ ] Yes [ ] No

Where the community meets both of the ECAs stated above, the FP/ UNOPS SOs proceed to work with the community and fill out the table below to register the CRG for the CRLP. Where the community does not meet one or both of the ECA conditions stated above, the community will be given four weeks to six weeks starting from the time the project is introduced in the community to allow ECA 1 and ECA 2 to be met.

Part B: To be filled by the SOs after CRG constitution:

Other Current Leadership Position: Malak, Arbab, Wakil, Mulla-Imam, Elder

Position in Community Representatives Group: Member (MN), Main Focal Point (MFP), Female Focal Point (FFP), Male Focal (MFP)

The following serve as the CRG of the stated community for the CRLP:

Full Name	**Father's/ Husband's Name**	**Tazkira #**	**Phone number**	**Sex (M/F)**	**Signature/ Thumbprint**	**Other Current Leadership Position**	**Position in Community Representatives Group**

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Full Name	Father's/ Husband's Name	Tazkira #	Phone number	Sex (M/F)	Signature/ Thumbprint	Other Current Leadership Position	Position in Community Representatives Group

Other Leadership Position

Malak: The term *Malak* has a specific, formal definition; however, community members sometimes refer to the CRG Chairperson/Focal Point as the Malak, regardless of whether they are current or former office holders. In some cases, two or three formal Malaks may be appointed by the DFA or recognized by the community. The number of Malaks is generally determined by the number of households in the area.

It is essential for Social Organizers to clearly distinguish these differences. In the leadership section, they must specify only the current formally recognized Malaks, those selected by the DFA or appointed by the community. Individuals chosen by the community to serve as CRG focal points or as ordinary members should be recorded accordingly. If they do not hold any additional leadership position, the leadership field should remain empty, and they should not be listed as Malaks. Likewise, individuals who are informally addressed as Malak, or who are former Malaks, should not be categorized as formal Malaks in this other leadership column.

Confirmed by the FP female social organizer (Name & signature): ______________________ ______________________

Confirmed by the FP male social organizer (Name & signature): ______________________ ______________________

Confirmed by the FP Provincial Manager/District Manager (Name & signature): __________________ _______________

CRLP Form 2A: Full Community Household List (Rural)

Province: ______________________ District: ______________________ Date: ___________(dd/mm/yy)

Rural Community Name: ___________________________ Rural Community ID: ________________________

Table 1: List of all HHs in the community

To be completed for all HHs in each mahalla by a youth volunteer from that mahalla

HH Classification: Permanent (P), IDP (I), Returnee (R) and Refugee (Rf)

** C3 categories are as follows: Female headed households (FHH), headed by disabled/ elderly (DIS), headed by drug addicts (DA)

<table>
<tr><th colspan="11">Part A</th><th colspan="3">Part B</th></tr>
<tr><th rowspan="2">HH ID (for AIB KYC code use)</th><th rowspan="2">Mahalla Name</th><th colspan="5">Details of the HH Head</th><th colspan="2"># of HH Members</th><th rowspan="2">HH Classification</th><th rowspan="2">C3 Category</th><th colspan="3">To be printed and filled after WBA (Beneficiaries per component)</th></tr>
<tr><th>Name</th><th>Father’s name</th><th>Gender</th><th>Tazkira</th><th>Phone #</th><th>M</th><th>F</th><th>C1</th><th>C3A</th><th>C3B</th></tr>
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Part A											Part B		
HH ID (for AIB KYC code use)	Mahalla Name	Details of the HH Head					# of HH Members		HH Classification	C3 Category	To be printed and filled after WBA (Beneficiaries per component)		
		Name	Father’s name	Gender	Tazkira	Phone #	M	F			C1	C3A	C3B

Note 1: The details of this form should be firstly entered (digitally) to the MIS upon completion of Part A. FPs should print the template without Part B of the form to allow sufficient space for SOs to enter the data into the form

Note 2: Part B of the table above shall be printed and filled only after completion of the WBA and, subsequently, a scanned copy should be uploaded to the MIS

CRLP Form 2B: List of Beneficiaries for C1 and C3A (Rural)

To be generated from MIS (Data to be used for AIB onboarding)

Province: ____________________ District: ____________________ Date: __________(dd/mm/yy)

Rural Community Name: ________________________ Rural Community ID: ______________________

Table 1: List of all eligible households qualifies for C1 and C3a

Form 2B - Table 1										
HH ID (using KYC Cod	*Mahalla Name*	*Details of the HH Head*					*State if HH is Permanent/ IDP/ returnee /refugee*	Please tick the eligibility of each HH for any of these C1 and C3a		If C3a, state cate-gory (FHH, DIS & DA)
		Name	*Father's name*	*Gender*	*Tazkira*	*Phone #*		C1/ CFW	C3a	

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Note: All Skilled and Non-Skilled labor should be identified within the same community based on the WBA. If the skilled labor does not fall under the "poor" category but is still within the same community and is required to participate in the sub-project activities, they shall be included in Form 2b as Skilled Labor. If a skilled labor is not available within the same community, the CRG can recruit Skilled Labor from other neighboring communities. The CRG needs to introduce the selected laborer to the community by filling out the table below:

Form 2B - Table 2					
HH ID (using KYC Cod	Details of the HH Head				
	Name	Father's name	Gender	Tazkira	Phone #

Confirmed by CRG Main Focal Point (Name, signature/ thumbprint): _______________ _______________

Verified by FP male Social Organizer (Name, signature): ______________ ________________

Verified by FP female Social Organizer (Name, signature): ______________ ________________

Approval by FP Provincial Manager/District Manager (Name, signature): __________________ ___________________

CRLP Form 3A: Eligible Beneficiary Household List for Component 3a (Urban) / to be used for AIB onboarding

Province: ____________________ City: ____________________ Date: __________(dd/mm/yy)

Project Site (Name): ____ Project Site (ID): _________________

This Project site includes the following CRGs or MCs:

#	CRG/ MC Name	CRG/ MC ID	Estimated # of HHs	Estimated # of population
1				
2				
3				
4				
Totals				

Only fill out tables for those HHs eligible for C3a (SG) and not other HHs.

HHs that qualify for Component 3 SG for 1 or more of the following reasons: FHHs =F, headed by disabled (mentally/ physically challenged/ very elderly) = DIS, HHs headed by drug addicts = DA

HH ID (use for AIB KYC)	CRG/ MC Name	Name of head of HH	Father's Name	Gender	Tazkira #	Phone#	# of HH Members		State reason why eligible for C3a (as indicated above)	State if HH is, Permanent resident (PR) IDP (I) or Returnee / refugee (R)	Signature/ thumbprint of HH head	Signature / thumbprint of relevant CRG/ MC member if no phone or tazkira for HH
							M	F				

CRLP Form 3b: Final Selection of C3a Beneficiaries

1. **Selection Process:** If the number of eligible households for Components C3a is greater than the available budget, the CRG/Mosque Committee members and FP Social Organizers must follow the step-by-step guidelines to prioritize the final list of beneficiaries.

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2. **Marking Households NOT selected:** Households that **are not** selected should be circled in Table 1. Only names of households **not circled** should be uploaded to the MIS. Data entry should only take place after the circling is completed (where this is required).

Confirmed by:

CRG/ MC Name	CRG/ MC Main Focal Point's Name	Main Focal Point's phone number	Main Focal Point's Tazkira number	Main Focal Point's signature or thumbprint

Verified by FP male Social Organizer (Name, signature): _______________ _________________

Verified by FP female Social Organizer (Name, signature): _______________ _________________

Approval by FP Provincial Manager/District Manager (Name, signature): ____________________ _____________________

CRLP Form 4: Sub-Grants Agreement Form

(1 per CRG meeting the ECAs for components 1, 3a and 3b rural or component 3a urban, or 1 per Mosque Committee for urban areas component 3a where CRGs were not present)

Province: _________________ District/ City: __________________

Coverage: Urban Project Site for Comp 3a and 4 OR Rural Community for Comp 1, 3a, 3b and 4

Urban Project site name: ____, Urban project site #: _________________________

Rural Community Name: ____, Rural Community ID #: _____________________________

FP Name and Acronym: ____ (______)

Date of Agreement: _____________(dd/mm/yyyy)

For Rural Communities Only:
Component 1: The Cash-for-Work Grant (CFWG) for the given community has been determined to be a total of Afghanis ____(AFN_________) that will be used to finance the following subprojects with total ___________ number of households and ________________ population directly benefitting from the paid labor, and __________ population expected to benefit from the basic services of the completed subprojects: Subproject 1: _________________________________(title) costing AFN _____________ Subproject 2: _________________________________(title) costing AFN _____________

Component 3a is fixed at USD 100 per household, and the exchange rate to be used for this community is 1 USD = AFN_____ , making the household entitlement = AFN_____ Component 3b assets are fixed at USD 230 per household, and the exchange rate to be used for this community is 1 USD = AFN_____ , making the household entitlement (in kind) = AFN_____

For Urban Communities Only:
Component 3: There are a total of ______ vulnerable households identified as eligible for the social grants for this community. With each household entitled to a sum of 100 USD exchange to AFN, the total social grants for this community has been determined to be ____ Afghanis

<u>Key Roles and Responsibilities of CRGs (Or Mosque Committee for Urban Component 3):</u>

Across Components (urban and rural): Ensure full membership of the CRG to represent the whole community and promptly inform the FP of any member(s) leaving the community/ passing away/ or in any way becoming unable/ unwilling to continue as a CRG member. Ensure participation in all activities of the CRG, in close consultation of the constituents of the community. Facilitate free and safe access of FP and IP staff (both male and female) within the community. Facilitate full inclusion, access and participation of women community members, and women CRG/ CRG sub-group members in all Project and other developmental activities, including in areas where there are no CRGs.

Component 1 (rural): Support the FP in creating the Community Profile, and participatory Public Resource and DRM Map, WBA, Seasonal calendar and prepare the eligible beneficiary households lists for the labor under this component. Participate in the Community Development Planning Process with the Community to create the community's vision and select subprojects for the CFW. Support the FP in conducting community procurement exercises for the goods/ services required for the CFW subprojects. Support the FP in maintaining a labor attendance sheet benefitting from the paid labor under the CFWG. Ensure that community members working on projects understand health and safety measures while working on subprojects.

Component 2 (urban): Support the UNOPS social organizers in identifying potential LIW sub projects within the community. Provide the Component 2 contractors with existing lists of eligible laborers from within the community for the paid labor subcomponents.

Component 3 (rural): Identify the eligible beneficiary households and support the FP in preparing the eligible beneficiary household lists for the social grants and women's economic activities (WEA) under this component. Support the FP in the distribution of cash packages/ assets for eligible households for social grants and/or WEA .

Component 3 (urban): Support the FP in identifying and preparing the eligible beneficiary household lists for the social grants under this component. Support the FP as needed in the distribution of the social grant to eligible beneficiary households.

Component 4 (rural): Support the VGD sub-group in the 'reduce seasonal hunger' campaign and set-up and maintenance of grain banks. Attend all the trainings and capacity building activities provided by the FP under this component and apply them for the development of the community.

Component 4 (urban): Attend all the trainings and capacity building activities provided by the FP under this component and apply them for the development of the community.

Key Roles and Responsibilities of FPs:

Component 1: Work with the CRG in identifying CFWG subprojects and potential beneficiaries in the given community. Implement the approved CFW, in close coordination with the CRG. Make payments to suppliers/service providers for the procurements under this Component. Make timely payments for the eligible laborers under the CFWGs. Ensure full reporting for the same to the IP. Provide health and safety orientation to laborers working on subproject sites and ensure that community laborers are aware of health and safety measures.

Component 3 (rural): Work with the CRG in identifying the eligible beneficiary households for the social grants and women's economic activities in the given community. Support the CRG in the distribution of the cash packages under the social grants

Component 3 (urban): Work with the CRG/ mosque committee in identifying the eligible beneficiary households for the social grants in the given community. Distribute the social grants in the agreed cash modality to the eligible households within the community.

Component 4 (rural): Support the CRG in the establishment of the Grain Banks, and in the community's reduce-hunger campaigns. Train the CRG and its sub-groups in a defined set of _____ trainings over the course of _____ visits in _____ months.

Component 4 (urban): Train the CRG and its sub-Groups in a defined set of _____ trainings over the course of _____ visits in _____ months.

AGREEMENT: We agree that we have been informed about the above roles and responsibilities with regard to each of the stated components of the CRLP that covers this community, and we agree to fulfill the same satisfactorily and in line with the Project Operations Manual and the Trainings provided to us.

On behalf of the FPs (Name and Signature):

FP SO (Male): ______________________________ _______________________

FP SO (Female): ______________________________ _______________________

FP Provincial Manager/District Manager: ______________________________ _______________________

On behalf of the Rural CRGs (Name and Signature/ Thumbprint):

CRG Main Focal Point: __________________________________ __________________________

CRG Female Focal Point: __________________________________ __________________________

CRG Male Focal Point: __________________________________ __________________________

On behalf of the Urban CRGs or MCs: (Name and Signature/ Thumbprint):

Name of CRG/ MC	ID of CRG/ MC	Name of CRG/ MC Main Focal Point	Signature of CRG/ MC Main Focal Point

CRLP Form 5A: Cash for Work Plan

PART ONE: To be filled by the FP Staff in Consultation with the FP/PIU MIS/Database:

Date: ________________________ *(dd/mm/yyyy, Gregorian calendar)*

Province: _____________________ District: __________________________

Community Name: _______________________ Community ID: ____________________

GPS Coordinates: ______________________

Date when current CRG was registered: __________________________

Sub-Project Categories: CT-A ( ) CT-B ( ) and CT-C ( )

Is it a coordinated Sub-Project? Yes ( ) No ( )

If yes, how many communities are involved in this coordinated SP: _______

Please add the community subproject ID for all SP that are part of this coordinated SP:

The CFWG is calculated as follows for communities with up to 200 households:
A = labor costs= 65% of the total households rounded off x 25 labor days/household x AFN 350/day
B = non labor costs = same as A
Total CFWG for the given community = C = A+B

Estimated number of labor days = ((A*0.85)/350))+((A*0.15)/650) = D = ____________days

Estimated number of paid laborers = D/25 = E = ____________ laborers

Total # of households proposed for the CFWG labor component: ________

The existence of skilled laborers in a subproject would affect the total number of labor days available for unskilled laborers, because the skilled laborer wage rate is higher. In such cases, unskilled laborers may receive less than 25 days of work. On the other hand, in some cases, if the number of beneficiary HHs is small and the number of labor days needed is large, each beneficiary HH may receive more than 20 days of paid labor too.

List in the table below the infrastructure that is permissible for renovation / cleaning / extension under the CFWG:

Subproject title	Year of original completion	Current Functionality*	Approximate # of beneficiaries within the community	Approximate cost for repairs/ maintenance (AFN)	Approximate time (in months) needed for the repairs/ maintenance if needed	Prioritization by the community on which subprojects can be repaired using CFWG (1 as highest priority and 5 as lowest Rank top 5 only)

*Note 1: Use: 'Functional and in good condition', 'functional but in poor condition' or 'Not functional'. Attach photographs showing conditions.

The community agrees that the prioritization shown above was done through a consultative process: [ ] Yes [ ] No

Total Estimated Costs for the use of the CFWG is broken up as follows: (Note: Total costs in the table below should amount to 100% of the CFWG grant for that community)

Subproject	Labor Costs (AFN)		Non-Labor Costs (AFN)			Subtotals Labor Costs (AFN) (50% or more of the CFWG)	Subtotals Non-Labor Costs (AFN) (50% of less of the CFWF+G)	Total Costs for SP (AFN)
	Skilled Labor (15% or less of total labor costs)	Unskilled Labor (85% or more of total labor costs)	Materials	Equipment	Administrative costs			

1								
2								
3								
Total AFN								
% for each								
% for labor and non-labor	____% of CFWG is for labor component		____% of CFWG is for non-labor components.					

Note: *The total number of actual laborers (skilled and unskilled) may be less than or equal with the total # of targeted laborers.*

The total # of laborers in subprojects (may be 1 and 2 subprojects) may be less than or equal with the CFWG targeted laborers.

In case of any savings in the non-labor costs, savings can be allocated for additional labor days, however this needs to be reflected in the MIS .

The details for the _____ subprojects under this proposal are as shown below:

Subproject 1:

Title: Rehabilitation/Extension/Cleaning/Renovation of ____

GPS
Start point: Latitude: __________ (decimal e.g. ##. ######) GPS Longitude: _________ (decimal e.g. ##. ######)
End point (**if relevant**): Latitude: __________ (decimal e.g. ##. ######) GPS Longitude: _________ (decimal e.g. ##. ######)

Where not construction:

Year when the original infrastructure was completed: _____________

Year when the infrastructure was last repaired/ renovated/ maintenance done: __________

State briefly what the current Rehabilitation/Extension/Cleaning/Renovation will include:

____

____

State the names and the ID number of neighborhoods (mahalla) in the community and indicate which mahallas will benefit from the infrastructure to be repaired/maintained/extended/Rehabilitated/ constructed. If there are mahallas that do not benefit from the infrastructure, provide a reference to Sub-project 1 or 2, where these mahallas do benefit.

Mahalla Name	Mahalla ID	Benefitting from the potential repair/ works under C1: Yes or No	If not benefitting from this subproject, does the mahalla benefit from the other subprojects of the CRLP C1: Yes or No

Total cost estimate for the subproject: AFN ________________

Cost of the subproject to be from the grant: AFN ______________

List the total subproject main cost items, broken down into labor and non-labor costs:

Labor Costs (50% or more recommended)		Non-Labor Costs (50% or less recommended)		
Unskilled labor	Skilled labor	Materials	Equipment	Administrative costs

Total AFN = __________	Total AFN = _________	Total AFN = _______	Total AFN = _______	Total AFN = ________
Total for labor costs = AFN _______		Total for non-labor costs = AFN ____		
Total % of grant for labor = ________%		Total % of grant for non-labor = ________%		

Estimated labor provision:

Laborers	Unskilled labor		Skilled labor		Total labor	
	# HHs or laborers	# labor days	# HHs or laborers	# labor days	# HHs or laborers	# labor days
Men						
Women						
Total						

Estimated # of households in the community that will benefit from the labor generated by this subproject implementation = __________

Estimated # of households in the community that will benefit from the subproject completion itself = ______________

Expected start date of the subproject: _______________ (*dd/mm/yyyy, Gregorian calendar)*

Expected end date of the subproject: _______________ (*dd/mm/yyyy, Gregorian calendar)*

Brief design/ SOW of the subproject is attached as Annex 1 of this form.

*Note: Add the same box as above for Subprojects #2 where required.

Note: Add picture of the infrastructure to be repaired, highlighting the repair/maintenance work needed, and brief design/SOW of the subproject as annexes

Note: Social and environmental safeguards have been considered in this proposal. Given that the repairs/ maintenance proposed are for existing infrastructure, no social or environmental challenges are foreseen; however, the FP engineers need to make sure that works (maintenance/repair) are in compliance with the ESS guidelines.

The above contents have been reviewed and verified as accurate:

CRG Main Focal Point: ______________________________ ____________________________

CRG Female Focal Point: ______________________________ ____________________________

CRG Male Focal Point: ______________________________ ____________________________

The above contents have been reviewed and verified by:

FP Social Organizer: ______________________________ ____________________________

FP Engineer: ______________________________ ____________________________

Approved by:

FP Provincial Manager/District Manager: ______________________________ ____________________________

The disbursement of 100% of the CFWG due to this community is now approved. UNOPS may now make the disbursement of the total value of this CFW grant to the FP for this community via the agreed disbursement mechanisms.

UNOPS Finance Officer: ____________________________ _________________________

(Full names) *(Signatures)*

CRLP Form 5B: Summary of Joint Subproject

Province: ____________________ District: __________________

FP Acronym: ___________________ FP Lot: ______________

Subproject Categories: CT-A ( ), CT-B ( ) and CT-C ( )

Joint Subproject ID: __________________________________

Joint Subproject Title: ________________________________

Expected Output 1: __________________ ___________(unit)

Expected Output 2: __________________ ___________(unit)

Expected Output 3: __________________ ___________(unit)

Expected start date: ________________ Expected end date _______________ (dd/mm/yy)

The following summarizes the afore-mentioned joint subproject:

Part A: Joint subproject total costs:

Cost Category	Amount in AFN	% of total costs
Unskilled labor costs (A)		
Skilled labor costs (B)		
Subtotal labor costs (C=A+B)		
Materials/ Equipment costs (D)		
Admin costs (E)		
Subtotal non labor costs (F=D+E)		
Total costs (G=C+F)		

Part B: CFWG Contributions to the Joint Subproject Costs:

Official Use Only

Comm ID	Male			Female			Subtotals		
	Labor days #	Laborers #	Paid labor estimates AFN	Labor days #	Laborers #	Paid labor estimates in AFN	Labor days #	Laborers #	Paid labor estimates in AFN
Total									

Part C: Participating Communities' Labor Contributions:

Comm ID	Total CFWG in AFN	# of SPs in total using CFWG	SP ID for given community for joint subproject contributions	CFWG contribution to joint SP in AFN	Unskilled labor cost in AFN	Skilled labor cost in AFN	Total Labor cost in AFN	Materials/ equipment cost in AFN	Admin cost in AFN	Total non-labor cost in AFN
Total										

Part D: Participating Communities' Estimated Output Contributions:

(Note: This may be feasible only in the cases where the renovation/ repairs of a shared road or canal or the like is the joint subproject)

Official Use Only

Comm ID	GPS		Length		Main expected outputs		
	Start	End	Starting point	Ending point	1	2	3
Total							

Part E: In agreement to the above joint subproject contributions, this form is attested to by the CRGs representing the participating communities:

Comm ID	Male focal point 1		Male focal point 2		Female focal point 3	
	Name	Signature/ thumbprint	Name	Signature/ thumbprint	Name	Signature/ thumbprint

Part F: In agreement to the above joint subproject proposal, this form is attested to by the FP:

Position	*Name*	*Signature*	*Date*
Lead SO			
Lead Engineer			
Provincial Manager			

Lot Lead			

Part G: In agreement to the above joint subproject proposal, this form is attested to by UNOPS:

Position	*Name*	*Signature*	*Date*
Lead SO			
Lead Engineer			
Provincial Manager			
Lot Lead			

CRLP Form 6a: Labor Profile Registration (Urban LIWs), to be filled by contractor and submitted to UNOPS

Please use 1 per household. Only 1 primary laborer can be employed per household. However, in the event that the primary laborer cannot work for the LIWs, the secondary laborer designated from the same household can be allowed to work instead. Both primary and secondary laborers in a given household are recorded on the same log sheet.

Contract No.: XXXXXX

Date: ________________________ (*dd/mm/yy, Gregorian calendar)*

City: _____________District: ________________ Registration #_________________

CRGs/GA/CG Names: ____

CRGs/GA/CG IDs: ____

☐ Skilled labor LIWs rate in AFN 700/day/laborer.

☐ Unskilled labor LIWs rate in AFN450/day/laborer.

Household name _________________________Relevant CRG ID __________________________________

Primary laborer from a given household: name _____________________, Tazkira#_________________,

father's name ______________________, sex _____________ (male/ female), age ___________ years.

Secondary laborer from a given household: name ____________________, Tazkira #__________________,

father's name _________________, sex _____________ (male/ female), age ___________ years.

Laborer: ____

(Signature/Fingerprint)

The above contents have been reviewed and verified as accurate (for Labor only):

CRG/GA/CG for Unskilled and CRLP Rep. for Skilled Laborers:

____

(full names) *(signatures)*

Contractor Rep.:____

(full names) *(signatures)*

Company Seal:

Note.1: The copy of the National Identity (Tazkira) or Refugees ID card for the laborer HH mentioned above shall be attached to this form.

Note. 2: For returnees who do not possess an NID, a refugee card or a confirmation letter from the community head may be accepted by the Contractor as supporting documentation.

CRLP Form 6b Rural: Community Labor Attendance Sheet

Province: ___________ District: _________________FP: ________________Community Name: ____________ Community ID: _______________

Subproject (SP) IDs: (1) ________________ (2) ____________________ Date: __________________

This is to confirm that the following persons have participated in paid labor (Note: Skilled labor = S (AFN 650, Unskilled labor = U, AFN 350)

** = Signature/ thumbprint of laborer confirming # of labor days

HH ID (use KYC Cod)	Household Name	Full Name of Laborer (M/F)	Father Name of Laborer	Sex	SP 1/ SP 2/	Labor S/U	rmanent/ID Returnee	1	2	3	4	5	6	7	8	9	10	11	12	13	14	# of labor days/ laborer	# of labor days/ HH	Labor fingerprint
								5/9	6/9	7/9	8/9	9/9	10/9	11/9	12/9	13/9	14/9	15/9	16/9	17/9	18/9			

Official Use Only

HH ID (use KYC Cod)	Household Name	Full Name of Laborer (M/F)	Father Name of Laborer	Sex	SP 1/ SP 2/	Labor S/U	rmanent/ID Returnee	1 5/9	2 6/9	3 7/9	4 8/9	5 9/9	6 10/9	7 11/9	8 12/9	9 13/9	10 14/9	11 15/9	12 16/9	13 17/9	14 18/9	# of labor days/ laborer	# of labor days/ HH	Labor fingerprint

Official Use Only

HH ID (use KYC Cod)	Household Name	Full Name of Laborer (M/F)	Father Name of Laborer	Sex	SP 1/ SP 2/	Labor S/U	rmanent/ID Returnee	1 5/9	2 6/9	3 7/9	4 8/9	5 9/9	6 10/9	7 11/9	8 12/9	9 13/9	10 14/9	11 15/9	12 16/9	13 17/9	14 18/9	# of labor days/ laborer	# of labor days/ HH	Labor fingerprint
Total Laborers/Day worked per day and total																								

FP Project Engineer Verification: FP SO Verification: CRG Main Focal Point Verif.

Name: Name: Name:

Signature/Date: Signature/Date: Signature/Date:

Official Use Only

CRLP Form 7A: Sub-Project Final Status and Community CFWG Closure Report

Date: ________________________ *(dd/mm/yyyy, Gregorian calendar)*

Province: _____________________ District: _________________________

Community Name: _______________________ Community ID: ____________________

The following table is to be completed jointly by the FP social organizer and engineer in close consultation with the wider community (and/or the CPM team where they exist), immediately after work completion on the proposed subproject(s):

Part 1: Subproject Completion Info

Subproject 1: ______________________

Title: Rehabilitation/Extension/Cleaning/Renovation of ____

Status at time of monitoring:

- Completed satisfactorily and as per proposal
- Completed satisfactorily but not as per proposal
- Not completed satisfactorily (as per wider community)

Work start date (dd/mm/yyyy): _______________Work completion date (dd/mm/yyyy): _______________

Whether work completion timeline was as stated in the proposal (Y/N)

Proposed budget: AFN _______________

Actual budget, where completed: AFN ____________

Deviation from proposed budget: AFN +/- ________________

Output	Activity	Unit	Planned Values	Actual Values

Official Use Only

Laborers	Unskilled labor		Skilled labor		Total labor	
	# HHs or laborers	# labor days	# HHs or laborers	# labor days	# HHs or laborers	# labor days
Men						
Women						
Total						

For this subproject	# HH			# Population
	PR	IDP	RT	
# of Direct Beneficiaries				
# of Indirect Beneficiaries				

***Note:** a photograph showing the infrastructure that was maintained/ constructed under this grant should also be attached.

Subproject 2: ______________________

Title: Rehabilitation/Extension/Cleaning/Renovation of ____

Status at time of monitoring:

- Completed satisfactorily and as per proposal
- Completed satisfactorily but not as per proposal
- Not completed satisfactorily (as per wider community)

Work start date (dd/mm/yyyy): _______________Work completion date (dd/mm/yyyy): _______________

Whether work completion timeline was as stated in the proposal (Y/N)

Proposed budget: AFN _______________

Actual budget, where completed: AFN ____________

Deviation from proposed budget: AFN +/- ________________

Output	Activity	Unit	Planned values	Actual Values

Laborers	Unskilled labor		Skilled labor		Total labor	
	# HHs or laborers	# labor days	# HHs or laborers	# labor days	# HHs or laborers	# labor days
Men						
Women						
Total						

For this subproject	# HH			# Population
	PR	IDP	RT	
# of Direct Beneficiaries				
# of Indirect Beneficiaries				

***Note:** a photograph showing the infrastructure that was maintained/ constructed under this grant should also be attached.

CRLP Form 7B: Community level Closure Report

Proposed CRG budget: AFN ____________________
Actual CRG budget: AFN ______________________
Deviation from proposed budget: AFN +/- ________________

Actual and Planned Activities:

Indicator	Planned as per subproject proposal	Actual as per subproject on the ground	Variation
Total subproject costs (AFA)			
Administrative costs (AFA)			
Output value (unit __________)			
Subproject design	See form 5A	State variations	

Actual Cost Breakdown:

Cost Breakdown	Planned
Skilled Labour Cost	
Unskilled labor Cost	
Non Labor Cost (Materials and Equipments)	
Admin Cost	
Actual Cost	

# of Actual Labor Days Created

Labour	Total Labor Days	# of Labor Days (Men)	# of Labor Days (Women)
Skilled Labor			
Un-Skilled Labor			
Total			

Status of labors:

Indicator Final Actual Beneficiaries	# HH			# Population
	PR	IDP	Returnee	
# of Direct Beneficiaries *				
# of Indirect Beneficiaries *				

*Please see the definitions of these as described in the CRLP POM. No double counting of the same HH/ population should take place for total beneficiaries in communities with more than 1 subproject.

Photos of the Project before and after must be annexed to this form.

The above contents have been reviewed and verified as accurate by:

CRG Main Focal Point: ______________________________ ___________________________

CRG Male Focal Point: ____________________________ _________________________

CPM 1_________________________ _________________________

CPM 2_________________________ _________________________

The above contents have been reviewed and approved by:

Social Organizer: ____________________________ _________________________

Engineer: ____________________________ _________________________

FP Provincial Manager: ____________________________ _________________________

CRLP Form 8a – Beneficiary List (Urban LIWs), this form will be filled by contractor at the time of labor onboarding and submitted to UNOPS

City: Kabul
District No.: 22
MIS Code: 24-2401-G0306-9-a
CRG/GA/CG Name/No: GA-22

No.	Name	Last Name	Father Name	Date of birth	Tazkira No	Mobile Phone Number	Gender	Skilled/ Unskilled	Local/IDP/ Returnee
1	SAFA	HAKIMI	SAIFUDIN	8/31/2006	1404-0600-01366	+93731128757	Male	Unskilled	Local

CRLP Form 8b - Labor Onboarding Report (Urban LIWs), This form is automatically generated via AIB MIS

City: Kabul
District No.: 22
MIS Code: 24-2401-G0306-9-a
CRG/GA/CG Name/No: GA-22

NO	Registration Date	UBI	Operator Username	Name	Last Name	Father Name	Date of birth	Tazkira No	Mobile Number	Gender	Skilled/ Unskilled	Local/IDP/ Returnee
1	10/23/25 14:45	AF060831500011	5920022147996161	SAFA	HAKIMI	SAIFUDIN	8/31/2006	1404060001366	+93731128757	Male	Unskilled	Local
2												
3												
4												
6												
7												
8												
9												
10												
11												

CRLP Form 8c - Labor Attendance Sheet (Urban LIWs), to be filled by contractor at site and submitted to UNOPS

Project Title	Please write here
Contract No.	Please write here
Project Location	GA/CRG/CG/District/City
Contractor Name	Please write here
Date	From (DD/MM/YYYY to DD/MM/YYYY)

No	Name	Father Name	UBI	Skilled (SL)/Unskilled (USL) Labor	Local (L)/IDP (I)/Returnee (R) Labor	Primary (P) /secondary (S) laborer	DD/MM/YY		DD/MM/YY		DD/MM/YY		DD/MM/YY		DD/MM/YY		DD/MM/YY		DD/MM/YY		Total	Remarks
							AM	**PM**	**AM**	**PM**	**AM**	**PM**	**AM**	**PM**	**AM**	**PM**	**AM**	**PM**	**AM**	**PM**		
1	Omid	Hamza		S	L	F																
2																						
3																						
4																						

Total No. of Skilled Labors --------------------------- Total No. of Unskilled Labors —----------------------- Total No. of Skilled Labor Days —------------------- Total No. of Unskilled Labor Days —-----------------------

The Labor Attendance Sheet is verified by:
Contractor CLO (verified)--- Contractor PM (verified) —---UNOPS CME/CLO (certified) —---

Note: The blank attendance sheet shall be signed by UNOPS CME in advance to the Contractor, and the contractor shall stamp all pages. The attendance will be marked through thumbprints by laborers.

CRLP Form 8d - Labor Wage Request Sheet (Urban LIWs), to be filled by contractor and submitted to UNOPS

Report Number: 100150-03
Payer Name: UNOPS
Expected Payment Date: 2026-04-02
Payment Period: 01 Feb to 15 Feb - 2023
City: Kabul
District No.: 22
CRG/GA/CG Name/No: GA-22
Contract No: 1014353
MIS Code: 24-2401-G0306-9-a
Contractor Name: Barikab Durani Construction Company
Project Name: UNOPS

No.	Registration Date	UBI	Operator_usn	Name	Last Name	Father Name	Date of birth	Tazkira No	Mobile Phone Number	Gender	Skilled/ Unskilled	Local/IDP/ Returnee	Number of working days	Amount to be paid per laborer per day, AFN	Total amount to be paid to the labor, AFN
6	10/23/25 15:31	AF8106	5920022147997185	MATIULLAH	ADHAM	ABDUL MUJEEB	6/25/1981	1400-1100-62380	+93785151733	Male	Unskilled	Local	**12**	**450**	
8															
3															
45															
53															
Total															

The Labor Wage Request Sheet is verified/certified by:

Contractor CLO (verified)-- Contractor PM (verified) ——--UNOPS CME/CLO (certified) ——-------------------------------

Official Use Only

CRLP Form 8e: Labor Summary Report (Urban LIWs)

Subproject Title	Upgradation of near Shetool road streets with plum concrete surface (L=440m), Gozar #14, District #11, Kabul City
Contract No.	1012077
Contractor Name	Hamid Hikmat Engineering Construction Company
Subproject Location	Gozar #14, District #11, Kabul City
Date/Period	18-Nov-2024 (8-Nov-2024 - 22-Nov-2024)

I. Households Summary

S/N	Number of Direct Beneficiaries (Total of Local + IDPs + Returnees)		Direct Beneficiaries (Locals)		Direct Beneficiaries (IDPs)		Direct Beneficiaries (Returnees)		Remarks
			Male	Female	Male	Female	Male	Female	
1	**Previous**	20	10	4	2	1	2	1	
2	**This Period**	20	10	4	2	1	2	1	
Total		40	20	8	4	2	4	2	

Note: Labor Profile (Form 6a) shall be attached for all beneficiaries as supporting documents.

II. Paid Labor Summary

S/N	Type of Labor	Number of Laborers benefited		Number of Working days created		Wage per Day, AFs	Total Wages Paid, AFs	Remarks
		Male	Female	Male	Female			
1	Skilled	4	0	60		700؋	42,000؋	
2	Unskilled	28	12	420	180	450؋	270,000؋	
Total		125		480	180		312,000	

Note: The Labor Attendance Sheet and Labor Wage Payment Report should be attached as support documents to this form.

Prepared by:

Position/Title:

Signature:

Company Seal: ______________________________

CRLP Form 8f: Sub-project Completion Report

Sub-project Completion Report

Afghanistan Community Resilience and Livelihoods Project (CRLP) Urban Component

Subproject Title: xxxxxxxxxxx

Caption, MM/DD/YY

Submission Date *: MM/DD/YY

1. Project General Information

Project Name:	XXXXXX
Contract No.	XXXXXX
Contractor Name	XXXXXXX
Contract Start Date (date of issuance of the Right of Access to the site)	MM/DD/YY
Contract Duration in Days **	XX
Planned contract End date	MM/DD/YY
Extended Contract End Date, if available	MM/DD/YY
Actual date of project completion (date of issuance of TOC)	MM/DD/YY

**extended days to be added with the initial

2. Project Financial Report

Contract Price, AFN	XX
Variations (+/-), AFN	XX
As-built Contract Price, AFN	XX
Delay Damages, AFN	NA

3. Project Deliverables/Outputs

3.1. Project Direct Beneficiaries

Paid Labour Summary

Type of Labor	Number of Laborers		Number of Days Worked		Wage per Day, AFN	Total Wages Paid, AFN
	Male	Female	Male	Female		
Skilled	XX	XX	XX	XX	XX	XX
Unskilled	XX	XX	XX	XX	XX	XX
Total	XX	XX	XX	XX	XX	XX

Note: Above table shall fully match with the AIB wages reports

Households Summary

Total Number of Direct Beneficiaries (Local + IDPs + Returnees)	Direct Beneficiary (Locals)	Direct Beneficiary (IDPs)	Direct Beneficiary (Returnees)

Male	Female	Male	Female	Male	Female	Male	Female
XX	XX	XX	XX	XX	XX	XX	XX
	XX		**XX**		**XX**		**XX**

Note: Above table shall fully match with the AIB wages reports

3.2. Project Indirect Beneficiaries

No.	Number of Indirect Beneficiaries (No. of people using the asset), persons	Remarks
1	XX	

Note: This information can be obtained by consulting local communities.

3.3. No. of Contractor's Staff Engaged in the Subproject

No.	Position	Number		Remarks
		Male	Female	
1	Project Manager	XX		
2	Quality Control Engineer	XX		
3	HSSE Officer	XX		
4	Social Mobilizer	XX	XX	
5	Logistics	XX		
6	Admin/Finance		XX	
7				
Total		**XX**	**XX**	

3.4. Infrastructure Outputs

No.	Item (Description of physical deliverables)	Unit (LM, M2, Nos)	Quantity	Coordinates in Decimal Degree	
				Start Point (Longitude)	End Point (Latitude)
1	**Street and Drainage Upgradation**				
	Street 1	Km	XX	XX	XX

	Street 2	Km	XX	XX	XX
	Street 3	Km	XX	XX	XX
Total		**Km**	**XX**	**NA**	**NA**
2	Sidewalk Upgradation	Km	NA		
3	Rain and Surface Water Drainages/Canals Upgradation	Km	NA		
4	Boundary Walls Rehabilitation	Km	NA		
5	Parks and Greenery Improvements	Square Meter	NA		
6	Pedestrian Stairs Upgradation	Km	XX	XX	XX
7	Streets Leveling and Graveling	Km	NA		
8	Retaining/Protection Walls Construction	Km	XX	XX	XX
9	Trees Plantation	Nos	NA	NA	NA
10	Other				

3.5. No. of Suppliers Engaged in the Subproject

No.	Supplier Type	No. of Suppliers engaged	Remarks
1	Machinery Supplier	XX	
2	Cement Supplier	XX	
3	Crush Aggregate and Sand Supplier	XX	
4	Stone Supplier (for masonry)	XX	
5			
6			
7			
Total		**XX**	

4. HSSE Management

HSSE Activities	Explanations
Have any safety incidents been reported during sub project implementation? If yes, please explain in the right cell	NA
No. of near misses reported during the project implementation	NA
No. of Inquiry/Suggestion/Grievance received through GRT during subproject implementation (Evidence or completion form should be attached to this report)	XX

5. Key Risks and Challenges, and responses implemented

No.	Risk/Issue	Risk Response Measure implemented
1	Flood coming risks	XX
2		

6. Lessons Learned

Briefly explain the lessons learned by the contractor and his team during subproject implementation to be used for the improvement of future subprojects.

....
....

6. Other Comments/Notes

Add any other comments or notes from the Contractor that are beneficial to the UNOPS for further improvements.

....
....

Annexes

Annex 1: Project Site Photos (from construction activities, before and after)

Attachments

Attachment 1: Rectified Punch List

Attachment 2: Asset Handover Document

Attachment 3: As-built Drawing (Sketch on Original Drawings)

Attachment 4: As-built Bill of Quantities (BoQ)

Annex 1: Subproject Site Photos

Add a No. of photos from the subproject activities including of before and after photos. The photos should have proper captions with detailed information.

Photo	Photo
Caption	Caption

Photo	Photo
Caption	Caption

LP Form 9A: SG Disbursement Request Form (Rural and Urban)

Province: ___________ District/ City: ____________ Date: ______(dd/mm/yyyy)

Community Name: ________________ Community ID: _______________

Where urban project site: Project Site Name: __________________________ Project Site ID: ___________

Where Communities meeting ECA does not exist: Name of Mosque (s) from which mosque committee will serve for the beneficiary identification for the CRLP SG: ___

Part A: Beneficiaries List

Actual Beneficiaries list for C3a for payment								
HH ID (using KYC Cod#)	Mahalla Name	Details of the HH Head					State if HH is Permanent / IDP/ returnee /refugee	If C3a, state cate-gory (FHH, DIS & DA)
		Name	Father's name	Gender	Tazkira	Phone #		
	1							

Part B: Summary and payment request:

Total # of HHs residing in the community currently (Form # 2b or 3) = A= ___________
Total # of HHs from A that are shown as eligible for the SG grants in this community (Form #2b or 3) = B = ________
Total # of HHs from B that are finally selected as social grant beneficiaries (only HHs that are not circled as excluded in Form 2b or 3) = C = ________
Finally selected HHs as a percentage of total households = (C/A) *100 = _______%

Beneficiary households that will be covered under the SG (finally selected households and not all eligible households in case of budget constraints)	**# of households**	**Total population in the households**
F = Female headed households		

D = Headed by Disabled/very elderly persons (as per POM definition)		
O = Headed by drug addict		
Total number selected finally for the SG (sum of above)	C	

SG for Community = AFN________* x C = AFN __________=

**AFN amount per HH to be entered as per Form 4*

The above Proposal/Plan is confirmed by representatives of all parties as shown below:

________________________________Rural CRG Main Focal Point (Name and Signature/Thumbprint)
For and on behalf of the CRG

For urban project sites:

CRG / MC Name	CRG / MC ID	Main Focal Point Name	Main Focal Point Signature/Thumbprint

________________________________ FP Provincial Manager (Name and Signature)
For and on behalf of the FP

CRLP Form 9B: List of beneficiaries and Disbursement trigger for C3b

Province: ___________ District: ____________ Date: ______(dd/mm/yyyy)

Community Name: ________________ Community ID: _______________

Part A: List of Beneficiaries

To be filled by the FP after the WBA (Well-Being Analysis) groupings										
HH ID	Mahalla Name	HH Head name	HH Head Father name	Is the beneficiary the Head of HH? Yes/No (if No, please fill the following columns)	Female Beneficiary Name *(if not HH head)*	Female Beneficiary Tazkeera #	Female Beneficiary Age	Female Beneficiary Phone Number	Anyone in the HH participated in C1/C3a	Relationship to Head of HH

Part B: Disbursement Request

Beneficiary households that will be covered under the 3b	**# of households**	**Total population in the households**
A= Female headed households		

Total # of FHHs residing in the community currently (Form # 2) = B= ___________
% of total FHHs that are shown as eligible for the 3B grants in this community = A/B*100 = ________

SG 3B Grant = (_________ AFN)* x B = AFN _________
**AFN amount per HH to be entered as per Form 4*
3B related training sessions must be delivered to the beneficiaries ahead of asset distribution, and the physical participation of the beneficiaries must be confirmed in the training sessions.

Production Assets Package Details to be provided
Note: The same package applies to all beneficiary HHs in the given community.

Production Assets	**Quantity**	**Unit**	**Unit cost (AFN)**	**Total cost (AFN)**

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The above Proposal/Plan is confirmed by representatives of all parties as shown below:

______________________________Rural CRG Main Focal Point (Name and Signature/Thumbprint)
For and on behalf of the CRG

______________________________ FP Provincial Manager/District Manager (Name and Signature)
For and on behalf of the FP

CRLP Form 10 Rural Only: 3b Production Assets Package Distribution Verification

Beneficiary Household Distribution Verification per Neighborhood (For Component 3b, Asset Transfers only)

Province: ____________________ District: ___________________
Community name: ________________________________ Community ID #: ____________ FP Name: ______________________

FP Field Staff filling this form (full name): ___________________ Title: _______________
Date (to be filled at the community level): ____________ dd/mm/yyyy

Per HH Production Assets Package is as shown below:

Item	Qty	Unit	Unit price (AFN)	Total price (AFN)

Note: Where no tazkira number is available for the head of the household, that of any other member of the household can be used. If no member of the household has a valid tazkira or a functional phone number, the CRG member of the given neighborhood can sign indicating he/she has verified the HH's eligibility and receipt of the Production Asset Package under component 3B.

HH ID	Mahalla Name	HH Head name	Female Beneficiary Name *(if not HH head)*	Female Beneficiary Tazkeera #	Female Beneficiary Phone Number	Relationship to Head of HH	Whether the FHH received 3A (Y/N)	Whether the FHH household participated in the 3b first 3 training sessions (Y/N)	Whether the Production Assets package received matched the above table (Y/N).	Signature or thumbprint confirming receipt of the Production Assets package	CRG Signature/ Thumb Print for Tazkira Verification

The above stated distribution has been verified in person for every HH listed by:

FP Social Organizer (Name and Signature): ________________________________ ________________________________

CRG Main Focal Point (Name and Signature): ________________________________ ________________________________

CRG Female Focal Point (Name and Signature): ________________________________ ________________________________

CRLP Form 11: Kitchen Garden and Grain Bank Monitoring and Reporting Form

Date: ________________________ *(dd/mm/yyyy, Gregorian calendar)*

Province: _____________________ District: __________________________

Community Name: _______________________ Community ID: ____________________

Part 1: Grain Bank Information:

Food Items		
What has been Collected	**KG/Unit**	**Total Cost**
Non-Food Items		

# of Beneficiaries Received Grain Bank Package at least once:

How many below categories HHs are supported by Grain Banks					
# of Very Poor Households (at least once)			# of Poor households (at least once)		
Permanent	IDP	Returnee	Permanent	IDP	Returnee

Official Use Only

Part 02: Kitchen Garden information:

Total # of kitchen gardens created	Which type and how many HHs have created kitchen gardens?			
	# of Very Poor HHs	# of Poor HHs	# of Middle HHs	Total # of HHS kitchen Gardens created

The above contents have been reviewed and verified as accurate by:

CRG Main Focal Point: ___________________________ ________________________

CRG Female Focal Point: ___________________________ ________________________

CRG Male Focal Point: ___________________________ ________________________

Community Representative 1________________________ ________________________

Community Representative 2________________________ ________________________

The above contents have been reviewed and approved by:

Female Social Organizer ___________________________ ________________________

Male Social Organizer ___________________________ ________________________

FP Provincial Manager/District Manager:___________________________ ________________________

CRLP Form 12 Rural Only: C3b Technical Training Attendance Sheet

Date: ________________________ *(dd/mm/yyyy, Gregorian calendar)*

Province: _____________________ District: _________________________

Community Name: ________________________ Community ID: _____________________

Note: If at the community level, each of the beneficiaries have chosen only one activity, the following table will be filled for only one activity, otherwise, if some of the participants have chosen one activity and the other have chosen another activity then both parts of the table should be filled.

Activity 01: # of Women Technically Trained in poultry							
#	Training/Session Name	Date	Methodology of training (Phone, in person)	Location of training (Community Center, Mosque, House etc)	# of Hours each session conducted	# of participants trained	
	Malnutrition / Nutrition and Poultry					Beneficiary	Non-beneficiary
	Poultry Breeds for Family Nutrition and Poultry Feed						
	Keeping the Chickens safe						
	Health Management						
	Egg Laying and Reproduction						

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	Marketing and Maintaining Poultry without External Support						
Activity 02: # # of Women Technically Trained in Kitchen Garden/Jam/Pickling							
	Introductions, Types of Vegetables, Soils, Composting, and Mulching						
	Pre-planting preparations, Tools, Planting, Watering/ Irrigation						
	Insects (good and bad) , Weeding, Harvesting						
	Pickle Making						
	Jam Making						
	Marketing						

The above contents have been reviewed and verified as accurate by:

CRG Female Focal Point:__________________________ ________________________

The above contents have been reviewed and approved by:

Female Social Organizer __________________________ ________________________

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FP Female Lead Trainer: ______________________________ ___________________________

CRLP Form 13: C4 Training Tracking Form

Province: ____________________ District: ____________________ Date: __________(dd/mm/yy)

Community Name: ________________________ Rural Community ID: ______________________

#	Rural/Urban	Training/Session	Start Date	End Date	# of Hours Session Conducted	Total # of Participants	Frequency of Participation	# of CRG Members Trained		# of CRG Subgroup Members Trained		# of Community Members Trained		Total
								M	F	M	F	M	F	
1	**Rural**	A. Disaster and Hazard Mapping B. Disaster Risk Preparedness and Mitigation					New Participants							
2	**Rural / Urban**	A. How to Deliver Inclusive Aid and Review of CDP B. Review/ Creation of CDP					Repeated Participants							
							New Participants							
3	**Rural**	A. Sub-Group Planning and Mitigating Seasonal Hunger through Grain Banks B. Homestead/ Kitchen Gardening					Repeated Participants							
							New Participants							
4	**Rural / Urban**	Self-Confidence and Self Care					Repeated Participants							
							New Participants							
5	**Rural / Urban**	Resilience					Repeated Participants							
							New Participants							

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Grand Total									

Position	Name	Signature
Community Representative focal Point 1		
Community Representative focal Point 1		

Endorsed by the Community Representatives focal Points above mentioned trainings are conducted.

Filled By: **Verified By:**

FP Male SO Name: ____________________________ FP Provincial Manager/District Manager: ___________________________

Signature: ______________________________________ Signature: ____

FP Female Social Organizer Name: _____________________________

Signature: ____

CRLP Form 14: CRG Sub-Groups Registration Form

Province: _________________________ District**:** __________________________

For rural areas: Community Name: ________________________, Community Code: ____________________
For urban areas: Project Site Name: ________________________, Project Site ID: ___________________
Urban Community Name: ______________________________, Urban Community Code: ____________________

FP Name: ____________________________________ Date Sub-Groups Established: _______________________(*dd/mm/yyyy*)

Objectives: The objective of the CRG Sub-Groups (**Grievance Redress/Community Participatory Monitoring Team (GR/CPMT) , O&M and Disaster Risk Management Subgroup, Community and Family Welfare and Vulnerable Group Development)** to take the lead on key areas of work and to ensure that the responsibility of development work in the community does not only lie with the Community Representatives Group.

Grievance Redress/Community Participatory Monitoring Team (GR/CPMT)								
#	**Name**	**Father's/ Husband's name**	**Age**	**Gender M/F**	**Occupation**	**Neighborhood (Mahalla) Name**	**Phone Number**	**Signature**
1								
2								
3								
4								
5								

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6								
7								
8								
9								

Community O&M and DRM (operation and maintenance and Disaster and Risk Management) Representatives									
#	**Name**	**Father's/ Husband's name**	**Position: CRG Member (M) Sub-Group Member (SM)**	**Age**	**Gender M/F**	**Occupation**	**Neighborhood (Mahalla) Name**	**Phone Number**	**Signature**
1									
2									
3									
4									
5									
6									
7									
8									

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Community and Family Welfare and Vulnerable Group Development									
#	Name	Father's/ Husband's name	Position: CRG Member (M) Sub-Group e Member (SM)	Age	Gender M/F	Occupation	Neighborhoo d (Mahalla) Name	Phone Number	Signature
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									

13									

In confirmation of the above:

On behalf of the CRG; All 3 Focal Points (Male/Female):

Confirmed by Main Focal Point: ______________________________ ________________________
Confirmed by Female Focal Point: __________________________ ________________________
Confirmed Male Focal Point: _______________________________ ________________________
(Full Name) (Signature/Thumbprint)

On behalf of the FP; Confirming that the selection of these Sub-Groups members was conducted step by step guideline visits guideline/ training manual and the above is verified:

Confirmed by the FP female Social Organizer: _________________________ _______________________
Confirmed by the FP male Social Organizer: __________________________ _______________________
Confirmed by FP District Manager: _______________________________ _______________________

(Full Name) (Signature)

Community Resilience and Livelihood Program

CRLP Form 15a- CPMT Reporting Form

(GR/CPMT 1 – women and men to complete the form separately)

Introduction: The Community Participatory Monitoring (CPMT) CRLP Tool Form 15a is designed for the GRT/CPMT members to monitor the overall inclusiveness of the CRL Program in terms of mapping all mahallas, listing all households from each mahalla in CRLP Form 2, CRG membership for each mahalla, CR Sub-Groups established, women's inclusion in beneficiary selection, beneficiary selection for Social Grants and Women's Economic Activities, CfW beneficiary selection, and sub-project selection. GRT/CPMT will report to CRG and the entire community, providing an opportunity for the CRG to address any issues that are raised.
For Social Organizers and GRT/CPMT: ***<u>Note: GRT/CPMT men and women separately will each take this form and complete independently. Men GRT/CPMT members will present the findings to the larger community in the session where the final sub-project selection is shared with the community and Women GRT/CPMT members will present the findings in the session where the final sub-project selection is shared with the community women.</u>*** The GR/CPMT Members should carefully review with the FP SOs the format below and FP SOs should review with the GRT/CPMT members: the public resources mapping process, the CRG membership rules, the CR Sub-Group Formation, the ECA rules for women and their roles in beneficiary selection, form 2, the beneficiary selection guidelines, and the sub-project selection guidelines. The GR/CPMT Members will then agree who will monitor what and in which time frame and when they will meet to discuss the findings. Individual CPM members might take notes and bring them to the meeting where this form will be completed. Finally, the male and female GR/CPMT wings will prepare a poster presentation for the meeting in which the final sub-project selection is shared with the community. In this meeting, the GR/CPMT male and female members will present their findings to the entire CRG (male wing and female wing separately) with the community members from all *mahallas* present. This way, the community will be aware of any issues and the CRG will have to answer to the community and provide action points and timelines as to when the issue noted will be addressed. (Note: the women's GR/CPMT may need to have meetings with women mahalla-wise).

Community Profile			
Province		Community Code	
District / Nahea		FP Name	
Community Name		CRG Establishment Date	

CRLP**CPMT Form 15a: Following the Resource Map, CRG creation, beneficiary and sub-project selection**

Monitoring of Key Indicators – Inclusiveness

Indicator	**Means of data collection**	**Time for data collection**	**Person/s responsible**	**Findings**
Inclusion of all Mahallas in the Public Resources Map	Review Public Resources Map			
IDPs/ Returnees/in-migrants are clearly marked on Public Resources Map	Review Public Resources Map			
Male and female CRG members for each mahalla exist	Review list of CRG members			
All CR Sub-Groups established with male and female wings	Review list of CR Sub-Group members			
All Households (including IDPs/ Returnees/ in-migrants) are included in Form 2	Review Community Profile Form 2 by *Mahalla*			
CRG Women members from all *Mahallas* reviewed and if	Discuss with women CRG members			

needed provided feedback on beneficiary selection				
Social Grants beneficiaries are the most vulnerable women-headed households, and none have been missed	Review list of Social Grant beneficiaries			
Women's Economic Activities beneficiaries are the most vulnerable women-headed households dependent mostly on charity	Review list of Women's Economic Activities' beneficiaries			
CfW beneficiaries include all qualified households	Review list of CfW beneficiaries			
Sub-Project Selection	Review list of 5 potential sub-projects identified and review final selection with Public Resources map			
CPMT Form 15a Presentation Date:				

In confirmation of the above:

On behalf of the community: GR/CPMT members (female/male)

_______________ _______________ _______________

_______________ _______________ _______________

_______________ _______________ _______________

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Confirming that the form is implemented by GRV/CPMT members at the community level by FP SO (female/male)

(Full Name) (Position) (Signature/ thumbprint)

Community Resilience and Livelihood Program

CRLP Form 15b - CPMT Reporting Form

(GR/CPMT 2 – women and men to complete the form separately)

Introduction:

The Community Participatory Monitoring (CPMT) CRLPTool Form 15b2 is designed for the GRT/CPMT members to monitor the timely and proper payment of laborers, the receipt of food items by Social Grant beneficiaries, the training sessions for the Women's Economic Activities' (WEA) beneficiaries, receipt of asset distribution for the Women's Economic Activities beneficiaries. GRT/CPMT will report to CRG and the entire community, providing an opportunity for the CRG to address any issues that are raised.

For Social Organizers and GR/CPMT:

<u>Note: GR/CPMT men and women separately will each take this form and complete independently. Men GR/CPMT members will present the findings to the larger community in one of the FP follow up sessions and Women GRT/CPMT members will present the findings in one of the FP follow up sessions for women.</u>

The GR/CPMT Members should carefully review with the FP SOs the format below and FP SOs should review with the GR/CPMT members: the payment schedule and daily rates for the CfW laborers, the content of the food package items, the content and schedule of the WEA training sessions, the assets to be distributed to the WEA beneficiaries.

Once the GR/CPMT Members have agreed on who will monitor what and in which time frame and when they will meet to discuss the findings. The GRT/CPMT members may divide the work as follows: the male members focus on the CfW aspects, and the women members may focus on the SG and WEA training and activities. Individual CPM members might take notes and bring them to the meeting where this form will be completed.

Finally, the male and female GR/CPMT wings will prepare a poster presentation for the community meeting (FP SOs should organize these sessions in their follow up visits inviting as many as 30% of community members from each mahalla and all CRG members). In this meeting, the GR/CPMT male and female members will present their findings to the entire CRG (male wing and female wing separately) with the community members from all *mahallas* present. This way, the community will be aware of any issues and the CRG will have to answer to the community and provide action points and timelines as to when the issue noted will be addressed. (Note: the women's GRT/CPMT may need to have meetings with women mahalla-wise).

Community Profile			
Province		Community Code	
District		FP Name	

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Community Name		CRG Establishment Date		
CRLPMT Form 15b2: During sub-project implementation; completion of WEA training and asset distribution				
Monitoring of Key Areas – CfW laborer payments and frequency of payments, SG food packages, WEA training sessions and asset provision				
Indicator	**Means of data collection**	**Time for data collection**	**Person/s responsible**	**Findings**
Payment of CfW Laborers (wages per day)	Meet with 10 laborers (2-3 from each mahalla)			
Payment of CfW Laborers (frequency)	Meet with 10 laborers (2-3 from each mahalla)			
Social Grant beneficiaries have received their food packages (proper content)	Meet with 2 SG beneficiaries from each mahalla			
Training Sessions for WEA have been completed and women are satisfied with the outcome	Meet with 4 women WEA beneficiaries			
Asset distribution WEA initiative (look at assets provided)	Meet with 4 women WEA beneficiaries			
CRLPMT Form 15b2 Presentation Date:				

In confirmation of the above:

On behalf of the community: GR/CPMT members (female/male)

____________________ ____________________ ____________________

Confirming that the form is implemented by GRT/CPMT members at the community level by FP SO (female/male)

(Full Name)	(Position)	(Signature/ thumbprint)

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Community Resilience and Livelihood Program

CRLP Form 15c- CPMT Reporting Form

(GR/CPMT 3 – women and men to complete the form separately)

Introduction:

The Community Participatory Monitoring (CPMT) CRLPTool Form 15c3 is designed for the GRT/CPMT members to monitor the completion of the sub-project (quality, functionality) and the completion and quality of C4 training sessions, creation of Food Banks and Bookkeeping, and Kitchen Gardens under C4. GRT/CPMT will report to CRG and the entire community, providing an opportunity for the CRG to address any issues that are raised.

For Social Organizers and GRT/CPMT:

Note: GR/CPMT men and women separately will each take this form and complete independently. Men GRT/CPMT members will present the findings to the larger community in a final session to be organized by the FP SO and Women GRT/CPMT members will present the findings in a final session organized by the FP SO for women.

The GR/CPMT Members should carefully review with the FP SOs, the format below and FP SOs should review with the GRT/CPMT members: sub-project selected and mahalla it is to cover, and the C4 curriculum.

Once the GR/CPMT Members have agreed on who will monitor what and in which time frame and when they will meet to discuss the findings. The GRT/CPMT members may divide the work as follows: the male members focus on the sub-project quality and functionality and the male C4 sessions and the women members may focus on the sub-project quality and functionality and the women C4 sessions, the Grain Bank and Kitchen Garden Initiative. Individual CPM members might take notes and bring them to the meeting where this form will be completed.

Finally, the male and female GR/CPMT wings will prepare a poster presentation for the community meeting (FP SOs should organize these sessions in their follow up visits inviting as many as 30% of community members from each mahalla and all CRG members). In this meeting, the GR/CPMT male and female members will present their findings to the entire CRG (male wing and female wing separately) with the community members from all *mahallas* present. This way, the community will be aware of any issues and the CRG will have to answer to the community and provide action points and timelines as to when the issue noted will be addressed. (Note: the women's GR/CPMT may need to have meetings with women mahalla-wise).

Community Profile

Province		Community Code	
District		FP Name	
Community Name		CRG Establishment Date	

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CRLPMT Form 15c3: Upon completion of the sub-project(s) and the C4 training sessions				
Monitoring of Key Areas – Sub-Project Quality and Functionality and C4 training completion and satisfaction of trainees, Grain Banks and Kitchen Gardens				
Indicator	**Means of data collection**	**Time for data collection**	**Person/s responsible**	**Findings**
Sub-Project is implemented as per proposal approved	Review sub-project proposal			
Sub-Project is Completed	Review sub-project proposal			
Sub-Project is Functional	Meet with 3 community from each mahalla			
C4 training has been completed	Meet with 2 trainees from each mahalla			
C4 training trainees are satisfied	Meet with 2 trainees from each mahalla (different 2 trainees than above)			
Grain Bank has been established	Meet with VGD committee and look at Grain Bank			

Grain Bank items are documented (items in)	Review Grain Bank books			
Number of Kitchen Gardens have been established under C4	Meet with Community and Family Welfare Committee and see 2-3 kitchen gardens			
CRLPMT Form 15c3 Presentation Date:				

In confirmation of the above:

On behalf of the community: GR/CPMT members (female/male)

____________________ ____________________ ____________________

____________________ ____________________ ____________________

____________________ ____________________ ____________________

____________________ ____________________ ____________________

Confirming that the form is implemented by GR/CPMT members at the community level by FP SO (female/male)

____________________ ____________________ ____________________

(Full Name) (Position) (Signature/ thumbprint)

Form 16: C1, C3B and Other Main Activities Attendance Sheet

Date: ________________________ (dd/mm/yyyy, Gregorian calendar)

Province: _____________________ District: __________________________

Community Name: _______________________ Community ID: ____________________

Note: C3B Technical Trainings and C4 thematic trainings/Sessions will continue to be recorded in the appropriate forms, as per standard procedures. This form referenced here should be used exclusively for the activities listed below.

List of Activities and # of Participants Trained

#	Training/Session Name	Date	# of Hours each Session conducted	Completed	# of participants trained			Remarks
				Yes No	Total Participants Trained	Male	Female	If no, please Provide Justifications
1	Outreach Session/CRLP Introduction			☐ ☐				
2	Resource Mapping (RM)			☐ ☐				

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3	DRM (History Timeline)							
4	DRM (Risk Map)							
5	DRM (Transect Walk)							
6	Community Development Plan (CDP)			☐ ☐				
7	Well-being Analysis			☐ ☐				
8	Seasonal Calendar			☐ ☐				
9	CPM 1			☐ ☐				
10	CPM 2			☐ ☐				
11	CPM 3			☐ ☐				

12	Sub-project Selection			☐ ☐				
13				☐ ☐				

The above contents have been reviewed and verified as accurate by:

CRG Main Male Focal Point: ____________________________ _________________________

CRG Female Focal Point: ____________________________ _________________________

The above contents have been reviewed and approved by:

FP Female Social Organizer: ____________________________ ________________________

FP Male Social Organizer: ____________________________ ________________________

FP Male Lead Trainer: ____________________________ ________________________

FP Female Lead Trainer: ____________________________ _________________________

CRLP Form 17 Rural Only: C1 Financial Literacy Course Attendance Sheet

Date: ________________________ (dd/mm/yyyy, Gregorian calendar)

Province: ___________________ District: _______________________

Community Name: _____________________ Community ID: __________________

#	Sessions	Start Date	End Date	Methodology of Training Delivery (Phone/in person)	Location of Training (Community Center/Mosque/House)	# of HRs Session Conducted	# of Participants Trained
1	Overview of the Training and Income and Expenditures Discussion						
2	Income Calculations						
3	Basic /Necessary Expense Calculations						
4	Income and Expenditure Tables, Unnecessary Expense and How to Increase Income/ Reduce Expenses						

Note: A detailed, participant-wise attendance sheet for each session should be maintained at the community level to ensure accurate verification of each participant's attendance.

The above contents have been reviewed and verified as accurate by:

Official Use Only

CRG Male Focal Point: ___________________________ ________________________

The above contents have been reviewed and approved by:

FP Male Lead Trainer: ___________________________ ________________________

FP District Engineer: ____

CRLP Form 18 Rural Only: C3b Financial Literacy Course Attendance Sheet

Date: __________________________ (dd/mm/yyyy, Gregorian calendar)

Province: _____________________ District: __________________________

Community Name: _______________________ Community ID: ____________________

#	Sessions	Start Date	End Date	Methodology of Training Delivery (Phone/in person)	Location of Training (Community Center/Mosque/House)	# of HRs Session Conducted	# of Participants Trained
1	o Overview of the Training and Income and Expenditure Discussion						
2	Income Calculations						
3	Food Needs and Fulfillment / Basic Expense Calculations						

4	Food Needs and Fulfillment / Basic Expense Calculations						
5	Women's Final Presentations and Sustaining the WEE Activities						

Note: A detailed, participant-wise attendance sheet for each session should be maintained at the community level to ensure accurate verification of each participant's attendance.

The above contents have been reviewed and verified as accurate by:

CRG Male Focal Point: ____________________________ __________________________

The above contents have been reviewed and approved by:

FP Male Lead Trainer: ____________________________ __________________________

FP District Engineer: ____

CRLP Form 19 Rural Only: Community Development Plan

Date: ________________________ (dd/mm/yyyy, Gregorian calendar)

Province: _____________________ District: __________________________

Community Name: _______________________ Community ID: ____________________

Date of start of the CDP process: _____________ (dd/mm/yyyy)
Date of completion of preparation of this CDP: ______________ (dd/mm/yyyy)

Vision:
____
____

Milestones	Ranking for milestones	Activities

<u>Part A1: Analysis Exercises Results: (Poster A1)</u>

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1. Community and Resource Mapping:

Date Completed: ____________________

Approximate % of adult community population that participated: _______________

Attach a photo of the map and/ or the summary findings

Summary Findings of Mapping Exercises:

1.
2.
3.
4.
5.

2. Well-Being Analysis:

Date Completed: ___________________

Approximate % of adult community population that participated: _______________

Attach electronic copy of the Poverty Analysis and Summary findings

Summary Findings of the Poverty Analysis

1.
2.
3.
4.
5.

3. Seasonal Calendar:

Date Completed: ___________________

Attach electronic copy of 2 summary findings Summary Findings

1.
2.
3.

4.
5.

Part A2: The Community's Vision (Poster A2)

Vision: ____

Part A3: Milestones (Poster A3):

List 5 to 10 Milestones that the community will pursue to reach their vision.

1.
2.
3.
4.
5.

Part B: Community Development Planning Results (Poster B):

Based on the Summary Findings of the Various Exercises, the community has created a vision with key milestones that if completed address the most urgent development needs. The Community will prioritize the following development needs and then classify them into the following categories: (A minimum of 5 and a maximum of 10 milestones each with a different priority can be listed totally. There must be at least one subproject in the first and second categories).

Community Projects (Rural)

Sector	Subproject	Category 1: Can be undertaken by the community themselves with	Category 2: Can be financed under the CRLP	Category 3: Would need third party resources to implement

		no external resources		

The subprojects selected for CRLP grants is/ are ____ and ____

The CRLP FP confirms that the category 2 subproject requested responds to the CRLP Positive project menu funding: Yes/ No

CRG Main Focal Point: ______________________ ____________________

CRG Female Focal Point: ______________________ ____________________

CRG Male Focal Point: ______________________ ____________________

The above contents have been reviewed and verified by:

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FP Social Organizer: ______________________ ____________________

FP Engineer: ______________________ ____________________

Approved by:

FP Provincial Manager/District Manager: ______________________ ____________________

ANNEX V: Environmental and Social Management Framework (ESMF) Forms

ESMF Form 1: Negative Project List

The following activities cannot be financed under the project:

Sub-project ID/title:	Province/District:
Type of Project:	Date:

S/N	Activities	Yes/No
1	Weapons, including but not limited to mines, guns, ammunition, and explosives.	
2	Procurement of chainsaws.	
3	Support of production of any hazardous goods on this negative list, including alcohol, tobacco, arms, and controlled substances.	
4	Road rehabilitation or related works into protected areas.	
5	Any activity with impacts on critical habitats (including Ab-i-Estada Waterfall Sanctuary; Ajar Valley (proposed) Wildlife Reserve; Dashte-Naware Waterfall Sanctuary; Bande Amir National Park; Kole Hashmat Khan (proposed) Waterfall Sanctuary).	
6	Any activity that would cause damage on non-replicable cultural property (including the following sites: monuments of Heart, monuments of Bamiyan Valley, archeological site of Ai Khanum, sites and monuments of Ghazni, Minaret of Jam; Mosque of Haji Piyanda /Nu Gunbad, Balkh Province, Stupa and Monastery of Guldarra, sites and monuments of Lashkar-I Bazar, Bost, archeological site of Surkh Kotal).	
7	Activities, equipment or materials that have alternative prior sources of committed funding.	
8	Political or electoral campaign materials or donations in any form.	
9	Salaried activities that employ children below the age of 18 years.	
10	Activities that unfairly exploit women or men at any age.	
11	Activities that increase the vulnerability of subgroups or households or increase the overall inequality of communities.	
12	Any activity on land that has disputed ownership or tenure rights.	
13	Any activity that would cause land acquisition or voluntary land donation.	
14	Vehicles (including tractors, threshers, trucks, and buses).	
15	Any activity likely to increase social tensions and/or risk of violence beyond the given context.	
16	Any activity with significant environmental and social impacts and risks that require ESIA.	
17	Any other activity ruled out by the ESMF.	
18	Any activity that requires payments to government officials or institutions.	
19	Any activity on land that is known or suspected to be contaminated by landmines, unexploded ordnance (UXO), or other explosive remnants of war (ERW), unless the land has been officially cleared and certified as safe by a competent authority.	
Name of person that filled in the checklist:		
Signature:		

ESMF Form 2: Environmental and Social Screening Form

Environmental and Social Screening Form:

1. E&S Screening Forms prepared for Component 1 - Rural subprojects should incorporate the relevant proposed mitigation measures from the ESMP template (Table 4) included in the ESMF. UNOPS, through its spot checks and regular supervision, will assess the quality of E&S Screening Forms with a focus on the risk mitigation measures identified. The World Bank will review a sample of E&S Screening Forms during all implementation support missions.
2. Site-specific ESMPs are not required for C1 Subprojects. Mitigation measures will be proposed in the screening checklist
3. E&S Screening Checklists and site-specific ESMPs are required for C2-urban subprojects.

Sub-project ID/title:							**Village/area:**
Type of Project:							**District/municipality:**
Involved CRG name (if applicable):							**Province:**
Start date of sub-project:							**End date of sub-project:**
Nature of activity		**Category of sub-project**					**Proposed Mitigation Measures**
No	**Environmental Consequences**	**No Risk**	**Low Risk**	**Moderate Risk**	**Substantial Risk**	**High Risk**	
1	Will the implementation of project activities generate air pollution? If yes, what are the sources of air pollution?						
2	Will the implementation of project activities generate sound pollution? If yes, what will be the source?						
3	Will the project activities require cutting slopes and removal of earth from borrow areas?						
4	Will the activity create solid or liquid wastes that cause potential contamination of surface water and groundwater supplies? If yes, what are the potential sources of solid waste and liquid waste?						
5	Are there environmentally and socially sensitive areas (protected areas,						

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	forests, national parks, wetlands, any important cultural or archeological sites) near the sub-project area?						
6	Will the implementation of project activities lead to cutting of trees and removal of vegetation? If yes, what are the next steps/actions that would be taken?						
7	Will the implementation of project-related activities threaten endangered and threatened species?						
8	Will excavation and quarry operation affect the environment?						
9	Is the selected site exposed to floods?						
10	Is the selected site exposed to avalanches or rock fall?						
11	Will the implementation of project activities impact the overall quality and quantity of the available water sources?						
12	Will the implementation of project activities lead to the alteration of water flow?						
13	Is the subproject diverting water from the stream that could decrease the water share of the downstream communities during implementation and operations stages?						
14	Is there enough water available all year around for running the hydropower system/and sun for water solar pumps?						
Occupational Health and Safety Consequences							
15	Is there a risk of work-related accidents? (Working at height, excavation/backfilling, Loading/unloading, Stone/brick masonry, Stone Patching/Dry Stonework, Gabion installation, Concrete work, Plastering/pointing, Canal rehabilitation/cleaning, confined space, Machinery activities, Manual handling, Graveling etc.)?						

16	Does the activity have human health and safety risks, during construction or later?						
17	Is there a security risk for project workers and assets in the area?						
18	Are there any basic health facilities nearby?						
UXO, Land Mine Consequences							
19	Is the selected site exposed to land mines, unexploded ordnance, or explosive remnants of war based on the UNMAS Map?						
20	Is the project area located in or near a region known to have experienced past armed conflict or military activity?						
21	Are local communities aware of, or have they reported incidents or observations of UXO or land mines?						
22	Have any visible signs of UXO, land mines, or warning markers been observed within or near the project site during the screening?						
23	Has any clearance activity (mine or UXO removal) been undertaken in the area previously?						
24	Is there the mine action Quick Response Teams located/available in the relevant district/province?						
Social Consequences							
25	Is there a risk of vulnerable people being excluded from project benefits, such as access to jobs, improved infrastructure, training, etc.?						
26	Is there a risk of child or forced labor?						
27	Is there a risk of GBV/SEA/SH for project workers or beneficiaries?						
28	Will the sub-project require land or land beyond the current infrastructure						

	footprint (public or private, temporarily and permanently) for its development?						
29	Will the activity create conflict among the people in the local community?						
30	Will the activity be implemented in an area that will directly affect an individual or community's crops, trees, livestock or other income generating activity?						
31	Will anyone be prevented from using economic resources (e.g. pasture, fishing locations, forests) to which they have had regular access?						
32	Might the project adversely affect communities or vulnerable people living in the area?						
Check Dam Consequences							
33	Is there a risk that the dam will not get enough water due to upstream water use or irrigation reducing the water flow?						
34	Will the check dam negatively impact the species (flora/fauna) in the upstream/downstream areas (either by reducing water availability downstream or by flooding the dam area during water storage)?						
35	Will the check dam cause soil erosion (banks erosion)?						
36	How far is the community downstream, and in case of check-dam failure, how many people and key community assets (such as schools, clinics, roads, and forests) could be affected by flooding?						

Note:
(1) No risk: Mark (X) for no risk
(2) Low Risks: Mark (X) for Low risk
(3) Moderate Risks: Mark (X) for Moderate risk. Moderate risk refers to activities with manageable impacts on the environment
(4) Substantial Risks: Mark (X) for Substantial risk. Substantial risks refer to activities that involve additional support and planning, implementation and monitoring of mitigation measures in order to decrease the potential impact.

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(4) High Risks: Mark (X) for High Risk. High-risk activities will not be financed under the CRL Project.
Include photos of the site, where relevant.
Name of engineer/ E&S Safeguard Specialist/Social Mobilizer that filled in checklist:
Screening Date:
Signature:

ESMF Form 3: Sub-project site-specific ESMP

Following the screening process, and the identification of risks and their impacts for a sub-project under C2, UNOPS will fill out the below site-specific ESMP for the specific sub-project. **This ESMP only needs to be completed in the case of low, moderate, and substantial risks and impacts per the screening form.** High-risk activities will not be financed under the CRL Project.

Date:							
Project ID: Title							
Name of village / district / municipality / province:							
CRG ID code if applicable:							
Name of engineer filling in ESMP:							
Estimated Start Date of Subproject:			Estimated End Date of Subproject:				
No	**Risk or Impact**	**Description of Mitigation Measures**	**Monitoring Methods**	**Monitoring Frequency**	**Monitoring results**	**Corrective actions required**	**Person responsible**
1							
2							
3							
4							
5							

Abbreviated ESMP

Date:							
Project ID / Title:							
Name of village / district / municipality / province:							
CRG ID code if applicable:							
Name of engineer filling in ESMP:							
Estimated Start Date of Subproject:			Estimated End Date of Subproject:				
No.	**Risk/Impact**	**Description of Mitigation Measures**	**Monitoring Methods / Indicators**	**Monitoring Frequency**	**Monitoring results**	**Corrective actions required**	**Person responsible**
1	Air pollution	- Suppress dust during works by water spraying and dampening where necessary - Practice good general housekeeping at the work site; sweep off the drilled-out materials - Implement speed limit for heavy machinery - Cover trucks carrying soil, sand, and stone with tarpaulin sheets to prevent avoid spreading - Keep all construction-related traffic below 15 mph on streets within communities. - Maintain a maximum speed of 20 mph in the work area. - Avoid removing vegetation so that large areas are not exposed to wind.	- Evidence that spraying of water is conducted - # of trucks that are covered with tarpaulin - Site inspection & Reports				
2	Noise pollution	- Try to minimize the use of noisy equipment. - Properly cover the noise-producing equipment. - Provide proper ear covers to the workforce who are involved in the noisy activities. - Community awareness, i.e., public notification of construction	- Evidence equipment cover - Site inspection & Reports				

		operations will incorporate noise considerations; methods to handle complaints will be specified.					
3	Cutting of hill slopes and earth removal from borrow areas	- Proper restoration of borrow areas, excavated soil and construction debris to avoid impacts. - Identify and demarcate locations for material storage and ensure that borrow pits are >50 meters away from critical areas such as steep slopes, erosion-prone soils, and areas that drain directly into sensitive water bodies. - Limit extraction of material in authorized and demarcated borrow pits. - Rehabilitation of quarries and borrow pits. - Borrow pits should be selected at a specific place, not a sensitive area.	- Site inspection & Reports				
4	Solid or liquid wastes that cause potential contamination of surface water and groundwater supplies	- Efficient use of materials. - Avoid and minimize waste production. - Waste must be treated or disposed of. - Identify designated areas for waste disposal. - Control all construction waste (including cuttings) generated by the sub-project and dispose of it at approved disposal sites (> 300 m from rivers, lakes or wetlands). Implement initiatives for reuse, recycling and the segregation of waste. - Machinery and equipment shall be maintained in good working condition and shall be regularly inspected for leaks. - Establish and enforce daily cleaning procedures, including maintenance of facilities and proper disposal of construction waste. - Waste materials generated due to construction activities must be managed to avoid any environmental adverse impact, including water and air pollution. - All materials should be confined to government land.	- Evidence of waste bin - Identification of disposal area - Site inspection & Reports				
5	Vulnerable people being excluded from project benefits	- Implement and monitor Project GRM (UNOPS) - All types of workers can apply for the Project GRM at any time, where grievances can be filed directly with the IP or the PIU (in cases where they concern an IP or contractor). - Implement labor management procedures - Conduct induction training/ Toolbox talk for contractor CRGs.	- GRM cases addressed - Labor screening list - Site inspection & Reports				
6	Risk of work-related accidents	- The equipment used in the works should be routinely serviced to ensure proper and safe equipment functionality.	- Accidents/incident's logs				

	(Worker health and safety risks (OHS))	- Use of safety signage to warn contractor workers and visitors to the site. - Provision of adequate signage and communication of risk to workers and communities. - Provision of PPE for workers - Provision of first aid kits. - Conduct induction training/ Toolbox talk for contractor personnel, visitors, CRGs … etc.	- Lost time incidents/near miss incidents recorded. - Training provided on OHS - Site inspection & Reports				
7	Concrete Mixer Machine related risk and accident	- Locate the mixer on floated and ground level; block the wheels before starting up the machine. - Location away from traffic or where traffic is controlled; - Avoid use in confined spaces due to emission of exhaust gasses; - Reduction in manual handling or positioning of cement bags close to the equipment; - Use restricted to trained operators only; - Workers or operators must keep their hands, clothing, and tools away from the moving part of the mixer. - Never leave the running mixer unattended. - Disconnect the power or shut off the engine from the concrete mixer, before servicing, maintaining or cleaning, adjusting, and installing accessories or attachments. - Care should be taken while cleaning the drum. - Keep the working area clean and dry - Do not allow children to play on or around the Mixer. - Avoid overloading the mixing drum - Clear away debris and obstructions that could cause the operator to trip and fall on or into the Mixer. - Don't wear loose clothing that could get caught up in the mixer. - Do not attempt to clean out a cement mixer while it is operating; turn off the mixer before cleaning the machine. - Turn it off before adding any accessories and especially when refueling. - Do not move the Mixer while it is in use. - Be sure to wear the obligatory personal protective equipment (PPE) at all times when handling concrete mixers. - Only people with professional skills or experience may handle Concrete Mixer.	- Accidents/incident's logs - Lost time incidents/near miss incidents recorded. - Training provided on OHS - Concrete Mixer Safety Inspection Checklist logs - Site inspection & Reports				

8	Risk of child or forced labor	- Comply with the Labor management procedure. - Set a minimum age for all types of work (in compliance with national laws and ESS2) and document the age of workers upon hiring. - Raise awareness of communities/suppliers to not engage in child labor. - Conduct induction training/ Toolbox talk for contractor personnel, visitors, CRGs … etc.	- #of violations (child, forced labor). - Verification & screening of labor list under age 18. - #of awareness campaigns. - Site inspection & Reports				
9	Risk of GBV/SEA/SH for female project workers or beneficiaries	- Comply with the measures prescribed in the SEA Action Plan. - Sensitization/community awareness of project workers. - Implementation of a GRM to handle these types of complaints. - Each contractor to implement Code of Conduct for the workers with specific obligations with regards to SEA/SH. - Conduct GBV/SEA/HS awareness training for all involved stakeholders/parties. - The contractor shall comply with all relevant national laws and regulations relating to gender equality and GBV. - Conduct induction training/ Toolbox talk for contractor personnel, visitors, CRGs … etc.	- # of SEA/SH related complaints recorded - % of workers signed CoC. - # of SEA/SH awareness training. - GRM Records - Site inspection & Reports				
10	Security risk for project workers and assets in the area	- UNOPS to follow UN security protocols for direct workers. - Provision of security risk assessments to NGOs and contractors. - NGOs and contractors to provide local security protocols and demonstrate availability to relevant security SOPs. - Conduct induction training/ Toolbox talk for contractor personnel, visitors, CRGs … etc.	- % of NGOs and contractors that provide local security plan - % of NGOs and contractors that have relevant SOPs in place. - Site inspection & Reports				
11	Traffic Disruption	- Mark safe access routes for pedestrians. - Maintain vehicle speeds of 20 mph or less within the work area at all times. - Maintain the provision of traffic signs	- Evidence of traffic sign - Site inspection & Reports				

		- Conduct safety training for construction workers before starting work. - Stop all work in cases of heavy rain or any other emergency.					
12	UXO/ERW Riks	- In case any non-explosive materials covered in the project site, project workers and the adjacent communities shall be notified of the UXO. - Stop work immediately upon discovery of any explosive material in the project site and announce the discoveries to the Project Manager and notify relevant authorities. - Each public organization and individual owning structures in proximity to the work site will be notified of the existence of explosive materials. - A danger zone will be created and ensured that all personnel, vehicles, and livestock are cleared from the zone. The UXO Protocol shall be in place and effective, in the event an UXO is discovered during the activities; - In the settlement area, necessary steps (it might be evacuation of the area) will be taken to avoid damage to the people and property - A danger red flag will be displayed prominently in all directions to the danger location. - Responsible agencies and persons (Chief of Police/District Governor/Mine Clearance Agencies) should be contacted to remove, manage and transport explosive material.	Site inspection & Reports				
13	Prohibitions	The following activities are prohibited on or near the subproject site: - Cutting trees for any reason outside the approved construction area; - Disturbance to any artifact with architectural or historical value; Fire building; - The use of firearms (except by authorized security guards); - Use of alcohol by workers	Site inspection & Reports				
14	Check dams	- Prevent diversion or blockage of natural water flow during construction - Avoid excavation too close to riverbanks to reduce erosion. - Protect trees / vegetation near the work area and avoid unnecessary clearing. - Prevent construction waste, soil, and cement from entering the water channel.	Site inspection & Reports				

		- Inform downstream households and mark the construction area with caution signs. - Avoid works during peak aquatic breeding periods when known.					
15	Digital Wage Payments	- Organize wage payment in scheduled groups to avoid crowding at the project site or bank payment point. - Coordinate with AIB Bank agents to ensure biometric verification and transparent wage payment. - Ensure basic crowd control and safety measures during payment days to reduce OHS risks. - Ensure safe waiting areas for workers during payment. - Inform workers in advance about payment schedule, location, and procedures. - Provide Code of Conduct (CoC) awareness and SEA/SH prevention orientation to workers and payment agents. - Ensure that female workers have safe and respectful access to payment services where applicable. - Use the project Grievance Redress Mechanism (GRM) for workers to report wage payment issues, misconduct, or SEA/SH complaints confidentially. - Coordinate with local security authorities where needed to reduce risks of theft or robbery during payment days. - Ensure secure handling of workers' biometric and personal data by AIB Bank and authorized personnel only.	Site inspection & Reports				

Labor Management Procedures

In accordance with the requirements of Environmental and Social Standards 2 (ESS 2), Labor Management Procedures (LMP) were developed for the project. The LMP set out the ways in which the UNOPS will manage all project workers in relation to the associated risks and impacts. The objectives of the LMP are to: Identify the different types of project workers that are likely to be involved in the project; identify, analyze and evaluate the labor-related risks and impacts for project activities; provide procedures to meet the requirements of ESS 2, ESS 4 and applicable Afghan legislation.

The simplified LMP will be applied with due consideration to the requirements of national laws, the interrelatedness of ESS2 with other Environmental and Social Standards in general, and ESS4 in particular.

The following categories of workers have been identified for the project. The LMP will apply for all categories:

Table below shows Worker Categories

Category	Description
Direct Workers	Workers employed directly by UNOPS, including staff and consultants.
Contracted Workers	People engaged through third parties to perform work related to core functions of the project, regardless of location. Under this category are employees of any non-governmental implementers, including international or national NGOs, CSOs or contractors.
Primary Supply Workers	People engaged by UNOPS, NGOs or contractors as primary suppliers. These include, for example, suppliers of road rehabilitation materials like gravel or other goods required.
Community Workers	People employed or engaged in providing community-based project interventions.

The LMP will apply to project workers including full time, part-time, temporary and seasonal. The forecast of the types of workers required per Project component is as follows:

Component 1: Livelihoods Support and Climate Resilience Productive Assets in Rural Areas: Direct workers from UNOPS for the management and supervision of activities; contracted workers from the FPs for the implementation of activities (rehabilitation, extension, cleaning, or renovation activities); primary supply workers for extension, cleaning, renovation and rehabilitation activities; and community workers for cash-for work activities.

Component 2: Livelihoods Support and Services in Urban Areas: Direct workers from UNOPS for the management and supervision of activities and well as for the implementation of activities; contracted workers from the contractors for the implementation of activities (including rehabilitation, extension, cleaning, or renovation activities); primary supply workers for extension, cleaning, renovation and rehabilitation activities; and community workers for LiW activities.

Component 3: Social Grants for Women and the Most Vulnerable in Rural and Urban Areas: Direct workers from UNOPS and contracted workers from the FPs and contractors for the management and supervision of activities; and contracted workers for the implementation of activities.

Component 4: Strengthening community institutions for inclusive service delivery especially for women: Contracted workers from the FPs to work with CRGs.

Component 5: Implementation Support: Direct workers from UNOPS.

Component 6: SEA/SH Risk Mitigation for CASA 1000: Contractors' key and non-key staff including the workers

The simplified LMP caters for all categories of project workers as described in ESS2. However, UNOPS staff and consultants will be subject to UN regulations, expressed in ILO conventions and specific regulations of UNOPS.

Labor Risk Assessment: As part of the labor risks and impact assessment, the following activities assist in understanding the exposure pathways. Presented here are only key risks related to workers of predictable activities:

- The main activities for community workers are light works rehabilitation, extension, cleaning, or renovation of water supply and sanitation facilities, and community roads.
- The main types of activities for contracted workers are activities in the rehabilitation, extension, cleaning, or renovation of water supply, sanitation facilities, community roads - including more complicated civil works (heavy equipment).

The table highlights and analyzes the potential labor-related risks and impacts in view of the anticipated labor utilization and general baseline settings of the project area.

Table below shows the Labor Risk and Impact Assessment

Risk/Impact	Analysis (Magnitude, Extent, Timing, Likelihood, Significance)	Risk Mitigation Measures to be reflected in contract documents
ESS2: Labor and working conditions		
Poor working conditions: unsafe work environment	Due to the protracted conflict in Afghanistan and the weakness of formal justice institutions, employees' working conditions may be poor and the project needs to ensure that such working conditions are not acceptable. The impact is significant in that it may manifest in exploitation of the very community that the project intends to benefit, i.e. community workers, but also contracted workers may be affected.	Supervision of contractor Labor Management Practices is essential to mitigate against this risk. A Contractor checklist will be used. The project will ensure rigorous workers' GRM are in place, so that workers can articulate violations of their rights and receive redress.
Poor working conditions: violation of workers' rights	The implementation of the existing articles in practice may not be very strong, given the weak judicial system	The project will ensure through the workers' GRM that workers can articulate violations of their rights and receive redress.
Use of child labor	Minimum age of employment in Afghanistan is 18. Children between 15-17 are allowed to work, if it is not harmful to them, requires less than 35 hours per week and presents a form of vocational training. Prohibitions are not enforced.	The project will only allow deployment– in all project worker categories – from the age of 18. The project will require the Implementation of age verification procedures by contractors for all its prospective employees
Worst forms of child labor	Children are deployed in the worst forms of child labor, including armed conflict, commercial sexual exploitation, and forced labor in the production of bricks and carpets.	The project will only allow deployment– in all project worker categories – from the age of 18. The project requires the Implementation of age verification procedures by contractors for all its prospective employees
Injuries at the workplace	The employer is obligated to provide adequate measures for health & safety protecting staff against related risks, including the provisions of a safe and clean work environment and of well-equipped, constructed and managed workplaces that provide sanitary facilities, water and other basic tools and appliances However, PPE may be scarce for contracted workers or community workers, and health and safety regulations may not exist or not be enforced.	Contractor occupational risk assessments and mitigation plans will be devised and implemented. Implementation of OHS Plan
ESS4: Community Safety and Health		
Labor influx and GBV	There is likely to be internal movement of people from areas outside the project areas to seek employment and associated benefits from within targeted communities. Furthermore, there is a small chance that contracted workers may be brought into communities to conduct civil	All contractors will implement the Labor Influx Management Procedure; a SEA/SH Action Plan will be implemented.

	works. Population movement due to labor influx may result in GBV/SEA cases.	Implementation of code of conducts to be signed by project workers and enforced by all contractors

Institutional Arrangement for Implementation of LMP: As the implementation of Component activities is led by the UNOPS PIU, the PIU carries the main responsibility for the implementation and monitoring of the LMP.

For the Rural component, UNOPS ensures that the LMP is part of the GSA signed with Facilitating Partners. Under the Urban component, UNOPS prepares subproject designs and bidding documents, as well as procuring contractors. The UNOPS infrastructure team is responsible for contractor and site supervision, technical quality assurance, certification, and payment of works. The PIU ensures labor management procedures are integrated into the procurement of contracts / bidding processes. The PIU is responsible for assisting with the E&S screening process where necessary and approving screening results and subsequent E&S plans, and monitoring and supervising the implementation of all E&S risk mitigation measures, including those laid out in the LMP.

The monitoring and supervision of the implementation of the LMP rests with the E&S Specialists in the PIU, who are part of the PIU's Risk Management Team. The E&S Specialists continuously analyze labor-related risks related to the project, overseeing all FP' implementation of the LMP, and monitoring the same. The overall responsibility for the implementation of all E&S instruments lies with the UNOPS Project Manager of the PIU.

Key Procedures: The project is guided by the recognition of the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. It promotes sound worker-management relationships and enhances the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions. UNOPS, FPs, and contractors ensure the full accomplishment of the objectives of ESS2. For ease of reference, all employers are referred to as contractors. This excludes UNOPS.

Detailed Labor Recruitment Procedure under the digital payment process:

Step 1: Labor Demand Planning: The Facilitating Partner (FP)/Contractor will determine skilled and unskilled labor needs based on BoQ and actual workload at site.

Step 2: Labor Recruitment: Facilitating Partner (FP)/Contractor Coordinate with CRG/Gozar for local labor recruitment; complete Form 2 for rural /Form 6A for urban and collect NIDs.

Step 3: Initial Verification: The Facilitating Partner (FP)/UNOPS CME will Review submitted Form 6A for urban and form 2 for rural and NID copies for completeness.

Step 4: Biometric Registration and Onboarding: The AIB Bank Conduct site visits for biometric registration; assign Unique Bank ID

Step5: Deployment Authorization: The Facilitating Partner (FP)/UNOPS Confirm onboarding and authorize labor deployment.

Step 6: Daily Attendance Tracking: The Facilitating Partner (FP)/Contractor Record daily attendance using fingerprint and contractor stamps.

Step 7: Document Preparation for Labor Wage: The Facilitating Partner (FP)/Contractor Compile attendance sheets, wage sheets, and verify Form 6B for rural/Form 6A for urban.

Step 8: Verification of Payment Package: The Facilitating Partner (FP)/UNOPS Cross-check labor records, sign and approve payment package.

Step 9: Submission of Payment Package: The Facilitating Partner (FP) will submit the draw notice in MIS through the rural team to the Finance section.

Step 10: Wage Distribution Coordination: The UNOPS Notify AIB, arrange space and presence for distribution.

Step 11. Wage Payment Execution: The AIB Bank Conduct wage distribution using fingerprint POS confirmation.

Step 12: Payment Data Archiving: The AIB Upload payment records to MIS and provide access to UNOPS.

Recruitment and Replacement Procedure: The objective of this procedure is to ensure that the recruitment process and placement of contracted workers (see procedure below for community workers) is conducted in a manner which is non-discriminatory and employees are inducted to all essential work-related matters. The contractor is to adhere to flexibility in the working hours of female laborers, who need to attend emergency family or childcare at the proximity of the project site as well as considering the local and cultural sensitivities (if presence).

Under the Urban component:

The contractors will carry out the selection of unskilled labor from within the vicinity of the subproject area, i.e., within the boundaries of the urban community governed by a given CRG, GA, or CG. The selection process will consist of the following steps:

CRG Areas:

12) The contractor will call for an application process through a public notice
13) Interested and eligible unskilled laborers will self-identify within the designated timeline
14) CRGs will advise on who may be included. CRGs will provide an existing list of identified beneficiaries as guidance, where available.

GA and CG areas:

15) The contractor will call for an application process through a public notice
16) Interested and eligible unskilled laborers will self-identify within the designated timeline

The contractor will then create a list of unskilled laborers participating in the LIW. The list should reflect the order in which self-identifications were made (especially where the number of self-identifications exceed the number of laborers needed), however, the unskilled laborers will be hired based on the numbers required for construction activities with the consultation of selected CRG/GA/CG considering equitable distribution of laborers across the Gozar. Considering the current situation and in regard to the recent returnees from neighboring countries and IDP due to flood, out of selected CRG/GA/CG will be treated separately with the confirmation and availability of supporting documents and check/verified by UNOPS.

The skilled labor will be hired from the selected CRG/GA/CG, in case of non-availability. Contractor needs to obtain confirmation of CMEs prior to assigning any skilled labor which shall be hired out of the CRG/GA/CG.

Under the rural component:

FP SOs will work with CRG members from each mahalla/ neighborhood in a given community to list all HHs in that mahalla in sequential order of location into the Form 2: Rural Community HH and Eligible HH List. It is important that returnee and IDP households in the given community are also included on these lists.

Given the limited subgrant, it is important to ensure that only the most eligible HHs benefit from inclusion under C1 or C3. To start with, an exclusion process is applied to identify the relatively better-off households, which for the purposes of this project, will be defined as a household that meets one of the following criteria:

1. Owns sufficient land to meet its food needs and sell a surplus
2. Has sufficient livestock to meet its food needs and generates surplus income
3. Has a regular monthly income that exceeds AFN7,500
4. Owns a business that generates consistent income and
5. Has sufficient income to meet its food needs during the next 3 months

If one of questions 1- 4 and question 5 is answered positively, then the household does not qualify. In this case, the household is considered better off (those that have sufficient food: have business or land and have continued to farm and sell farm produce) – these households will be excluded from C1 and C3 coverage.

Where the HH qualifies as poor and needing to work with able bodied adults to provide labor, they will be listed as eligible beneficiaries for Component 1/ CFW. Where the HH is very vulnerable because it is headed by a woman, disabled persons (mentally challenged, physically challenged), by a drug addict, or is composed of very elderly persons that are incapable of providing labor, it is then listed as eligible for the social grant. Both of these eligibility are marked into the same form.

The following activities need to be considered.

1. The hiring entity submits a resource allocation plan to UNOPS for review and approval. The following details will be shown.
   i) Number of staff required
   ii) Intended working conditions
   iii) Intended locations of staff
   iv) Job specifications in terms of qualification and experience
2. The hiring entity publishes the job invitation in the appropriate method of Public Notice or word of mouth through the head of GA & CRG/CG for community workers) to ensure all potential candidates have access to the information, including women, actively addressing risks of nepotism.
3. The hiring entity launches a self-selection process for beneficiaries from within the GA area with the consultation of Gozar Assemblies/CG (as needed). The primary implementation/management role will rest with UNOPS and the contractors. CRGs/GAs/CGs will play supporting roles as mentioned above.

4. Shortlist and recruit candidates ensuring the following.
   - As much as possible, 7 percent of the shortlisted candidates are women.
   - As much as possible, 7 percent of engaged employees are women.
   - Screen off candidates under the age of 18 years or above 65 years.
5. On recruitment and prior to engaging any labor at the project site, the FP/contractor makes sure they have filled in Form 2 for rural /Form 6A for urban property for each

individual and available at project site. The Contractor makes sure they have registered the secondary laborer, otherwise no one will be acceptable to work as a secondary laborer.

6. Labor-Intensive Works (LIWs) will provide 30 to 60 workdays per beneficiary household. To ensure equitable access to employment opportunities, a minimum of 30 workdays will be allocated to each household providing unskilled labor. The duration of engagement for skilled laborers will be determined based on specific project requirements and subject to confirmation by UNOPS' Construction Management Engineer (CME). Cash for Works (CFWs) will provide around 20 workdays per beneficiary household during the AF2 phase.
7. In case the laborers are working night shift or out of the normal working hours such as project site housekeeping, they will be recorded in the normal attendance sheet like other laborers.
8. Based on the site requirement, and approval of UNOPS, under C2, the contractor may consider the Surveyor, First Aid Focal Point and machinery operator (excluded drivers) as part of the skilled labor, in addition to the project key staff e.g. PM, QC, HSSE and CLOs (Male & Female) that shall not pay from wages.
9. Before commencement of work, hiring entities will ensure employees are inducted on the essential work-related issues, which include the following.
    - Key Job Specifications
    - Terms and Conditions of Employment
    - Special Codes of Conduct
    - Disciplinary Procedures
    - Workers' Grievance Mechanism
    - Freedom to join and participate fully in natural disaster response, at the proximity of the project site, after clearance by CRL CME.
    - Key Environmental and Social aspects of the project and the ESMF
    - Emergency Preparedness
10. Maintain all such employment records available for review by UNOPS, the World Bank, or Regulatory Authority.

Occupational Health and Safety (OHS) Procedures: The objective of the procedure is to achieve and maintain a healthy and safe work environment for all project workers (contracted workers and community workers) and the host community.

- On procurement for contractors, the PIU will avail the ESMF to the aspiring contractors so that contractors include the budgetary requirements for OHS and community health and safety measures in their respective bids.
- The contractor will develop and maintain an OHS management system that is consistent with the scope of work, duration of contract and IFC General Environmental Health and Safety Guidelines (EHSGs) on Occupational Health and Safety.
- The contractor will adopt all E&S risk mitigation measures proposed for the subproject.

- Contractor appoints an appropriately qualified and experienced Safety, Health and Environmental Officer whose responsibility is to advise the employer on OHS related issues.
- The contractor provides preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances informed by assessment and plan.
- The contractor provides appropriate training/induction of project workers and maintenance of training records on OHS subjects.
- Contractor documents and reports on occupational accidents, diseases and incidents within 24 hrs.
- The contractor provides emergency prevention and preparedness and response arrangements to emergency situations including and not limited to workplace accidents, workplace illnesses, flooding, fire outbreaks, disease outbreaks, labor unrest and security.
- The contractor shall maintain all such records for activities related to safety, health, and environmental management for inspection by UNOPS, the World Bank, or the TPMA.

Contractor Management Procedure: The objective of this procedure is to ensure that the PIU has contractual power to administer oversight and action against contractor noncompliance with the LMP.

- UNOPS shall avail all related documentation to inform the contractor about requirements for effective implementation of the LMP.
- Before submitting a bid for any contract, the contractor shall incorporate the requirements of the ESMF, including the LMP.
- Contractor to provide a Labor Recruitment Plan
- Contractor to ensure all workers sign a Code and Conduct
- Contractor to show evidence of OHS and Emergency Preparedness procedures
- Contractor to submit the progress reports on the implementation of the mitigation measures, including those of the LMP, and allow the UNOPS access to verify the soundness of the contractor's implementation of the requirements of the LMP.
- Where appropriate, UNOPS may withhold contractor's payment until corrective action(s) is/are implemented on significant noncompliance of the LMP. The following are some of the noncompliance that contractors need to take note of:
  - Failure to submit mandatory progress report
  - Failure to avail of inspection specified documentation pertaining to the implementation of risk mitigation measures
  - Failure to notify and submit incident and accident investigation report in a timely manner
  - Failure to appoint or replace a competent and experienced EHS officer
  - Recruitment of nontechnical staff from outside the local community.

Procedure for Primary Suppliers: The objective of the procedure is to ensure that labor-related risks, especially child and forced labor as well as serious safety issues to the project from primary supply workers, are managed in line with the requirements of ESS2.

The PIU and all contractors/implementers will undertake the following measures: Procure supplies from legally constituted suppliers. The legal registration ensures that the company is legally obliged to comply with all applicable labor laws in Afghanistan, which makes it possible to assume mainstreaming of the labor laws within the supplier's firm. This will include ensuring evidence of certificate of incorporation; make a physical check on the supplier's labor management system, including OHS, any past work related to environmental or occupational incidents, age restrictions (18 and above), employment is voluntary.

Procedure for Community Workers: The objective of this procedure is to ensure the community workers offer their labor voluntarily and that they are agreeable to the terms and conditions of employment.

The UNOPS, FPs and contractors using community workers will apply the following guidelines when dealing with community workers:

- The UNOPS developed standard TOR, working times, remuneration systems (depending on the type of work), methods of payment, timing of payment, and community CoC, which will apply to all project activities. These will be developed during the project inception phase.
- FPs and contractors have to produce a recruitment plan and have it reviewed and approved by the UNOPS
- FPs and contractors have to meet and document resolution of meetings with the community on the intended community workers for recruitment. The resolution shall include details on nature of work, working times, age restrictions (18 and above), remuneration amount, method of payment, timing of payment, individual signatory or representative signatory of meeting resolution, employment is voluntary, community CoC.
- Contractors will have the terms and conditions discussed, explained, negotiated and documented through joint community meetings, with each community employee showing consent through appending of their signature and the resolutions or signing the attendance register of the meeting which made the employment resolutions.
- FPs and contractors have to Induct community workers on key LMP issues, including SEA/SH, project GRM, OHS, HIV awareness, and safe use of equipment and lifting techniques.

Procedure for Non-Discrimination and Equal Opportunity: The objective of this procedure is to ensure that recruitment and treatment of project workers is based on the principle of equal opportunity and fair treatment.

The UNOPS, FPs and contractors apply the following guidelines when dealing with workers:

- There will be no discrimination with respect to any aspects of the employment relationship, such as: Recruitment and hiring; Compensation (including wages and benefits; Working conditions and terms of employment; Access to training; Job assignment; Promotion; Termination of employment or retirement; Or disciplinary practices
- Harassment, intimidation and/or exploitation will be prevented or addressed appropriately
    a. Special measures of protection and assistance to remedy discrimination or selection for a particular job will not be deemed as discrimination.
    b. Vulnerable project workers will be provided with special protection.

Grievance Redress Mechanism for all Workers: All workers, including community workers, apply for Project GRM to register any work-related grievances/cases. Workers/laborers are encouraged to solve matters with their respective employers where possible. However, all types of workers can apply for the Project GRM at any time, where grievances can be filed directly with the FP or the PIU (in cases where they concern an FP or contractor).

The means to file a grievance includes a toll-free hotline 410, email, web portal, filling in grievance forms, verbally, sending a letter to facilitating/implementing agencies, via the implementing institution's website, and help desks. All uptake channels should permit grievances in local languages of Dari and Pashto as well.

Incident and Accident Reporting

Part A: World Bank Incident Classification Guide

Indicative	Serious	Severe
• Relatively minor and small-scale localized incident that negatively impacts a small geographical areas or small number of people • Does not result in significant or irreparable harm • Failure to implement agreed E&S measures with limited immediate impacts	• An incident that caused or may potentially cause significant harm to the environment, workers, communities, or natural or cultural resources • Failure to implement E&S measures with significant impacts or repeated non-compliance with E&S policies incidents • Failure to remedy Indicative non-compliance that may potentially cause significant impacts • Is complex and/or costly to reverse • May result in some level of lasting damage or injury • Requires an urgent response • Could pose a significant reputational risk for the Bank.	• Incidents that caused or may cause great harm to the environment, workers, communities, or natural or cultural resources • Failure to remedy serious non-compliance that may potentially cause significant impacts that cannot be reversed • Failure to remedy serious non-compliance that may potentially cause severe impacts is complex and/or costly to reverse • May result in high levels of lasting damage or injury • Requires an urgent and immediate response • Poses a significant reputational risk to the Bank. • Any fatality

Part B: To be completed by Borrower within 24 hours

B1: Incident Details

Date of Incident:	**Time:**	**Date Reported to PIU:**	**Date Reported to WB:**
Reported to PIU by:	**Reported to WB by**:	**Notification Type**:	
Full Name of Main Contractor:	**Full Name of Subcontractor**:		

B2: Type of incident (please check all that apply)
Fatality ☐ Lost Time Injury ☐ Displacement Without Due Process ☐ Child Labor ☐ Acts of Violence/Protest ☐ Disease Outbreaks ☐ Forced Labor ☐ Unexpected Impacts on heritage resources ☐ Unexpected impacts on biodiversity resources ☐ Environmental pollution incident ☐ Dam failure ☐ Other

[1]See Annex 1 for definitions

B3: Description/Narrative of Incident

Please replace text in italics with brief description, noting for example:

I. ***What is the incident?***

II. ***What were the conditions or circumstances under which the incident occurred (if known)?***

III. ***Are the basic facts of the incident clear and uncontested, or are there conflicting versions? What are those versions?***

IV. ***Is the incident still ongoing or is it contained?***

V. ***Have any relevant authorities been informed?***

B4: Actions taken to contain the incident

Short Description of Action	**Responsible Party**	**Expected Date**	**Status**

For incidents involving a contractor:
Have the works been suspended (for example, under GCC 8.9 of Works Contract)? Yes ☐; No ☐;
Trading name of Contractor (if different from B1): N/A
Please attach a copy of the instruction suspending the works. N/A

B5: What support has been provided to affected people

Note 1: Incident Types

The following are incident types to be reported using the environmental and social incident response process:

Fatality: Death of a person(s) that occurs within one year of an accident/incident, including from occupational disease/illness (e.g., from exposure to chemicals/toxins).

Lost Time Injury: Injury or occupational disease/illness (e.g., from exposure to chemicals/toxins) that results in a worker requiring 3 or more days off work, or an injury or release of substance (e.g., chemicals/toxins) that results in a member of the community needing medical treatment.

Acts of Violence/Protest: Any intentional use of physical force, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, deprivation to workers or project beneficiaries, or negatively affects the safe operation of a project worksite.

Disease Outbreaks: The occurrence of a disease more than normal expectancy of the number of cases. Disease may be communicable or may be the result of unknown etiology.

Displacement Without Due Process: The permanent or temporary displacement against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection and/or in a manner that does not comply with an approved resettlement action plan.

Child Labor: An incident of child labor occurs: (i) when a child under the age of 14 (or a higher age for employment specified by national law) is employed or engaged in connection with a project, and/or (ii) when a child over the minimum age specified in (i) and under the age of 18 is employed or engaged in connection with a project in a manner that is likely to be hazardous or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

Forced Labor: An incident of forced labor occurs when any work or service not voluntarily performed is exacted from an individual under threat of force or penalty in connection with a project, including any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements. This also includes incidents when trafficked persons are employed in connection with a project.

Unexpected Impacts on heritage resources: An impact that occurs to a legally protected and/or internationally recognized area of cultural heritage or archaeological value, including world heritage sites or nationally protected areas not foreseen or predicted as part of project design or the environmental or social assessment.

Unexpected impacts on biodiversity resources: An impact that occurs to a legally protected and/or internationally recognized area of high biodiversity value, to a Critical Habitat, or to a Critically Endangered or Endangered species (as listed in IUCN Red List of threatened species or equivalent national approaches) that was not foreseen or predicted as part of the project design or the environmental and social assessment. This includes poaching or trafficking of Critically Endangered or Endangered species.

Environmental pollution incident: Exceedances of emission standards to land, water, or air (e.g., from chemicals/toxins) that have persisted for more than 24 hrs. or have resulted in harm to the environment.

Dam failure: A sudden, rapid, and uncontrolled release of impounded water or material through overtopping or breakthrough of dam structures.

Other: Any other incident or accident that may have a significant adverse effect on the environment, the affected communities, the public, or the workers, irrespective of whether harm had occurred on that occasion. Any repeated non-compliance or recurrent minor incidents which suggest systematic failures that the task team deems needing the attention of Bank management.

Part C: To be completed by Borrower (following investigation)

C1: Investigation Findings
Please replace text in italics with findings, noting for example: I. ***Where and when the incident took place,*** II. ***Who was involved, and how many people/households were affected,*** III. ***What happened and what conditions and actions influenced the incident,*** IV. ***What were the expected working procedures and were they followed,*** V. ***Did the organization or arrangement of the work influence the incident,*** VI. ***Were there adequate training/competent persons for the job, and was necessary and suitable equipment available,*** VII. ***What were the underlying causes; were there any absent risk control measures or any system failures,***

C2: Corrective Actions from the investigation to be implemented (To be fully described in Corrective Action Plan)

The corrective Action Plan is attached under separate cover.

Part C cont.: To be completed by Borrower (following investigation)

C3a: Fatality/Lost time Injury information

Immediate cause of fatality/injury for worker or member of the public (please check all that apply):

1. Caught in or between objects ☐ 2. Struck by falling objects ☐ 3. Stepping on, striking against, or struck by objects ☐ 4. Drowning ☐ 5. Chemical, biochemical, material exposure ☐ 6. Falls, trips, slips ☐ 7. Fire & explosion ☐

8. Electrocution ☐ 9. Homicide ☐ 10. Medical Issue ☐ 11. Suicide ☐ 12. Others ☐

***Vehicle Traffic:* 13. Project Vehicle Work Travel ☐ 14. Non-project Vehicle Work Travel ☐**

15. Project Vehicle Commuting ☐ 16. Non-project Vehicle Commuting ☐17.Vehicle Traffic Accident (Members of Public Only) ☐

Name	Age/DOB	Date of Death/Injury	Gender	Nationality	Cause of Fatality/Injury	Worker (Employer)/Public

C3b: Financial Support/Compensation Types (To be fully described in Corrective Action Plan template)

1. Contractor Direct ☐ 2. Contractor Insurance ☐ 3. Workman's Compensation/National Insurance ☐
4. Court Determined Judicial Process ☐ 5. Other ☐ 6. No Compensation Required ☐

Name	Compensation Type	Amount (US$)	Responsible Party

C4: Supplementary Narrative

Note 2: Definition of fatality/injury immediate causes

1. **Caught in or between objects:** caught in an object; caught between a stationary object and moving object; caught between moving objects (except flying or falling objects).
2. **Struck by falling objects:** slides and cave-ins (earth, rocks, stones, snow, etc.); collapse (buildings, walls, scaffolds, ladders, etc.); struck by falling objects during handling; struck by falling objects.
3. **Stepping on, striking against, or struck by objects:** stepping on objects; striking against stationary objects (except impacts due to a previous fall); Striking against moving objects; Struck by moving objects (including flying fragments and particles) excluding falling objects.
4. **Drowning:** respiratory impairment from submersion/immersion in liquid.
5. **Chemical, biochemical, material exposure:** exposure to or contact with harmful substances or radiations.
6. **Falls, trips, slips:** falls of persons from heights (e.g., trees, buildings, scaffolds, ladders, etc.) and into depths (e.g., wells, ditches, excavations, holes, etc.) or falls of persons on the same level.
7. **Fire & explosion:** exposure to or contact with fires or explosions.
8. **Electrocution:** exposure to or contact with electric current.
9. **Homicide:** a killing of one human being by another.
10. **Medical Issue:** a bodily disorder or chronic disease.
11. **Suicide:** the act or an instance of taking, or attempting to take, one's own life voluntarily and intentionally.
12. **Others:** any other cause that resulted in a fatality or injury to workers or members of the public.

<u>Vehicle Traffic</u>

13. **Project Vehicle Work Travel:** traffic accidents in which project workers, using project vehicles, are involved during working hours and which occur in the course of paid work.

14. **Non-project Vehicle Work Travel:** traffic accidents in which project workers, using non-project vehicles, are involved during working hours and which occur in the course of paid work.

15. **Project Vehicle Commuting:** traffic accidents in which project workers, using project vehicles, are involved while traveling to (i) the worker's principal or secondary residence; (ii) the place where the worker usually takes his or her meals; or (iii) the place where he or she usually receives his or her remuneration.

16. **Non-project Vehicle Commuting:** traffic accidents in which project workers, using non-project vehicles, are involved while traveling to (i) the worker's principal or secondary residence; (ii) the place where the worker usually takes his or her meals; or (iii) the place where he or she usually receives his or her remuneration.

17. **Vehicle Traffic Accident (Members of Public Only):** traffic accidents in which non-project workers/members of the public are involved in an accident while traveling for any purpose.

Security Incident and UXO Discovery Report Form

REPORTING OFFICER

Name:	Date of report:
Title:	Time of report:
Office location:	

PERSONNEL DETAILS

Name:	Nationality:
Office location:	Title:
Phone number:	E-mail address:

OTHER PERSONNEL INVOLVED

Name:	Nationality:
Title:	Office location:
Phone number:	E-mail address:

SPECIFICS OF THE INCIDENT

Type of incident:	
Time of incident:	Date of incident:

SPECIFICS/DESCRIPTION OF THE INCIDENT

ACTIONS TAKEN

DfA Police notified?
Incident reported to Management?
UNOPS notified?
Other actions taken:

Photo of the area:

ANNEX VI: GRM Manual

Grievance Redress Mechanism (GRM) Manual

Afghanistan Community Resilience and Livelihood Project (CRLP)
February 2026

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Contact

This publication will be updated based on the learning from the field to ensure that it remains relevant to UNOPS activities and requirements and up to date with best practices. If you have comments or suggestions for improvement, please contact the Afghanistan Community Resilience and Livelihood Project, UNOPS Afghanistan, through email: crl.shekayat@unops.org.

List of Acronyms:

ARTF Afghanistan Resilience Trust Fund

CRG Community Representative Group

CRLP Community Resilience and Livelihood Project

CPMT Community Participatory Monitoring Team

FP Facilitating Partner

GA Gozar Assembly

GBV Gender Based Violence

GRT Grievance Redress Team

GRM Grievance Redress Mechanism

IP Implementing Partner

ITA Interim Taliban Administration

PAD Project Appraisal Document

PIU Project Implementation Unit

PMU Project Management Unit (project provincial office)

POM Project Operation Manual

SEA Sexual Exploitation and Abuse

SEP Stakeholder Engagement Plan

SH Sexual Harassments

ToR Terms of Reference

TPMA Third-Party Monitoring Agent

UNOPS United Nations Office for Project Services

PSEA Prevention of Sexual Exploitation and Abuse

IDP Internally Displaced People

Table of Contents

Definition of Terms

Table A1:

Grievance:	**A grievance** is a verbal or written statement, complaint, or expression of dissatisfaction regarding an action, decision, impact, or effect arising from the CRL Project that is perceived by the complainant as unsatisfactory or unacceptable. Grievances may relate to sub-project selection and implementation; procurement of materials; quality and quantity of works or services; beneficiary targeting and selection; distribution of social grants (cash); harassment, abuse, or violence (including SEA/SH); occupational health and safety; and environmental and social safeguards associated with CRL Project activities.
Inquiry:	**An inquiry** is a verbal or written request for information submitted by project stakeholders regarding the CRL Project, including but not limited to project objectives, implementation modalities, field implementation schedules, geographic coverage, eligibility criteria, and other aspects of CRL Project activities.
Suggestion:	**A suggestion** is a verbal or written statement submitted by project stakeholders that proposes an idea, recommendation, or course of action for consideration, aimed at improving project design, implementation processes, service delivery, or existing practices and procedures under the CRL Project.
Complainant (an aggrieved person):	**An aggrieved person (complainant)** is an individual, group, or organization that submits or articulates a grievance to the Project. An aggrieved person may be a direct project beneficiary, a member of a community neighboring project facilities, or any individual or entity otherwise directly or indirectly affected by CRL Project activities.
Gender Based Violence (GBV)	**Gender-Based Violence (GBV)** is an umbrella term for any harmful act perpetrated against an individual based on socially ascribed gender differences. GBV may include sexual, physical, psychological, and economic abuse, as well as threats of violence, coercion, intimidation, or manipulation. While both women and men can experience gender-based violence, women and girls are disproportionately affected.
Sexual Exploitation and Abuse (SEA)	**Sexual Exploitation and Abuse (SEA)** is a form of Gender-Based Violence (GBV) that arises from an abuse of power, trust, or authority. **Sexual exploitation** refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes. This includes, but is not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another person, including the exchange of money, goods, services, or assistance for sexual acts. **Sexual abuse** refers to actual or threatened physical intrusion of a sexual nature, including inappropriate or unwanted touching, carried out by force or under unequal or coercive conditions.
Sexual Harassment (SH)	**Sexual Harassment (SH)** refers to any unwelcome sexual advance, request for sexual favor, verbal or physical conduct, gesture, or any other behavior of a sexual nature that could reasonably be expected or is perceived to cause offense, humiliation, or intimidation. Sexual harassment occurs when such conduct interferes with work performance, is made a condition of employment or continued engagement, or creates an intimidating, hostile, or

	offensive working or learning environment. **Who can be affected:** Victims of sexual harassment may include UNOPS personnel, contractor and subcontractor staff, project partners, CRL Project beneficiaries, and community members engaged with or affected by UNOPS-supported activities.
SEA/SH Perpetrator:	**Perpetrator** refers to any individual who commits or is alleged to have committed an act of Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and/or Sexual Harassment (SH) in connection with, or arising from, any activity supported under the CRL Project.
SEA/SH Victim:	**Victim or survivor** refers to any person who has experienced or is affected by an act of Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and/or Sexual Harassment (SH) in connection with, or arising from, any activity supported under the CRL Project. The term *survivor* is often used to emphasize dignity, resilience, and the right to support and redress.
SEA/SH Witness:	**Witness** refers to any person who observes, becomes aware of, or has direct knowledge of an act of Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and/or Sexual Harassment (SH) in connection with, or arising from, any activity supported under the CRL Project.
Legitimate Grievance:	A grievance of an argument or point having a sound basis in logic or fact; reasonable or cogent.
GRT	At the project site level, a dedicated **Grievance Redress Team (GRT)** will be formed to engage directly with communities, register complaints, facilitate timely investigations, and ensure effective resolution of grievances in accordance with established procedures.

1. Executive Summary

The Afghanistan Community Resilience and Livelihood Project (CRLP) aims to benefit over 18.2 million people and has established a robust Grievance Redress Mechanism (GRM) to address complaints related to project design, implementation, and governance. The GRM ensures that grievances concerning inequitable, non-transparent, non-participatory, exploitative, or abusive practices, or deviations from the Project Operation Manual, are managed promptly. This manual outlines the system and procedures CRLP has put in place to handle such concerns effectively.

Grievances can be raised at three levels. The first tier involves community-level resolution through Grievance Redress Team (GRT)[1] or Community Participatory Monitoring Teams (CPMTs), which are merged structures serving both grievance redress and community monitoring functions. These local teams provide the quickest channel for resolving issues. The second tier is handled by Facilitating Partners (FPs), and the third tier by UNOPS. Grievances resolved by FPs and UNOPS are captured in the project's result framework, while those resolved at the community level are typically not recorded due to logistical and practical challenges.

The volume of grievances is influenced by the level of community outreach, awareness, and transparency in project implementation. Effective consultation and a well-functioning GRM can address most issues at the grassroots level, promoting trust and accountability. However, exact numbers of grievances resolved at the community level are difficult to track due to factors such as changes in GRT membership, loss of records, literacy limitations, and the absence of dedicated office space.

The manual further details the GRM's objectives, principles, grievance categories, reporting channels, responsibilities, timelines, monitoring, and reporting procedures. It provides specific guidance on handling sensitive cases, including Gender-Based Violence, Sexual Exploitation and Abuse, and Sexual Harassment. Only grievances related to CRLP, and its partners are eligible for resolution under this mechanism, excluding disputes or social conflicts unrelated to the project itself.

2. Introduction

The Afghanistan Community Resilience and Livelihoods Project (CRLP) is one of the Projects introduced in 2022 as part of the Approach Paper 2 and continued as part of the Approach Paper 3. Funded by the Afghanistan Resilience Trust Fund (ARTF) with a sum of USD 265 million under the Parent Project (PP), the CRLP's first Additional Financing (AF1) received an additional USD 70 million from ARTF and a sum of USD 84 million from the Bank's International Development Association (IDA). The Project currently has a total budget of US$ 419 million, and is expecting an additional sum of US$ 143 million under its Second Additional Financing (AF2), with USD 48 million from ARTF and USD 95 million from IDA, bringing the total project funds to USD 562 million; with the United Nations Office for Project Services (UNOPS) as its Implementing Partner (IP). Actual ground-level Project support is provided by non-governmental, non-for-profit organizations (or consortiums of the same) contracted as Facilitating Partners (FPs) for three Components, and through private sector infrastructure contractors for the urban component.

The AF2, based on learning from the past 36 months of field experience, will expand the project's geographic coverage and introduce minor changes to component designs to support private sector engagement, support locally led climate adaptation, and deepen women's social economic inclusion. There are no major divergences from the existing beneficiary profile under the AF2 scope. In addition, their new areas have similar profiles as the ones covered currently. Under Component 1 geographic expansion to 2,153 communities in 38 districts, including five new provinces (Badghis, Balkh, Dai Kundi, Ghor, and Jawzjan). Under component 2 geographic expansion to 300 urban neighborhoods in eight cities, including the newly added cities of Mahmudi Raqi, Mihtarlam, Bazarak and Baghlan Jadeed/Pole Khumri.

[1] At the community/sub project site level, a dedicated Grievance Redress Team (GRT) will be established to directly engage with communities, register complaints, facilitate timely investigation, and ensure effective resolution of grievances in line with established procedures.

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To reflect the transition from emergency response to a medium-term resilience-building approach that emphasizes private sector engagement, the PDO is revised to: "promote livelihood opportunities and improve access to essential services and productive assets for the target population, in particular women, in rural and urban areas." The proposed AF2, based on learning from the past 36 months of field experience, will expand the project's geographic coverage and introduce minor changes to component designs to support private sector engagement, support locally led climate adaptation, and deepen women's social economic inclusion as described below. In addition, the results framework will be updated in line with the scope of the additional financing design (see results framework for details). Finally, the project's closing is proposed to be extended to June 30, 2027. The proposed AF2 will maintain its strong focus on the inclusion of returnees from Pakistan and Iran and host communities. Table 1 summarizes the evolution of the project's design.

3. Project Components

Component 1: The PP under this component provided assistance in the form of cash-for-work and support for the rehabilitation of small-scale economically productive infrastructure. Poor households were each provided with a minimum of 28 days of paid work, benefitting nearly 6,000 rural communities in 67 districts in 26 provinces. A total of 755,201 households benefited through paid labor. This component was implemented using NGOs serving as Facilitating Partners (FPs).

The AF1 expanded the rural coverage; an additional 2,664 including Kunar 2,722 in rural communities in 27 districts in 20 provinces were covered including Kunar, it is 21 provinces. 1 It is estimated that an additional 372,000 HHs will receive jobs by creating over 13 million labour days, and 3.2 million people in these areas will receive services such as the rehabilitation of small-scale community assets (e.g., improved roads, protection walls, community drainage and water canals, agroforestry, and climate resilient infrastructure).

The Second Additional Financing will continue to provide livelihoods support and services through investments in community-level productive assets using a cash-for-work approach. The AF2 coverage will include around 2,153 rural communities in 38 districts in 23 provinces. Coverage includes around 480 communities in 18 districts in 6 provinces in the CASA-1000 transmission line corridor of influence (CoI) within the country.

This will bring the total rural coverage for the Project to around 10,500 communities in 130 districts in all 34 provinces of the country. The CASA coverage will be limited to communities within the CoI, while all communities are covered in other rural districts. Key revisions to this component will include the following: digital labor payments in 1 district in each of the 5 FP lots, additional DRM related training and early warning systems in all rural communities covered, increased focus on climate resilience infrastructure or infrastructure contributing towards climate resilience.

Component 2: The PP provided livelihood opportunities for skilled and unskilled laborers and responded to urgent service delivery needs in urban areas through the provision and implementation of small-scale Labor-Intensive Works (LIWs). This component covered 520 labor intensive sub projects across eight cities (namely Kabul, Herat, Mazar, Kandahar, Jalalabad, Kunduz, Bamyan and Khost) which: (i) have witnessed a high influx of internally displaced persons (IDPs); (ii) were part of Community Investment Project (CIP)/EZ-Kar projects; and (iii) are hubs of economic and private sector activity.

Through AF1, a total of seven cities were targeted. CRLP continued to operate in Kabul, Kandahar, Herat, Jalalabad and Mazar-e-Sharif, by expanding neighborhoods in these cities that have not been previously covered under the CRLP. In addition, two new provincial capital cities were included: Gardiz in Paktia province, and Ghazni in Ghazni province. The LIWs would provide around 60 days of work per beneficiary, 2 directly benefiting approximately 62,000 households by creating 2.8 million labor days. Approximately 1.9 million urban residents will benefit from improved services under the LIW. CRLP has good experience of implementation through the private sector and will continue to deliver through private sector contractors in order to preserve and strengthen the local civil works implementation capacity.

AF2 under component 2 will target a total of eight cities selected based on several criteria. Priority will be given to cities that (i) lie along the COI of the CASA transmission route in Afghanistan (Mahmud Raqi, Bazarak, Mehterlam, Jalalabad/Bihsud, Kunduz); (ii) have high population density and a significant presence of returnees and internally displaced persons (IDPs), which contributes to substantial infrastructure and service gaps; (iii) are highly impacted by climate change, especially flooding; and (iv) have an adequate Community Representative Groups (CRGs)/Gozars presence to support implementation and management. Based on these criteria, in addition to the aforementioned cities in the CASA-1000 COI, CRLP will continue its work in Kabul, Kandahar and Baghlan Jadeed / Pul-i Khumri, which host large numbers of returnees and IDPs and thus face intensified pressure on already strained infrastructure and services, as well as poverty and unemployment. In addition, those cities are highly vulnerable to climate impacts, further compounding existing challenges.

Component 3: Whereas under this component, both PP and AF1 provided Social Grants for Women and the Most Vulnerable in Rural and Urban Areas, AF1 also supported Women's Economic Activities (C3b).

The PP provided social grants for food packages (in rural areas) and cash grants (in urban areas) to the most vulnerable households. Through this component, 122,450 vulnerable households were assisted.

AF1 continued to provide Social Grants as per the existing implementation norms, with a small, fixed-amount social grant to the most vulnerable households who cannot participate in the paid labor under Components 1 or 2 in the project targeted areas, with cash packages in urban and in-kind packages in rural communities. A total of 50,000 households benefited under AF1.

Under the AF1, a sub-component (C3b) focused on increasing women's economic livelihood activities was implemented on a pilot basis. Component 3b targeted the same FHHs who received benefits through Component 3b. The women were provided opportunities to participate in training sessions that teach produce cultivation in home compounds such as kitchen gardens, poultry-raising, jam and pickle-making and other food processing activities.

AF2, will consist of two sub-components, both targeting the most vulnerable households in the community, especially those excluded from the paid labor components under Components 1 and 2, but in the same rural and urban communities as covered by them. Component design is adjusted to take a sustainable livelihood approach by reducing the funds allocated to social grants and increasing the funds allocated to asset transfers, skills training, and market linkage support.

AF2 will continue to provide Social Grants (Sub-Component 3a) to households headed by women, disabled/very elderly and drug addicted persons. Given lessons learned and the advantages noted of cash over in-kind packages, the social grants will take the form of cash in both urban and rural communities. Each household will receive the Afghani equivalent of US$100 as a one-time transfer. Social grants are expected to cover around 49,000 households benefitted (including around 27,000, i.e. 55 percent, female-headed) by the AF2. Women's economic livelihood activities (Sub-Component 3b) will also be continued under the AF2 with increased focus on capacity building and sustainability, and an increase in the asset transfers from the earlier (Afghani equivalent of) $ 100 to around $235 per beneficiary household.

Component 4: This component (Strengthening Community Institutions for Inclusive Service Delivery especially for Women), through the PP and AF1 built the capacity CRGs, subgroups and local communities for long-term sustainability and social resilience. It continued to support FPs' costs for activities related to community planning, implementation, monitoring, and training on a variety of topics, such as Disaster Risk Management, community mobilization, development planning, women's solidarity, and health and nutrition awareness (through the WB/ARTF-supported health project).

In the 2nd AF, as in the PP and 1st AF of the Project, this component builds the capacity of Community Representative Groups (CRGs), sub-groups and local communities for long-term sustainability and social resilience. This component will continue to support FP costs for activities related to community planning, implementation, monitoring and training on a variety of topics such as community mobilization, development planning, disaster risk mitigation and awareness, climate resilience awareness, women's solidarity, and health awareness (through the WB/ARTF-supported health project). Importantly, communities will continue to be trained in disaster risk management and climate adaptation.

Component 5: This component has supported the costs of the UN implementing partner, UNOPS, to manage and oversee the program, including technical support, training, financial management, procurement, monitoring, and reporting results. Based on experience from the PP, under AF, the project has adjusted the staffing to strengthen a few areas including financial management, environmental and social oversight, and procurement.

AF2 will continue to support the costs of the UN implementing partner, UNOPS, to manage and oversee the program. The CRLP Project Implementation Unit (PIU) with headquarters in Kabul and regional units around the country, will be financed under this component, as well as costs shared by UNOPS along with other UN agencies housed in the UNOCA compound in Kabul. This Component will cover the overall Project management and technical support, contracting and oversight of IPs for Components 1, 3 and 4, contracting and oversight of works contractors for Component 2, financial and procurement management, management information systems (MIS), monitoring and evaluation (M&E), Grievance Redress Mechanisms (GRM) and Environmental and Social Standards (ESS), public communications and donor/ inter-UN liaisons. In addition to covering bank fees and the costs for cash import to the country, this Component will also cover costs to facilitate implementation of project activities including: efforts towards digitalizing payments for paid labor under Component 1 and 2, and social grant cash payments under Component 3, procurement of SMS services to support community-based disaster risk management capacities under Component 4 . This component includes an allocation towards supporting the Resident Coordinator's office staff costs (2 x staff) and includes contribution towards Awaaz' personnel, operational and indirect costs to support crucial services that support the CRL project GRM processes. UNOPS management fees are included under Component 5. The fees remain low in comparison to other UN agencies.

Component 6: This Component 6 - SEA/SH Risk Management was added under the AF1. UNOPS will implement a set of activities relating to SEA/SH risk mitigation in support of CASA-1000 implementation, following, inter alia, the Bank's "Good Practice Note on Addressing SEA/SH in IPFs Involving Civil Works". Implementation will take place in the CASA-1000 communities.

Through AF2 (US$0.4 million IDA), UNOPS will implement the SEA/SH Action Plan and associated Accountability Framework in communities falling within the CASA-1000 corridor of impact This includes time bound and resourced actions with plans and indicators for monitoring covering the key areas of: (i) initial assessment of SEA/SH risks under CASA-1000 and regular monitoring and adaptation of SEA/SH risk management plans; (ii) awareness raising of SEA/SH risk at community level; (iii) regular training of project workers on prevention of SEA/SH and on the Code of Conduct (CoC); (iv) management of the SEA/SH grievance mechanism (GM) through the Awaaz hotline and associated systems; (v) intake, case management, and referrals to GBV services following a survivor-centered approach of survivors reporting SEA/SH cases linked to the project; and (v) incident reporting to the Bank following Environmental and Social Incident Response Toolkit (ESIRT) procedures.

4. Grievance Redress Mechanism

Grievance Redress is a key mechanism within the CRLP that allows individuals and communities affected by the project to raise complaints regarding inequitable, non-transparent, non-accountable, non-participatory, or non-representative development and governance practices. Complaints can relate to a wide range of issues, including subproject selection, design, implementation, beneficiary selection, financial management, environmental and social impacts, labor and workplace issues, land and asset issues, corruption, governance of Community Representative Groups (CRGs), occupational health and safety, and gender-based violence. The GRM ensures fair and just resolution when project staff, partners, or local governance structures fail to follow accountable, inclusive, and pro-poor practices. Complaints unrelated to CRLP or its partners are not eligible for redress under this system.

The manual outlines the framework, procedures, roles, functions, timelines, and standard forms to guide the grievance process, aligning with the World Bank's Environmental and Social Framework (ESS10) and UNOPS policies.

The GRM also serves as a channel for staff and non-staff, including communities and Facilitating Partner personnel, to report grievances related to project management, recruitment, financial management, procurement, and overall project operations. Its structured approach ensures that complaints are handled systematically and transparently.

The GRM provides a clear, predictable, and fair process for receiving, sorting, assessing, resolving, and monitoring grievances. It includes provisions for environmental and social safeguards, gender-based violence, sexual harassment or discrimination, workplace injuries, and the conduct of UNOPS, contractors, and Facilitating Partners. All stakeholders, especially complainants, are kept informed about the progress and outcome of grievances, while maintaining strict confidentiality to protect the identity and personal information of those raising complaints.

To enhance oversight and accountability, a Third-Party Monitoring Agent (TPMA) supervises CRLP activities, ensuring that funds reach intended beneficiaries and that project activities operate independently of the Interim Taliban Administration (ITA). The TPMA, established by the World Bank as its largest in Afghanistan, uses digital platforms for monitoring, covering fiduciary controls, on-the-ground supervision, and overall project transparency, thereby reinforcing trust in the grievance redress system and project implementation.

4.1. GRM Staffing Structure

UNOPS hosts the Project Implementation Unit (PIU), which oversees multiple functions critical to the CRLP, including program and contract management, financial management, procurement, social mobilization and training, engineering, reporting, monitoring and evaluation, regional coordination, gender, grievance redress, and environmental and social risk management. This centralized structure ensures that the project is managed efficiently while maintaining accountability and adherence to social and environmental safeguards.

For the rural component, Facilitating Partners are required to designate a key staff member as a GRM Focal Point at their central office in Afghanistan, who will coordinate directly with the UNOPS Kabul Office. This ensures a clear line of communication and accountability between project partners and UNOPS regarding grievance handling.

Within UNOPS, the GRM Associates based in Kabul serve as the overall project GRM main Focal Points, providing leadership and oversight including coordination with various stakeholders for grievance redress across all regions. At the regional level, the Rural Regional Operations Officer acts as the GRM Focal Point for rural areas, while the Lead Construction Management Engineer fulfills the same role for urban areas. The Regional Operation Officer and Lead Construction Management Engineers may delegate this role to someone in their respective teams when and as needed.

The GRM Focal Points also function as help desks at their respective offices, providing a direct in-person channel for complainants who wish to report grievances. This multi-tiered arrangement ensures accessibility, responsiveness, and a clear structure for managing grievances throughout the project, reinforcing transparency and accountability at all levels.

4.2. GRM Objectives

The objective of the Grievance Redress Mechanism (GRM) is to facilitate the timely, effective, and efficient resolution of complaints. Project-level GRMs provide a structured platform for stakeholders to raise issues and concerns that affect them, ensuring transparency, credibility, and fair outcomes. By promoting corrective actions and community involvement, the GRM strengthens trust, cooperation, and ownership of the project among stakeholders.

This project’s GRM is designed in accordance with the World Bank’s ESS2 and ESS10 standards, benefiting all project-affected persons, including workers and other stakeholders. It also addresses grievances related to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH).

The purpose of the GRM Manual is to:

- Provide guidance to UNOPS PIU, Contractors, FPs, and GRTs on establishing and managing the GRM system effectively and efficiently.
- Help stakeholders and affected communities understand what they should expect from implementing Partners, GRTs, and CRG/GAs/MCs.
- Educate project-affected persons and other stakeholders on how to lodge complaints related to project activities.
- Promote a mutually constructive relationship between local communities, UNOPS, Contractors, FPs, CRG/GAs/MCs, and other stakeholders.
- Ensure clarity and predictability in how complaints are received, categorized, assessed, resolved, and monitored.
- Assist project staff in identifying recurrent complaints to inform and improve project design and implementation.

4.3. GRM Principles

The project-level GRM is designed to be culturally appropriate and responsive to the needs and concerns of all affected parties.

1. **Awareness and Publicity:** The GRM will be widely publicized to ensure all affected populations are aware of it. UNOPS and Facilitating Partners (FPs)/Contractors will conduct awareness campaigns among the affected communities. UNOPS, FPs and Contractors will brief targeted stakeholders on the mechanism's scope, confidentiality, response timelines, referral, and appeal procedures.
2. **Accessibility:** The GRM will be clear, inclusive, and accessible to all segments of affected communities living near project and subproject sites. Multiple avenues and channels are available for registering grievances. The system is sensitive to the needs of women, men, boys, girls, and vulnerable populations, including persons with disabilities, the elderly, displaced persons, returnees, and other marginalized groups.
3. **Confidentiality and Protection Against Retaliation:** The GRM is designed to safeguard stakeholders' rights to provide feedback or raise complaints, including escalating grievances to higher management if necessary. Participants can share concerns freely, knowing that no retribution will occur. To ensure safety and encourage participation, anonymous complaints are also permitted.
4. **Information and Feedback:** The GRM will provide regular updates and feedback to the aggrieved parties regarding the status and resolution of their complaints.
5. **Responsiveness:** The mechanism ensures timely and effective resolution of grievances by facilitating engagement with the relevant actors in the implementation chain.
6. **Transparency and Accountability: All** complainants will be heard, treated fairly, and taken seriously. Communities and stakeholders will have a clear understanding of project expectations, GRM procedures, its purpose, and how to access it.
7. **Appeal and Judicial Access:** The GRM includes provisions for appeal if grievances are not resolved **satisfactorily. Participation in the GRM does not restrict access to judicial or administrative remedies.**
8. **SEA/SH Cases:** For SEA/SH cases, three guiding principles of confidentiality, survivor centricity and survivor safety are applied to specific cases of SEA/SH cases as per the World Bank's guidance. Reporting mechanisms will enable complainants to report SEA/SH cases without being publicly identified given the risk of stigma, reprisals, and rejection associated with SEA/SH.

4.4. Grievance Classification

Classification of the grievances is more crucial in terms of urgency, redress procedures and sensitivity. Grievances are classified as TYPE and CATEGORY. TYPE is used to classify the dissatisfaction of the intervention as grievance, request for information as inquiry, and offer of idea or plan for improvement of the project as suggestion and CATEGORY is used for classifying grievances in terms of the nature of complaint.

Each type of the grievance has been defined in the "Definition of Terms", the GRM Focal Point is responsible for identifying the type of grievance, is it a complaint, inquiry or suggestion?

☐ **Inquiry** ☐ **Suggestion** ☐ **Grievance**

Categorization by **Subject Matter**

Table A2:

Main Category	Subcategory	Grievance Priority Level
Service Delivery / Infrastructure Quality	• Poor quality of works (e.g. road surfacing, drainage, sidewalks) • Use of substandard materials • Incomplete or delayed works • Design-related issues • Site selection *Note: Environmental impacts, land impacts, and labor issues should <u>not</u> be coded here.*	**LOW priority** - Minor defects - Incomplete works with no safety implications **MEDIUM priority** - Poor quality works affecting usability - Repeated complaints about the same site - Major avoidable delays **Automatically HIGH if** - Safety risks to users - Structural failures - Issues requiring suspension of works
Labor and Working Conditions	• Fewer labor days received than communicated • Wage payment delays • Incorrect wage payment amount • Digital payment or bank card issues • Unsafe working conditions • Health and Safety Violations • Discrimination in laborer selection • Child labor • Forced labor concerns • Lack or misuse of PPE • Excessive Work Hours • Inadequate Facilities • Workplace violence	**LOW priority** • Fewer labor days received than communicated • Non-selection for labor • Wage payment delayed less than 21 days (you can define, e.g. <7 days) • Minor issues with bank cards that are resolved quickly **Escalate to MEDIUM if** • Wage payment delayed beyond the standard payment cycle • Incorrect wage amount paid • Repeated complaints about labor selection • Digital payment issues persist or affect multiple workers **Automatically HIGH if** • Unsafe working conditions causing injury or serious risk • Child labor • Forced labor • Retaliation or intimidation of workers
Social Grant	• Exclusion of eligible beneficiaries or inclusion of ineligible beneficiaries • SG payment delays • Incorrect social grant payment amount • Digital payment or bank card issues	**LOW priority** • Clarifications on eligibility • One-off delays within expected processing timelines • Requests beyond project scope **Escalate to MEDIUM if** • Payment delays exceed standard timelines • Incorrect grant amount • Errors affecting multiple beneficiaries • Disputes over inclusion or exclusion **Automatically HIGH if** • Deliberate exclusion of vulnerable groups

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		● Fraud, manipulation of beneficiary lists ● Retaliation against complainants
Environmental Impacts	● Dust, noise, waste disposal ● Blocked access due to construction ● Damage to trees, water sources, or land ● Water pollution	**LOW priority** ● Minor dust, noise, temporary access issues **Escalate to MEDIUM if** ● Persistent impacts affecting daily life **Automatically HIGH if** ● Major Pollution or damage to resources ● Damage to private property, land disputes, acquisition issues
Social and Community Issues	● Community disputes related to works ● Lack of information or consultation ● Elite capture or community-level exclusion ● Disputes involving GRC/GRT functioning	**LOW priority** - Information gaps - Minor consultation complaints **MEDIUM priority** - Repeated community disputes - Elite capture concerns **HIGH priority** - Threats, intimidation, retaliation - Exclusion of specific groups (based on gender, ethnicity, IDPs/returnees)
Land and Access (impact private land)	● Encroachment or access obstruction ● Temporary land use impacts ● Disputes over boundaries or use of space ● Land acquisition and donation ● Damage to private property	**LOW priority** ● Temporary access issues **Escalate to MEDIUM if** ● Persistent impacts affecting daily life **Automatically HIGH if** ● Major Pollution or damage to resources Damage to private property, land disputes, acquisition issues
SEA/SH, and PSEA-Related	6. Sexual exploitation, abuse, or harassment[2]	**Always HIGH priority**
Gender	1. Gender discrimination	**Always HIGH priority**
Fraud, Corruption, or Misconduct	1. Bribery or misuse of funds/theft 2. Abuse of authority 3. Conflict of interest *Note: Individual complaints about beneficiary selection and exclusion should not be included here.*	**Always HIGH priority**
Other	In case there is no specific category for any grievance, the grievance should be categorized as others.	

Grievance Priority Level

According to the risk, urgency, and sensitivity of the grievances, the grievances are categorized into three levels, low, medium, and high. Below is the description of the levels. The GRM focal points are responsible for identifying the level of priority based on the following description and marking the priority of grievance accordingly. Priority is assigned by GRM focal points at the time of registration and may be revised if additional information becomes

[2] Must follow survivor-centered, confidential referral procedures and should not be handled at community level or recorded in open logbooks.

available during follow-up.

Low Priority: Low-priority grievances are routine, informational, or administrative in nature and involve no immediate or material risk to safety, rights, or access to project benefits. These grievances typically affect individuals on a one-off basis and can be resolved through explanation, clarification, or standard follow-up. Low-priority grievances may include, but are not limited to:

4. Receiving fewer labor days than the average communicated at the start of the project.
5. Individual complaints about non-selection for labor or beneficiary lists.
6. Requests for clarification on eligibility criteria or project rules.
7. Routine labor or payment-related complaints that fall within standard project timelines.
8. Minor, temporary disturbances or access issues associated with project activities.
9. Requests or demands that are beyond the scope of the project, once clearly explained.

Medium Priority: Medium-priority grievances involve procedural, quality, or delivery issues that may affect multiple individuals, recur over time, or indicate implementation weaknesses. These grievances require verification, coordination, or corrective action but do not pose immediate risk to safety or fundamental rights.

- Medium priority should be applied when one or more of the following conditions are met:
- The same issue is reported repeatedly or affects multiple complainants.
- Major payment delays, incorrect amounts, or benefit delivery errors exceed standard timelines.
- There are credible concerns regarding quality of works, service delivery, or implementation processes.
- The issue may escalate or undermine trust if not addressed in a timely manner.

High Priority: High-priority grievances involve serious risk to life, safety, dignity, rights, or fiduciary integrity, or allegations that require immediate escalation and formal investigation. The following grievances must always be classified as high priority, regardless of frequency or scale:

- Allegations of sexual exploitation, abuse, or harassment, including PSEA.
- Child labor, forced labor, or other serious labor rights violations.
- Corruption, fraud, misuse of project funds, or abuse of authority.
- Threats, intimidation, or retaliation against complainants.
- Exclusion or discrimination of vulnerable groups that results in denial of rights or benefits.
- Serious Occupational Health and Safety incidents or near misses.
- Issues that may lead to legal consequences or suspension of project activities.
- Displacement and Loss of Livelihood
- Failure to Consult or Inform Stakeholders
- Exclusion of local communities from project planning and decision-making.
- Unequal access to project benefits or employment opportunities for women.

Note: *Individual complaints about beneficiary selection or labor opportunities should generally be classified as Low priority, unless there is evidence of discrimination, coercion, fraud, or systematic exclusion, in which case the priority must be escalated accordingly.*

Note:

- **SEA/SH cases** will be reported to **UNOPS Headquarters** for review and investigation, in accordance with established protocols.
- **Environmental and Social (E&S) and Occupational Health and Safety (OHS) incidents** will be managed in line with the **ESIRT procedures**, as applicable.

4.5. Grievance Uptake Channels

Grievances may be submitted through multiple uptake channels to ensure accessibility and inclusiveness. These channels include Community-Level Grievance Redress Teams (GRTs), a toll-free hotline (Awaaz), email, GRM grievance registration forms, verbal submissions, written letters addressed to facilitating partners and UNOPS, and submissions through the CRL Project website. Anonymous grievances are also accepted. All grievance uptake channels allow submissions in local languages, including Dari and Pashto. The grievance uptake channels are outlined below.

Community-Level Grievance Redress Teams: Facilitating Partners (FPs) will facilitate the establishment of Community-level Grievance Redress Teams (CPM/GRTs) in each community. GRT members at the community or subproject level will be present at each subproject site and will be responsible for receiving grievances and ensuring that grievance submission mechanisms are accessible to all community members and beneficiaries, including both women and men. The ratio of male/female in GRTs is 50/50 and the primary point of contact for community-level grievances will be the Community/Subproject GRT members. These members are required to receive grievances directly or guide complainants to alternative channels, such as Awaaz Afghanistan.

Awaaz Afghanistan: The United Nations in Afghanistan has a well-established grievance uptake mechanism, **Awaaz Afghanistan (Awaaz)**, which is implemented by UNOPS on behalf of various UN and humanitarian response agencies. Awaaz operates as a toll-free, nationwide hotline (410) that enables affected populations to access information and submit feedback and complaints related to humanitarian assistance programs.

As a two-way communication channel, Awaaz collects needs and priorities reported from the field and circulates this information to partners to support continuous improvement in the quality and effectiveness of humanitarian programming in Afghanistan. Awaaz operates in line with common principles and has established processes and policies for receiving complaints and feedback, ensuring data protection, and facilitating inter-agency referrals. The mechanism is designed to be accessible, collaborative, timely, and effective in addressing and resolving concerns.

Awaaz is staffed by 16 multilingual operators, 63 percent of whom are women, and has handled more than 674,709 calls since receiving its first call in May 2018. Awaaz agents provide services in Dari, Pashto, Uzbaki, Urdu, and English. Through established referral pathways with clusters and partners, cases requiring follow-up are shared—subject to the consent of the affected individual—in a timely manner, enabling the humanitarian response to better align assistance delivery with actual needs.

The Project Grievance Redress Mechanism (GRM) Team works closely with the Awaaz team to receive grievances, process and resolve cases, provide feedback to complainants, and systematically record responses and outcomes.

Email: The project has created a dedicated email address. The complainants who have access to the internet can send their grievances to the email address (crl.shekayat@unops.org). This uptake channel is managed by the Project GRM team.

Web Portal: An online web form has been developed on the project website. This web form is linked to the CRL GRM Database. The Project GRM Team at UNOPS reviews the web portal and processes any grievances received.

Facebook: A commonly used social media platform where comments and feedback can be sent to the project.

UNOPS Speak UP - Web Portal: Anyone can report suspected wrongdoing (including illegal, unethical, or unsafe acts) via UNOPS Speak Up - Integrity Portal - UNOPS secure, confidential and independent reporting mechanism. This uptake channel is usually used for the grievance escalation if the complaint is not resolved at the community, FP, and project level.

Personal Visit (Verbal): Complainants can personally visit and submit grievances to one of the relevant Grievances

Redress Team (GRT), FP Office and UNOPS Office.

Petition: Complainant can submit his/her written petition directly to one of the Grievances Redress Team, FP Office and UNOPS Office.

4.6. Grievance Redress Process and Procedures

4.6.1 Community Level Grievance Redress Mechanism

In both rural and urban CRG areas, Facilitating Partners' (FPs) Social Organizers (SOs) facilitate the establishment of Community Participatory Monitoring and Grievance Redress Teams (CPM/GRTs) in accordance with the Step-by-Step Guidelines.

In urban non-CRG areas, UNOPS ensures the establishment of community-level Grievance Redress Teams (GRTs), composed of both women and men, with a maximum of eight (8) members[3].

For general grievances, GRTs in both rural and urban areas are responsible for receiving, recording, reviewing, and addressing complaints within 10-30 days, or escalating them to the FPs and UNOPS as required. Depending on the outcome of the grievance redress process, complainants have the right to escalate their complaint directly to the FPs/Contractors or UNOPS through other uptake channels such as the Awaaz Afghanistan, or request the GRT to do so on their behalf.

If complainants wish to remain anonymous, or if no identifying information is provided on the grievance form, the GRT should, after confirming the legitimacy of the grievance, act on behalf of the complainant and pursue resolution.

If a grievance cannot be resolved at the community or subproject level, it must be referred to the Facilitating Partner or UNOPS for further action and resolution. FP and UNOPS teams should meet with the GRT during each follow-up visit to:

- Review all grievances recorded in the registration book,
- Provide technical or procedural support to the GRT as needed.

If grievances are raised with CRG/GA/MC/CG members, they must be shared with the GRT, which is responsible for resolving issues at the community level. CRG/GA/MC/CG members also retain the right to refer complaints directly to the FPs/Contractors or UNOPS through Awaaz Afghanistan. All community-level grievances must be registered in the GRM logbook and retained in the CRG files. Grievances managed solely at the GRT level are not recorded in the Project MIS, unless escalated to UNOPS or the FPs.

If grievances concern the FP or UNOPS field teams, they should be channeled to FP and UNOPS management using the established grievance uptake channels. The total number of grievances managed by GRTs must be reflected in the FPs' quarterly reports.

Any SEA/SH-related complaints received by the GRT must be immediately reported to the FP's SEA/SH Grievance Redress Committee (GRC) or directly to UNOPS through the available uptake channels. Awaaz Afghanistan is the most commonly used channel for receiving SEA/SH-related complaints.

The FP Social Organizer (SO) and the GRM focal point shall systematically review the community-level GRM logbook to verify that all grievances have been accurately recorded, categorized, and addressed in accordance with established

[3] Members of the Community Representative Group (CRG) must not serve as members of the GRT.

procedures. This review will also confirm that appropriate corrective actions have been taken, responses have been communicated to complainants in a timely manner, and the complainant's level of satisfaction has been properly documented. Where gaps or delays are identified, the FP shall follow up with the relevant Grievance Redress Team (GRT) to ensure that outstanding grievances are resolved without undue delay.

In addition, UNOPS will undertake periodic spot checks of community-level GRM logbooks using a sample-based approach (10 percent of subprojects/sites). These reviews will assess the quality and completeness of grievance records, the adequacy of actions taken, adherence to GRM procedures, and the documentation of complainant feedback and satisfaction. UNOPS will share its findings and recommendations with the Facilitating Partners (FPs) to support corrective actions and to ensure timely follow-up by the GRTs on any unresolved or outstanding grievances.

Flow Chart B1:

4.6.2. FP Grievance Redress Mechanism

Each Facilitating Partner (FP) shall establish a Grievance Redress Committee (GRC) composed of both men and women. The GRC shall include the Package Manager, Provincial Managers, a Lead Engineer, a Lead Social Organizer, and the GRM Focal Point.

FPs may receive grievances through the following channels:

- Directly from communities or beneficiaries;
- Through Grievance Redress Teams (GRTs); or
- Through referrals from UNOPS, following receipt of grievances via UNOPS-managed channels, including Awaaz Afghanistan, email, public domain submissions, the Project Facebook page, and the UNOPS Integrity Portal.

Upon receipt of a grievance, the FP shall review, assess, and register it in the Project Management Information System (MIS). The FP GRC shall then investigate the grievance and take appropriate actions to address it within a timeframe of

10 to 30 days from the date of receipt.

Feedback on the grievance redress action shall be provided as follows:

- Directly to the complainant, when the grievance is received by the FP; or
- To UNOPS, when the grievance is referred to the FP by UNOPS.

If the FP is unable to resolve a grievance within the stipulated timeframe or due to its nature, the case shall be escalated to UNOPS. As part of the grievance handling and investigation process, the FP may request additional information or clarification from the complainant, where necessary, to facilitate effective resolution.

Where complainants wish to remain anonymous, the GRC shall, after confirming the legitimacy of the grievance, act on behalf of the complainant and take appropriate actions to resolve the issue. Complainants retain the right to escalate their grievance to UNOPS if they are not satisfied with the actions taken or the resolution provided by the FP.

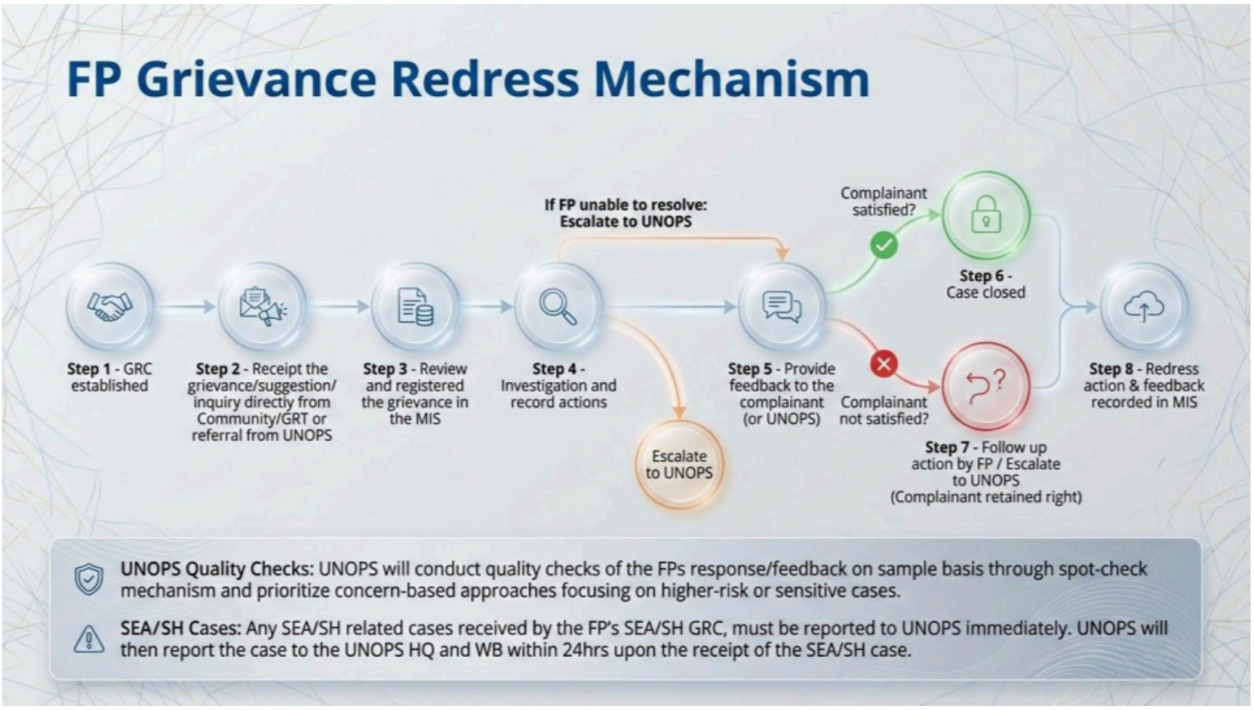
All actions taken and feedback provided during the grievance redress process shall be documented in the MIS. UNOPS shall conduct quality checks on FP responses and feedback on a sample basis through spot checks, with priority given to high-risk or sensitive cases using a concern-based approach.

For GBV, SEA, and SH-related cases, the FP shall establish a dedicated GBV/SEA/SH GRC comprising a maximum of six (6) members, including both men and women, with at least three (3) female staff members. Depending on the nature of the case, representatives from Human Resources, Finance, Procurement, Security, Safeguards, or other relevant departments may be included on a case-by-case basis.

Any concerns, allegations, or suspicions related to SEA/SH under the CRL Project received by the FP must be reported to UNOPS within **24 hours**. The FP GBV/SEA/SH GRC shall strictly adhere to confidentiality and survivor-centered principles when handling such reports.

The FP GBV/SEA/SH GRC shall **not** assess, investigate, or follow up on SEA/SH cases with the survivor or the reporter, nor shall it disclose or report such cases to any party other than UNOPS. The FP Country Director, as a member of the FP GBV/SEA/SH GRC, shall serve as the primary focal point for reporting SEA/SH-related grievances and concerns to the UNOPS CRL Project Director and Gender Officer. The SEA/SH case will then be reported to the WB and UNOPS HQ for further investigation.

Flow Chart B2:



4.7. CRLP GRC

The Project has established Grievance Redress Committees (GRCs) to address grievances that are not resolved at the level of Facilitating Partners (FPs) or Contractors and are subsequently escalated to UNOPS for further follow-up action. Grievances may be escalated either by the FPs/Contractors or directly by community members or beneficiaries.

The UNOPS GRC is composed of the Project Director, Senior Project Manager, GRM Associates, and the Urban and Rural Lead. Depending on the nature and complexity of the grievance, representatives from Human Resources, Finance, Procurement, Security, Safeguards, and other relevant departments may be included in the committee for a specific case.

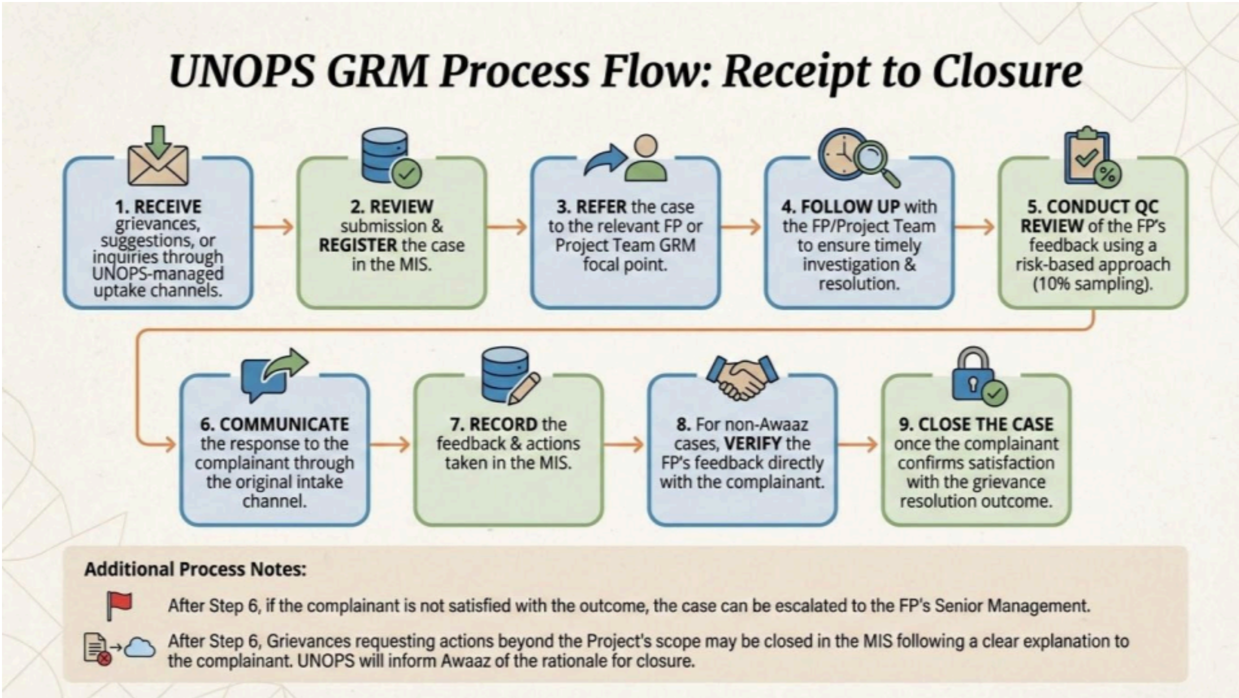
Upon receipt of grievances through UNOPS-managed uptake channels (including Awaaz, email, the UNOPS website, social media platforms such as the Facebook page, and other official channels), the CRL GRM Associates will review the submission and register the grievance in the MIS.

Once registered, the grievance will be referred to the relevant FP and the designated UNOPS GRM Focal Points for the rural or urban components, as applicable, for follow-up, review and/or investigation, and implementation of appropriate corrective actions to address and resolve the grievance.

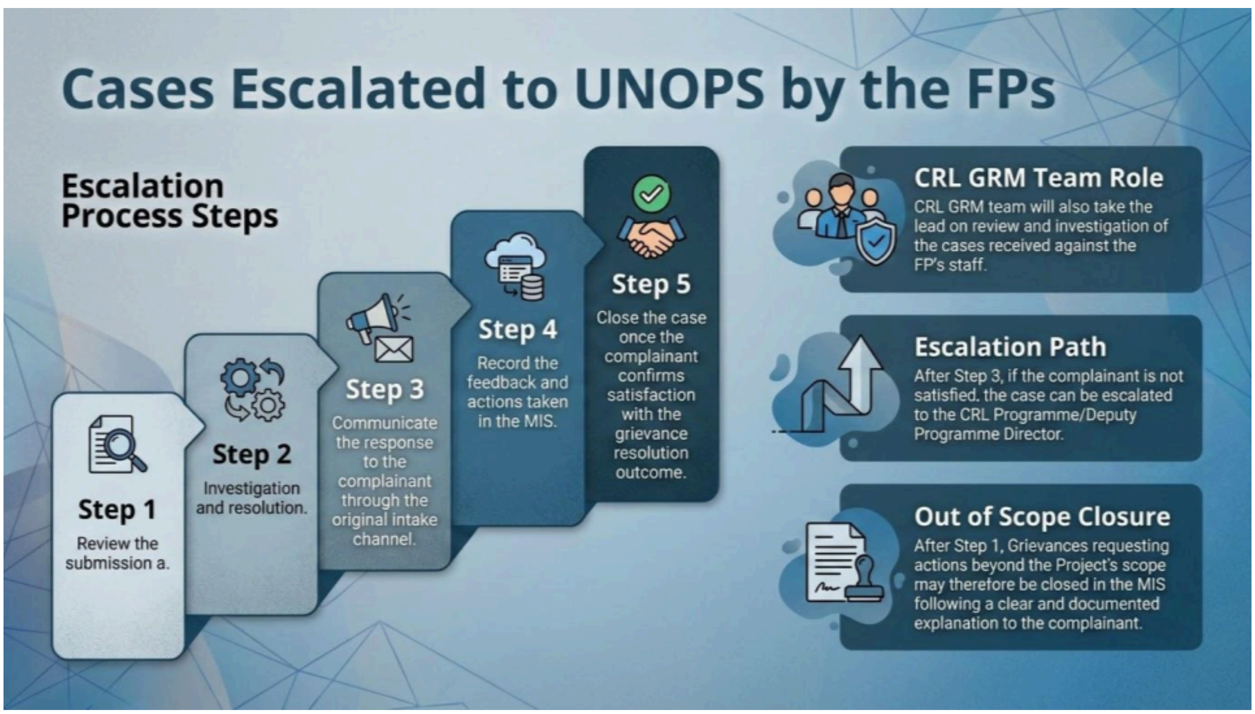
UNOPS will actively follow up with the FPs and contractors to ensure that timely and appropriate actions are taken, and that feedback is provided to the complainant and the grievances are resolved in a timely manner. UNOPS will also ensure that all responses and actions reported by the FPs are evidence-based, adequately documented, and accurately reflected in the MIS.

All grievances must be resolved within a timeframe of 10 to 30 working days, depending on the nature and complexity of the case. As part of quality assurance, UNOPS GRM Associates will conduct spot-checks on at least 10 percent of registered grievances, applying a risk- and concern-based approach with particular emphasis on high-risk, sensitive, or complex cases.

Flow Chart B3:



Flow Chart B4:



UNOPS has established a GBV/SEA/SH GRC shall comprise the AFCO Country Director, Head of Programme (HoP), Head of Support Services (HoSS), CRL Project Director, Senior Project Manager, GRM Senior Associate, Social Safeguards Specialist, and Gender Specialist.

The GBV/SEA/SH GRC shall receive, review, and register all concerns or suspicions related to SEA/SH and report them to UNOPS Headquarters within 24 hours through the Integrity Portal.

The PIU Gender Specialist shall serve as the key focal point for the management of GBV/SEA/SH-related grievances and concerns and shall work closely with the respective Gender Focal Point of the Facilitating Partner (FP) to support the implementation of the GBV/SEA/SH Action Plan.

Once a case is received by a GRM Focal Point and informed consent is obtained from the survivor to proceed, the GRM Focal Point shall code the case and submit the case file to the GBV/SEA/SH GRC. The GRC shall ensure the survivor's safe, confidential, and timely access to appropriate services.

UNOPS shall facilitate the referral and service-delivery system for GBV/SEA/SH for the survivor.

FP GBV GRC Terms of Reference

- To receive and register incoming GBV cases
- To report the GBV case to UNOPS GBV GRC within 24 hrs

UNOPS GBV GRC Term of Reference

1. To receive and register the incoming GBV cases from the FP GBV GRC
2. To report the case to UNOPS HQ for further investigation
3. To ensure survivor's safe access to services.

GBV Cases Deletion/Burning protocol

All grievance-related documents shall be destroyed at any time upon the request of the survivor, in accordance with confidentiality and data protection principles.

The data destruction and burn protocol shall include the following procedures:

- To ensure that data is not retained longer than necessary over the life of the project, a minimum data retention period of 12 months shall apply. At the end of this period, a formal review shall be conducted to determine whether the data is still required.

- Based on the outcome of the review, the retention period may be extended, or the data shall be securely destroyed or archived, as appropriate.

- Data shall not be destroyed where there is a legitimate reason for retention, such as mandatory reporting, audit, or accountability requirements.

- Where the review determines that information should be destroyed, the process shall only proceed with the informed consent of the survivor.

- For physical records, documents shall be destroyed through secure burning in a controlled manner that ensures complete and irreversible destruction.

- For digital records, all files shall be permanently deleted from primary storage systems and all backup systems to prevent recovery.

- The destruction process shall be formally documented, including the type of data destroyed, the method of destruction, the date, and the name(s) of the staff member(s) responsible.

- For grievance records classified as highly sensitive, the destruction process shall be witnessed by at least two authorized individuals, such as the GRM Officer and an independent observer.

- The witnessing individuals shall verify and document that the records have been fully and irreversibly destroyed, ensuring that no partial, residual, or unintended copies remain.

4.8. World Bank Grievance Redress Services (GRS)

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

Complaints may reach the GRS in two ways – directly from project-affected people, or via World Bank staff who have received complaints from project-affected people. For direct complaints, a complaint form is available on the GRS website which may be completed in any language and sent to the GRS. A dedicated service account is available for receiving emails from complainants – grievances@worldbank.org. Alternatively, World Bank staff are required to notify the GRS when they receive complaints, where the complaint alleges harm to people, or the environment related to a World Bank-financed project. This referral process, introduced in 2017, helps ensure that all serious complaints from project-affected people, no matter how they are received, are assessed and tracked appropriately.

4.9. SEA and SH Grievances

Sexual Exploitation Abuse and Sexual Harassment related grievances are handled through a survivor-centered approach. All grievance uptake channels can be used to report SEA/SH issues within 24 hours to the UNOPS Kabul Office. No grievance uptake mechanism can reject such grievances, and all personnel directly receiving grievances will be trained in the handling and processing of SEA/SH-related grievances. The Awaaz call center also includes support for safe and confidential reporting of incidents of sexual exploitation and abuse (SEA). Any recipients of the grievance should, with the survivor's informed consent, report the case to one of the Project's formal grievance recipients using a coding system to protect the identity of the survivor and should be saved in a password secure manner in the database. A survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Absolute confidentiality would be maintained for all grievances related to SEA/SH issues. This means that no information shall be disclosed at any time to any party without the informed consent of the person concerned. The survivor's consent would also be sought to undertake any action on the grievance. Under no circumstances should the survivor be pressured to consent to any conversation, assessment, investigation, or other intervention with which they do not feel comfortable. A survivor can withdraw such consent at any time as well. If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on. In the case of children, informed consent is normally requested from a parent or legal guardian and the children.

However, there are also mandatory reporting procedures for SEA cases for all humanitarian and development organizations. UNOPS PSEA and UN Afghanistan Task Force need to be consulted by the project team to ensure all project personnel know how to handle disclosure.

Data on Gender Based Violence cases recorded will only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project. Additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor. The GRM provides the survivor referral to pre-identified GBV Service Providers in the area. Services can include health, psycho-social, security and protection, legal/justice, and economic reintegration support. This would be offered even if the survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case. The SEA/SH Action Plan will list referral services in different Project areas.

Where SEA/SH grievances have been allegedly committed by an FP staff, the grievance will also be reported to the respective employing agency. The Gender Specialist will follow up and determine jointly with the GRM Focal Point of the respective partner for the likelihood that the allegation is related to the Project. The Gender Specialist will follow up and ensure that the violation of the Code of Conduct is handled appropriately. The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with local labor legislation, the employment contract, and the code of conduct. The GRM focal point will report back to the survivor on any steps undertaken and the results. All SEA/SH incidents would be reported to the World Bank in accordance with the informed agreement by the survivor within 48 hours.

Since this Project assumes a fully survivor-centered approach, no information can be passed on without the consent of the survivor and this information will be shared only on a need-to-know basis, avoiding any information that could lead to the identification of the survivor or put her/him at risk. If the survivor does not wish for the case to be pursued, the survivor shall be offered access to referral services and the GRM Focal Point should note that the survivor did not wish for the case to be pursued, and the case is considered solved.

If the survivor does not want to launch a complaint with the employer (e.g. IP), the case is closed. If the complaint proceeds, the case is reviewed by Gender Specialists in the PIU, and a course of action is agreed with the respective IP/employer. The alleged perpetrator's employer takes agreed-on disciplinary action. Once the action is deemed appropriate by the Gender Specialist, the case is recorded as closed.

At the time of any sub-project closure, any ongoing SEA/SH cases will remain open and continue to be managed beyond the life of the sub-project. As these cases are not subject to sub-project closure timelines, necessary arrangements are in place to ensure uninterrupted survivor support. Responsibility for the management of such cases will rest with the Internal Audit Investigation Group (IAIG) mechanism, which will continue handling the cases until resolution.

For further reporting protocols on GBV/SEA/SH cases, please refer to "CRL GBV Action Plan" section "SEA/SH Reporting Protocol".

4.10. Grievance closure in the MIS and Awaaz

Grievance closure is a critical step in the GRM process and must be evidence-based and properly documented. When a grievance is reported as resolved by the Facilitating Partners (FPs) or UNOPS GRM focal points, feedback will be provided to the complainant through the same channel via which the grievance was originally received, ensuring transparency and accountability.

For grievances received through the Awaaz hotline, Awaaz conducts a follow-up call with the complainant to confirm their level of satisfaction. Based on this confirmation, the case is then formally closed within the Awaaz system. For grievances received through non-Awaaz channels, UNOPS will conduct verification on a sample basis, in line with available staffing capacity. The sampling approach will prioritize risk-based criteria, with particular focus on higher-risk cases. Verification may include a brief follow-up call to confirm that the grievance has been appropriately resolved and that the complainant is satisfied with the outcome.

In some cases, Awaaz and the CRL project rules may lead to different conclusions regarding grievance resolution. Certain grievances may remain open in the Awaaz system despite being outside the scope of the Project. Examples include requests for additional workdays beyond the project timeline or complaints related to uniformly reduced labor days implemented to allow more workers to participate. In such cases, the grievance will be considered closed in accordance with Project rules, even if dissatisfaction persists.

Grievances requesting actions beyond the Project's scope may therefore be closed in the MIS following a clear and documented explanation to the complainant. UNOPS will inform Awaaz of the rationale for closure to ensure that

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the case is also appropriately closed within the Awaaz system, and that records remain aligned across platforms.

4.11. Timeframe for Grievance Redress

Grievance resolution is a time-bound process and must be completed within the specified timelines. Any delay in resolving a grievance constitutes a grievance in itself, as delays can cause minor issues to escalate into more serious disputes. Timely and effective resolution is therefore essential to maintaining trust, preventing conflict, and ensuring the credibility of the Grievance Redress Mechanism.

All grievances must be resolved within a period ranging from 1 to 30 working days, depending on the nature, complexity, and priority level of the case. The applicable resolution timeframe begins from the date the grievance is formally registered in the system.

Grievances related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH) require immediate and heightened attention. Such cases must be reported to the UNOPS Internal Audit and Investigations Group (IAIG) within 24 hours of receipt and to the World Bank within 48 hours, in line with established safeguarding and reporting protocols.

The table below presents the timelines for grievance redress, categorized by grievance type and priority level.

Table A3:

Priority Level	Definition	Response Time
High	Grievances that involve serious risk to individuals or communities, violations of rights, or allegations of misconduct requiring immediate action.	Shall be reported within 24hrs and responded within 10 days
Medium	Grievances that affect project implementation or service quality but do not pose immediate risk to safety or rights.	Response actions shall be taken between 10-15 days
Low	Grievances that have minor impact, are informational in nature, or can be resolved quickly at site or community level.	Response action shall be taken between 10-20 days

Note:

17) Depending on the nature, complexity, and severity of a grievance, the resolution timeline may be extended to a maximum of 30 working days to ensure a thorough and appropriate resolution of the case.
18) Cases related to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) will be reported to UNOPS Headquarters, and the investigation and follow-up actions for such cases may extend beyond 30 days, in accordance with established safeguarding, investigation, and survivor-centered procedures.

Training and Orientations: GRM training will be delivered at three levels such as UNOPS, FP/Contractors and CRG/GA/MC. Below table elaborates the training objectives, estimated time, expected participants, and the training facilitator. It is highly recommended that the training be delivered as soonest as possible before the rollout of the program at the community level. The project GRM Team will train the PIU and FP/Contractors staff in Kabul and Regions, then the FP Master trainer will train their SO and Engineer, and FP Trainer/Component 2 Community Mobilizer will train Community or Subproject GRT members at the community level or subproject site.

Table A4:

Training content	Participants	Duration	Frequency	Facilitated by
GRM Manual, Grievance redress Process, Documentation, Monitoring, reporting and Capacity building	FPs' and Contractors Key staff and GRM focal points UNOPS Project Team	3hrs	Prior to the commencement of works Quarterly - Refresher	UNOSP CRL Project GRM Team
Effective grievance redress mechanism, documentatio n and reporting	CPM/GRT members of the community (CRG areas) GRT members of the community in urban non-CRG areas	1 hr	During community mobilization During construction works - as refresher	FPs' SOs and GRM focal point in the CRG areas UNOPS GRM focal points in the urban non-CRG areas

5. Management Information System

- The Project has established a robust Management Information System (MIS) that includes a dedicated module for the registration and management of grievances. The MIS is accessible to Facilitating Partners' (FPs) GRM focal points as well as the UNOPS project team. To ensure timely and systematic capture of grievances received through the Awaaz Afghanistan hotline, the Project MIS will be integrated with the Awaaz platform.

- The GRM module within the MIS captures all essential elements of a grievance, including grievance category and sub-category, priority level, uptake channel, and other relevant details. This structured approach enables effective tracking, analysis, and reporting of grievances at any point in time, as required by the Project and stakeholders. In addition, the MIS supports the entry of grievances in local languages (Pashto and Dari), allowing FPs' GRM focal points to accurately and inclusively register cases.

- UNOPS will ensure full integration between the Project MIS and the Awaaz system so that follow-up actions and outcomes communicated through Awaaz are systematically recorded and reflected within the MIS, ensuring consistency and completeness of grievance records.

- The MIS also includes specific features to allow the anonymous and confidential recording of Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH) cases. Each GBV/SEA/SH case will be assigned a unique identification code to facilitate secure referrals and case-related communication. Access to GBV/SEA/SH cases within the MIS will be strictly restricted to designated Gender Specialists who serve as focal points for managing such sensitive cases, in line with confidentiality and survivor-centered principles.

6. Monitoring and Reporting

Monitoring and reporting are key elements of the Grievance Redress Mechanism; monitoring refers to the process of tracking grievances and assessing the progression toward resolution. One of the Result Framework indicators is "Percentage of grievances received that are resolved". The data for this indicator will be obtained when the total number of grievances are resolved/closed divided by grievances are received/registered. *The MIS should produce data for this indicator.*

Facilitating Partners (FPs) are responsible for ensuring that the Community Participatory Monitoring Group / Grievance Redress Team (CPM/GRT) is established at the community level and functions in accordance with the objectives outlined in the project documents. FP Social Organizers and Engineers are responsible for monitoring CPM/GRT activities and ensuring that sufficient GRM awareness has been provided to the community, grievances are properly registered, reviewed or investigated, and resolved by the community-level GRTs in a timely and appropriate manner.

The grievance logbook must be kept up to date and made available at the project site within the community documentation folder. Grievances that are not addressed by the community GRTs within the specified timeframe of 10–30 days, depending on their nature, must be followed up with the community or escalated to FP management or the UNOPS CRL Project team for resolution.

Grievances registered by the GRT through the logbook will not be entered into the Project MIS; however, the total number of grievances must be reported by the FPs in their quarterly progress reports.

UNOPS, through its spot-check monitoring mechanism, will ensure that Grievance Redress Teams (GRTs) are established at the community level, have received the required training, and are functioning effectively. Grievances that are not addressed by the community GRTs within the specified timeframe of 10–30 days, depending on their nature, must be followed up with the community or escalated to FP management or the UNOPS CRL Project management team for resolution.

UNOPS will also verify that Facilitating Partners have appropriate mechanisms in place at their offices for the redress, tracking, monitoring, and reporting of grievances. Grievances received directly by the FPs must be registered in the Project MIS and reported in the FP's quarterly progress report. Through its spot-check monitoring mechanism, UNOPS will ensure that FPs have taken appropriate actions to address the grievances and have adequately documented the resolutions. The actions taken by the FPs and the feedback provided to/by the complainants must be clearly reflected in the MIS. UNOPS aims to review 10 percent of the grievances received directly by the Facilitating Partners and registered in the MIS. The UNOPS spot-check review will be conducted on a sampling basis, prioritizing a concern-based approach that focuses on higher-risk or sensitive cases and those assessed as high priority. UNOPS verification will include brief follow-up calls with complainants to confirm the outcomes reported by the Facilitating Partners.

The Third-Party Monitoring Agent (TPMA) will provide an independent operational review of overall project implementation and results, including compliance with and implementation of this manual. The TPMA will share its findings with the World Bank and UNOPS through the agreed quarterly reports and the Significant Findings Sheet.

7. Publicity and Outreach

UNOPS and FPs will use different means to increase the beneficiaries' awareness regarding "How the grievances are redressed in CRL project?". The CRL project will use following media for large publicity:

- **Pamphlets/flyers:** UNOPS will design and print pamphlets which will be distributed to the beneficiaries by the FPs and Contractors.
- **Training:** UNOPS will deliver training to FPs and Contractor Key staff which will be further cascaded to the beneficiaries by the FPs and Contractors.
- **Posters:** The GRM awareness posters and the various uptake channels will be posted on the public spaces, workplace in the rural and urban communities.
- **Website:** UNOPS has an official website, a dedicated page has been developed, and the page will have clear messages, toll-free numbers, email address and processing steps
- **Facebook page:** Regular awareness posts will be uploaded on the FB page.

8. Annexes of the GRM Manual

8.1. Annex 1: GRM Form 2 - Grievance Registration Form

Part 1: General Information (to be filled by GRT)

Grievance ID:		Date Registered:	dd / mm / yyyy	Grievance Priority:	☐ Low ☐ Medium ☐ High
Uptake Channel:	☐ Verbal ☐ Petition ☐ SMS ☐ Other: ______________________				
GRT Focal Point Name:		CRG/subproject name			

Part 2: Grievance Detail (information to be asked from complainant)

Complainant Name:		Father's Name:		Gender:	☐ Male ☐ Female
Phone #:		Email Address:			
Province:		District/City:		Community/GA:	
Status of Complainant:	☐ CRG Member ☐ Community Member ☐ Beneficiary ☐ Other: ______________				
Detail of Grievance:					
Grievance Against:	☐ CRG Member ☐ Community Member ☐ Elder/Malik/Commander ☐ FP Staff ☐ UNOPS Staff ☐ Other: ______________				

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Complainant Signature (optional) _____________

8.2. Annex 2 - SEA/SH Case Registration Form

SEA/SH Case Registration Form

SEA/SH Case Registration Form		
Administrative Information		
1	Grievance ID	
2	Code of Survivor	
3	Date of grievance registration	
4	Date of Incident	
5	Reported by survivor or an escort of the survivor, in the presence of the survivor	☐ Reported by survivor ☐ by an escort in the presence of survivor ☐ by another person in the absence of survivor
Survivor Information		
6	Gender	☐ Male ☐ Female ☐ not disclosed
7	Age	
8	Location / Residence	
9	Current civil/marital status	☐ Married ☐ Single ☐ not disclosed
10	Occupation	
11	Is the survivor a person with mental or physical disabilities?	☐ Yes ☐ No
12	Is the survivor an unaccompanied or separated child?	☐ Yes ☐ No
13	Was the perpetrator related to the project?	☐ Yes ☐ No
14	Has Informed Consent been provided? yes/no?	☐ Yes ☐ No
15	Has the case been reported elsewhere (including police / lawyer/health services/psychosocial counseling, other)?	
Sub-Section for Child Survivor		
16	If the survivor is a child (less than 18 years), does he or she live alone?	☐ Live alone ☐ with family ☐ with someone else
17	If the survivor lives with someone, what is the relation between her/him and the caretaker? (parent/guardian; relative; spouse; other)	
18	What is the caretaker's current marital status?	
Details of the Incident (in survivor's words)		
19	Details of the incident	
20	Incident location and time	
21	Were money, goods, benefits, and/or services exchanged in relation to the incident?	
Alleged Perpetrator Information		
22	Number of alleged perpetrators	
23	Sex of alleged perpetrators	

24	Age group of alleged perpetrator(s)	
25	Indicate relationship between perpetrator(s) and survivor	
26	Main occupation of the alleged perpetrator(s)	
27	Employer of the alleged perpetrator(s)	
Planned Actions / Actions Taken		
28	Was the survivor referred by anyone?	☐ Yes ☐ No
29	Was the survivor referred to a safe house / shelter?	☐ Yes ☐ No
30	Which services does the survivor wish to be referred to? - Psychosocial services - Legal services - Police - Health services - Livelihood program	
31	What actions were taken to ensure the survivor's safety?	
32	Other relevant information	

8.3. Annex 3: GRM Form 3: Grievance Logbook

This logbook to be maintained in each project office by GRM Focal Point, in case an office covers more than one province, for each province a separate logbook should be used. This logbook is designed in A3 size paper.

☐ Community/CRG/FP Name: ________________________________ ☐ FP ☐ Contractor

☐ UNOPS Province Name: ___________

No.	GID	District/City	Date grievance received (dd/mm/yyyy)	Is it anonymous? Y=Yes N=No	Uptake Channel Hotline, Web, SMS, Helpdesk, Petition, Email, Social Media	Gender Male, Female	Complainant Name	Phone Number/Email	Priority L=Low M=Medium H=High	Grievance Type G=Grievance I=Inquiry S=Suggestion	Date Referred (dd/mm/yyyy)	Date Resolved (dd/mm/yyyy)	Feedback Date (dd/mm/yyyy)	Remarks
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No.	GID	District/City	Date grievance received (dd/mm/yyyy)	Is it anonymous? Y=Yes N=No	Uptake Channel Hotline, Web, SMS, Helpdesk, Petition, Email, Social Media	Gender Male, Female	Complainant Name	Phone Number/Email	Priority L=Low M=Medium H=High	Grievance Type G=Grievance I=Inquiry S=Suggestion	Date Referred (dd/mm/yyyy)	Date Resolved (dd/mm/yyyy)	Feedback Date (dd/mm/yyyy)	Remarks
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No.	GID	District/City	Date grievance received (dd/mm/yyyy)	Is it anonymous? Y=Yes N=No	Uptake Channel Hotline, Web, SMS, Helpdesk, Petition, Email, Social Media	Gender Male, Female	Complainant Name	Phone Number/Email	Priority L=Low M=Medium H=High	Grievance Type G=Grievance I=Inquiry S=Suggestion	Date Referred (dd/mm/yyyy)	Date Resolved (dd/mm/yyyy)	Feedback Date (dd/mm/yyyy)	Remarks
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4. [Grievance Registration Logbook (Pashto)]
5. [Grievance Registration Logbook (Dari)]

8.4. Annex 4: GR/CPMT Members List

The template is designed in a separate file and needs to be reviewed by UNOPS and WB.

Community Grievance Redress Team Members List

Part 1: General Information

Province Name		District/City Name	
GA Code		GA Name	
CRG Code		CRG Name	
GRT Establishment Date			

Part 2: Members' Detail

SN	Name	Position	Gender (M/F)	Age	Phone Number	Signature
1		Chairperson				
2						
3						
4						

5						
6						
7						
8						
9						
10						

Part 3: Committee Approval

Above listed people have been selected as Grievance Redress Team members to address community complaints and grievances related to CRL project issues.

Introduced By:

CRG Name/Signature

CRG Member Name/Signature

Verified By:

FP Social Organizer Name/Signature

FP Master Trainer Name/Signature

MIS Entry:

Enter by (name/signature)

Entry Date

8.5. Annex 5: FP Monthly Report

The GRM report will be prepared according to the format prepared by M&E and approved by UNOPS. The content for GRM section will be as follows:

- Facilitating Partner
- Province Name
- Reporting Period
- Short Summary: 200 words on GRM finding
- A success story on GRM
- Grievance Breakdown:

	Male	Female	Male Female	Male	Female
# of grievance forward by UNOPS to FP					
# of grievances investigated and solved/closed					
% grievances resolved					
# of grievance received by FP					
# of grievances investigated and solved/closed					
% grievances resolved					
# of grievance received by Community GR/CPMTs					
# of grievances investigated and solved/closed					
% grievances resolved					
Total # of grievance					
Total # of grievances investigated and solved/closed					
% grievances resolved					
Category-wise					
Category 1					
Category 2					

8.6. Annex 6: Component 2 Regional Office Monthly Report

The GRM report will be prepared according to the format prepared by M&E and approved by UNOPS. The content for GRM section will be as follows:

- City Name
- Reporting Period
- Short Summary: 200 words on GRM finding
- A success story on GRM
- Grievance Breakdown

	Male	**Female**	**Male Female**	**Male**	**Female**
# of grievance received					
# of grievances investigated and solved/closed					
% grievances resolved					
# of grievance received by GR/CPMTs					
# of grievances investigated and solved/closed					
% grievances resolved					
Category-wise					
Category 1					
Category 2					

8.7. Annex 7: World Bank Quarterly Report

The GRM report will be prepared according to the format agreed between UNOPS and World Bank. The content for GRM section will be as follows:

- Short Summary: 200 words on GRM finding
- Grievance Breakdown
- Plan for the next quarter
- A success story on GRM

	Male	**Female**	**Male Female**	**Male**	**Female**

# of grievances received by FP and UNOPS					
# of grievances investigated and solved/closed					
% grievances resolved					

Category-wise					
Category 1					
Category 2					
Category ...					
Geographic Distribution					
Region 1					
Region 2					

ANNEX VII: Community Procurement Forms

Form P1 - Requisition Form

Requisition number:	**FP /Province/District/Community Name:**		
Requested by:	**Date:**	**Date delivery required:**	
Email:	**Estimated Budget:**	**Fund/Donor**	**Component** **(*C1, C3, C4*)**
Phone:			

Procurement Method:

	Competitive bidding (Shopping or RFQ): Three or more quotations are required.		**Single-source procurement:** Many suppliers are available, but one quotation obtained from only one supplier - *justification required.*
	Direct contracting: applicable when there is no alternative supplier - *justification required, please provide reasons in below space:*	**Please check the appropriate box.**	

Purpose/use of goods/works/services:

Details of goods/works/services:

No.	Item name or description	Unit	Qty	Unit Price	Est. Total Price
1					
2					
3					
Grand Total Price					

Delivery Location:	
Delivery/Lead Time:	

Suggested suppliers for shortlist (Optional):

	Name of supplier	Contact person	Phone number	Email
1.				

2.				
3.				

Requested by (Signature): ……………………….. Approved by (Name and signature: ……………………………………

Form P2 - Invitation to Quote Form

Quotation information:

Subject:	
Issue Date:	
Closing Date and Time:	dd/mm/yyy, hh:mm
Case Reference:	
FP /Province/District/Community Name:	
Community ID	
FP Contact Information (name, phone and/or email):	
Quotation Submission Address (*physical or email address*):	Quotations must be submitted to ___________

Quoter Information:

Bidder's name:	
Address:	
Contact information (name, phone, and/or email):	
Date of quotation submission:	

Comparative Data:

Quoters must complete the comparative data table(s) to show compliance with our requirements. Do NOT alter the "our minimum requirements" columns; changes may disqualify your quotation.

#	Our minimum requirement	Is quotation compliant? Quoter to complete with (Yes or No)	Details of goods or services (*specifications and brand/model/grade offered if applicable*)

1.	- Briefly outline the specific details of the item/s being procured (TOR or specifications). - Include expected delivery period (days/weeks) - No branding	Yes/No	Insert details
2.	*Add more rows if multiple items are being procured under the Invitation to Quote.*		

Pricing Table

No.	Descriptions	Qty	UoM	Unit Price (AFN)	Total Price (AFN)
1	*Insert item name*		e.g. pcs, box, pack?		
2	*Insert item name*				
3	*Insert item name*				
	Grand Total Price				
	Required price validity period – Insert days				Quoter inserts Yes/No

Note the following

- A Quoter shall not be eligible to submit a quote if and when at the time of quote submission, the Quoter is included in the World Bank Listing of Ineligible Firms and Individuals.
- Your quotation(s) should be valid for a period of _____days from the date of receipt for quotation(s) and must be for the full quantity requested otherwise it will be disqualified.
- Quotes shall be submitted only to the designated address.
- Quoters shall submit only one signed quote. Unsigned quotes shall be rejected. (Wherever possible, offers must also be stamped).
- In the event of a Contract award, FP shall award the Contract to a Quoter who has been determined as eligible and qualified and whose quote has been determined to be the lowest priced, substantially compliant offer to the Quoting Documents. FP reserves the right to conduct negotiations with the bidder recommended for award on the content of their Quote.
- At the time the Contract is awarded, FP reserves the right to increase or decrease the quantity of Goods and/or Services originally specified, provided this does not exceed 20 percent.
- FP reserves the right to conduct the inspection of goods or request samples prior to the award of the contract.
- FP reserves the right to accept or reject any quotations and to cancel the quoting process and reject all quotations at any time prior to contract award.
- Payments shall be made within **30 days** from the date of receipt and acceptance of the goods/services/works and receipt of the invoice.
- **The Buyer has the right to debar any firm/supplier/service providers from projects of UNOPS and other UN agencies who either do not meet the targets or fail to perform for a period of 1 year.**

- **Impartiality & Confidentiality Note**- We hereby declare that we do not have any past/present relationship, or direct/indirect relationship, whether financial, professional or of any other kind that may cause conflict of interest with any of the participants of this tender otherwise we understand that we will be disqualified. We agree to hold in trust and confidence any information related to this tender.

I, the undersigned, certify that I am duly authorized by [insert full name of Quoter] to sign this quote and bind [insert full name of Quoter] should FP accept this quote:

Name :
Title:

Form P3 - Request for Quotation

Request for Quotation (RFQ) for Goods/Services

Insert title of procurement

RFQ Reference Number:

FP /Province/District/Community Name:

Community ID

Invitation letter

Dear Sir/Madam,

Subject: Request for Quotations for the Supply of [***Insert brief information of the goods and/or services***] ***in*** [***name of country/city***] – **RFQ Case No.:** [***Insert case ref.***]

The _______ (name of the FP) is pleased to invite prospective bidders to submit a quotation for the provision of goods/services in accordance with the Schedule of Requirements as set out in this Request for Quotation (RFQ).

The RFQ consists of the following:

- Section I: RFQ Particulars
- Section II: Schedule of Requirements
- Section III: Returnable Bidding Forms
    - Form A: Price Schedule Form
    - Form B: Technical Quotation Form
    - Form C: Previous Experience Form [remove if not required]

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements and process as set out in this RFQ and submit it to ______ by the deadline for quotation submission set out in the Section I: RFQ Particulars.

We look forward to receiving your quotation.

Approved by:

____

FP
Name: [insert name
Title: [insert title]
Date: [insert date]

Section I: RFQ Particulars

Scope of Quotation	This RFQ refers to the provision of [***Insert brief information of the goods/services***] in [***name of city/country***] as further described in Section III: Schedule of Requirements.
Contact person for correspondence, notifications and requests for clarifications	All correspondence, notifications and requests for clarifications in relation to this RFQ shall be sent to: [***Insert name of contact person or anonymous contact or email address as appropriate***] [***Insert contact information***] **<u>ATTENTION</u>: Quotations shall not be submitted to the above address but to the address for quotation submission as set out below.**
Clarifications	Requests for clarification from bidders will not be accepted by any later than [***insert date***]. Responses to requests for clarification will be communicated: [insert how they will be circulated,
Duties and Taxes	All quotations shall be submitted including all direct taxes, ***customs duties and indirect taxes, such as sales taxes, VAT*** .
Deadline for Quotation Submission	All quotations must be submitted by [insert time] [City, Country] Time on [***insert date***].
Quotation submission	Quotations must be submitted as follows: ***[Explain the way Bidders have to submit their quotation, including the email address and/or physical address where to deliver the quotation***].
Evaluation method and criteria	Quotations shall be evaluated according to the evaluation table in the schedule of requirements. At any time during the evaluation process _____ FP may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their quotation. — FP may use such information in interpreting and evaluating the relevant quotation.
Documents comprising the Quotation	Bidders shall include the following documents in their quotation: 7. Form A: Price Schedule Form 8. Form B: Technical Quotation Form 9. Form C: Previous Experience Form

Type of Contract	FP will sign Purchasing Order
Signing of Contract	FP plans to award the Contract by [insert date]

Section II: Schedule of Requirements

Technical specifications for Goods and Comparative Data Table:

Item No	FP minimum technical requirements	Quantity	**Is quotation compliant?** Bidder to complete	**Details of goods offered.** Bidder to complete
[insert]	[insert]	[insert]	☐ Yes ☐ No	Insert details of goods offered, including specifications and brand/model offered if applicable

Delivery requirements and Comparative Data Table:

FP Requirements		**Is quotation compliant?** Bidder to complete	**Details** Bidder to complete
Delivery time	Bidder shall deliver the goods [insert time in days/weeks] after Contract signature.	☐ Yes ☐ No	Insert details
Delivery place	[Insert delivery place	☐ Yes ☐ No	Insert details
Consignee details and address	[Insert details]	☐ Yes ☐ No	Insert details

Section III: Returnable Bidding Forms

Note to Bidders: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of your quotation.

The following returnable forms are part of this RFQ and must be completed and returned by bidders as part of their Quotation.

Form A: Price Schedule Form

Bidders shall fill in this Price Schedule Form in accordance with the instructions indicated.

RFQ reference no: [insert RFQ reference No.]

Currency	[Insert currency]

Item No	Description	Qty	Unit price	Total price
1.	[Insert name of item. Add or remove rows as necessary]	[Insert Qty]	insert	insert
2.				
3.				
4.				
5.				
Total Price				

Payment terms 30 days accepted: ☐ Yes

List of subcontractors or suppliers, if applicable

Bidders must identify the names of all subcontractors/suppliers who will be providing goods/services under this Contract and the type of work being subcontracted, if applicable.

Full legal name and address of subcontractors

- ____
- ____
- ____

I, the undersigned, certify that I am duly authorized by [***insert full name of Bidder***] to sign this quotation and bind [***insert full name of Bidder***] should ______ FP accept this quotation:

Name : ____

Title : ____

Date : ____

Signature : ____

Form B: Technical Quotation Form

RFQ reference no: [insert RFQ reference No.]
Name of Bidder: [insert name of Bidder]

Bidders are required to complete the **Comparative Data Tables** included in Section II: Schedule of Requirements to demonstrate compliance with FP requirements and insert them below. Bidders are NOT allowed to make any change in the "FP requirements" columns of the Comparative Data Tables. Such changes might disqualify your quotation.

Technical specifications for goods – Comparative Data Table

Item No	**FP minimum technical requirements**	**Quantity**	**Is quotation compliant?** Bidder to complete	**Details of goods offered.** Bidder to complete
[insert]	[insert]	[insert]	☐ Yes ☐ No	Insert details of goods offered, including specifications and brand/model offered if applicable

Delivery requirements and Comparative Data Table:

FP Requirements		**Is quotation compliant?** Bidder to complete	**Details** Bidder to complete
Delivery time	Bidder shall deliver the goods [insert time in days/weeks] after Contract signature.	☐ Yes ☐ No	Insert details
Delivery place	[Insert delivery place	☐ Yes ☐ No	Insert details
Consignee details and address	[Insert details]	☐ Yes ☐ No	Insert details

The offered goods and related services (if applicable) are in accordance with the required specifications and requirements specified in **Section II: Schedule of Requirements**.

☐ Yes ☐ No

ANY DEVIATION MUST BE LISTED BELOW:

____

Name : ______________________________

Title : ______________________________

Date : ______________________________

Signature : ______________________________

[Remove if not required]

Form C: Previous experience form

RFQ reference no: [insert RFQ reference No.]
Name of Bidder: [insert name of Bidder]

Description of services/goods	Country	Total amount of Contract	Contract Identification and Title and Contact details of Client (Name, Address, telephone, email, fax)	Year project was undertaken

Name : ______________________________

Title : ______________________________

Date : ______________________________

Signature : ______________________________

Form P4 - Bid Opening Report

Time:

Case No.:
Project:
Community Name:
Community ID

Bid opening report

Title of the procurement: Supply of [XXXXXXXX] **to** [Name of sub-project]

Attendance page

Firm or Entity Represented	Name/Title of Representative	Signature

Important note: This bid opening report reflects only the total prices of each of the bids received. The lowest

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priced bid is not to be construed as automatically the successful winner. FP will carry out a detailed technical and commercial evaluation to determine the lowest qualified bid. Unsuccessful bidders will be notified in due course.

Bid submission information

Bidding firm		Currency/Rate	Total price in bid currency, if applicable	Total price in USD	Comments
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Form P5 - Confidentiality/no conflict of interest

Confidentiality/no conflict of interest affidavit for members of evaluation team

Project: [FP /Province/District/Community Name:]
Case reference: [Insert case ID/track number or tender reference number and title]

The undersigned, hereby, declares that he/she will act in a manner consistent with CRLP guidelines and practices and, as a member of the CRLP evaluation team, shall:

- act in a personal capacity and not represent any commercial, political or other interest;
- avoid any conflict of interest, or appearance thereof, related to the activities of the United Nations or the knowledge gained through his/her participation in the CRLP evaluation team;
- disclose any financial or other interest with any person or entity that may offer or provide goods, services and works to CRLP;
- neither divulge nor use information identified as, or which should reasonably be believed to be, sensitive, confidential, or proprietary; and
- respect and follow CRLP rules and procedures and refuse any instructions from governments or sources external to CRLP in the evaluation process.
- keep confidential the outcome of this evaluation exercise and not disclose any information before the final award of the prospective contract;

All documents, reports and data provided to, or compiled or prepared by, the participant in the course of the evaluation, if any, shall be the property of CRLP.

____
Signature:

____
Name:

_____ / _____ / _____
Date:

Form P6 - Quotation Evaluation Form

Subject:	
Issue Date:	
Closing Date and Time:	dd/mm/yyy, hh:mm
Case Reference:	
FP /Province/District/Community Name:	
Community ID:	
Evaluation Completion Date:	dd/mm/yyy

1. Qualification/Technical

#	**Our minimum requirement**	**Quoter 1**		**Quoter 2**		**Quoter 3**	
		(Pass or Fail)	**Remarks**	**(Pass or Fail)**	**Remarks**	**(Pass or Fail)**	**Remarks**
1.	- Briefly outline the specific details of the item/s being procured (TOR or specifications). - Include expected delivery period (days/weeks) - No branding - XXX days/weeks delivery period from the date Purchase Order	Yes/No					
2.	*Add more rows if multiple items are being procured under the Invitation to Quote.*						
x	Quoter is NOT included in the World Bank Listing of Ineligible Firms and Individuals.						

x	Quoter accept the price validity period in the invitation to quote						

2. Financial Evaluation - ***Only quotes that passed qualification/technical evaluation are evaluated.***

#	**Our minimum requirement**	**Quoter 1**		**Quoter 2**		**Quoter 3**	
		Unit Price	**Total Price**	**Unit Price**	**Total Price**	**Unit Price**	**Total Price**
1.	- Insert name of item						
	Insert name of item						
2.	*Add more rows if multiple items are being procured under the Invitation to Quote.*						
	Total Price/ AFN						
	Ranking from the lowest to the highest quote (1, 2, 3, 4, etc.)						
	Recommended for award (Yes/No)	Yes/No		Yes/No		Yes/No	
	Remarks/comments						

Evaluation panel:

Name & Signature of 1st Evaluator *Name & Signature of 2nd Evaluator* *Name & Signature of 3rd Evaluator*

Form P7- RFQ Evaluation_Report

Please note: The text in grey is for a guide to complete the report

Bid evaluation report

Evaluation of RFQs

Name of project [xxxx]
RFQ Ref. No.: [xxxx]
Name of FP and Community: xxxx]
Evaluation report date: [xxxx]

Identification

1. Project Nr. and Project Name	
2. RFQ Ref. No	
3. Description of requirement	Acquisition of [xxxx]
4. Cost estimate	

Signature of members of the evaluation team

Role	Full Name	Functional Title	Signature
Evaluation Team Chairperson			
FP Procurement Official			
FP Evaluation Team Member			
FP Evaluation Team Member			
FP Evaluation Team Member			
Observer, CDC member			
Observer, CDC member, if any			

- ## RFQ process

Table 1 below gives a summary of the bidding process:

- **RFQ process**

1.1.1 Short listed companies • Name of the companies invited / short-list for this process • Number of bidders invited per short-list	
1.1.2 How the tenders were shared with the companies 1.1.3 Did you do any amendments to tender documents, if any (a) list all issue dates	

Table 2 below gives a summary of the submission and opening process:

- **Offers submission and opening**

1.2.1 Offers submission deadline: Date and Time 1.2.2 Offers opening date, time,	[indicate date and time]
1.2.3 Number of offers submitted	
1.2.4 Offer validity period (days or weeks)	

Response to the RFQ

As stated above, there were a total of [xx] offers received, as per below details. For further details see the Offers opening report enclosed in Annex X.

Bidder's name	**Country**	**Amount *(as per Offers Opening Report)***

Evaluation clarifications

During the evaluation, several clarifications were requested from bidders by the evaluation team, as per details in the below table.

Bidder's name	**Clarification requested**	**Evaluation stage** **(**Preliminary, Technical, Financial)	**Bidder's reply**

- ## Preliminary examination

A preliminary examination was conducted wherein it was assessed whether the bidders met the formal and eligibility criteria included in the RFQ. The detailed results are included in Annex [Insert Annex].

This included checking the following eligibility criteria: [adjust as necessary]

10. The vendor does not have conflict of interest;
11. The vendor is not included in any of the identified ineligibility lists, namely: United Nations Ineligibility List (UNIL) including the UNOPS Ineligibility List; Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.

As a result of the preliminary examination, [xxxx] offers were passed through the formal and eligibility criteria and therefore advanced to the Technical Evaluation stage. However, [xxxx] offers failed for the following reasons:

12. [Bidder's name and reason for rejection at this stage]

- ## Technical evaluation

The evaluation team proceeded with technical evaluation of [xxxx] offers. The detailed results are included in Annex [Insert Annex].

[Insert relevant technical evaluation details including

As a result of this assessment, [xxxx] offers were deemed substantially compliant with the technical criteria and advanced to the Financial Evaluation stage. However, [xxxx] offers were deemed not substantially compliant at this stage for the following reasons:

13. [Bidder's name and reason for rejection at this stage]

- ## Financial evaluation

The Price Schedules of substantially compliant offers were examined as per details in Annex Insert Annex nr].

[Add relevant comments regarding the following:

14. Any price corrections as a result of the arithmetic check
15. If quantities offered by bidders are as requested in the RFQ. If not and a bidder was rejected at this stage
16. If currency conversion was done, then state the exchange rate applied, as specified in the bid document

The lowest priced, after the technical evaluation was [Insert name of bidder] for [Insert amount]

- ## Justification of reasonableness of price

mandatory when less than three substantially compliant offers have been received.]

- ## Complaints

[Indicate if complaints and representations were received, how you dealt with them

- ## Indications of proscribed practices

[Indicate if there were any indications of proscribed practices"The evaluation team satisfied itself that there were no indications or potential red flags of fraud, collusion or other prescribed practices by bidders".]

- ## Background checks

The following minimum background checks were conducted on the vendor recommended for award

17. Verified the bidder's existence and status; [Explain how this was done, checking the company's website, or if applicable calling their declared office phone numbers];
18. Verified that the vendor is legally incorporated; [Explain how this was checked i.e.ded Certification of Registration in the Bid,
19. Checked that the bidder does not have any pending claims, disputes and contentious issues [

In addition, the following advanced background checks were carried out [Remove or detail any advanced background checks provided, per guidance in the Procurement Manual. Note that advanced checks are mandatory in "high risk" situations as defined in the Manual. Refer to any additional attachment with background check info if needed.]

[If a vendor is rejected due to the findings of the background check, please provide details here].

- ## Recommendation of award

The evaluation team unanimously recommends the award of contract to the following bidder(s).

Bidder's name	**Lot Nr., if applicable**	**Amount *(as per Financial Evaluation)***	**Total Amount*)***

Annexes to the Evaluation Report

- Annex 1: RFQ
- Annex 3: Amendments to the solicitation document, if any
- Annex 4: Offers opening report
- Annex 5: Evaluation team approval and affidavits
- Annex 6: Preliminary examination table
- Annex 7: Qualification criteria evaluation table, if applicable
- Annex 8: Technical evaluation table
- Annex 9: Financial evaluation table

Form P7.1- Offers_Evaluation_Report_Tables

PRELIMINARY EXAMINATION <RFQ Ref. and Title>						
	Preliminary Examination Checklist	FINDINGS / REMARKS (Indicate "Yes" or "No", or comments where needed)				
		Bidder 1___	Bidder 2___	Bidder 3___	Bidder 4___	Bidder 5___
1. Formal criteria						
1.1	Offer is submitted prior to the deadline					
1.2	Offer Submission Form is duly completed					
1.3	Offer Validity is per the required duration					
1.4	Completeness of the offer. All documents required under RFQ have been provided (e.g. Technical Bid Form, Manufacturer's Authorization Form, Price Schedule Form, etc.)					
2. Eligibility						
2.1	The Bidder does not have conflict of interest					
2.3	The Bidder is not included in any of the identified ineligibility lists, namely: United Nations Ineligibility List (UNIL) including the UNOPS Ineligibility List; Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list; World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals.					
Preliminary examination results:	**R** = Reject the Bid/bid **P** = Proceed with Technical Evaluation					

List of Rejected Bidders/ Summary of Grounds for Rejection of Offers
1. Name of bidder and reason(s) for rejection 2. Name of bidder and reason(s) for rejection etc.

Form P7.1- Offers_Evaluation_Report_Tables

QUALIFICATION EVALUATION

<RFQ Ref. and Title>

S. No	Qualification Criteria	Bidder 1____		Bidder 2____		Bidder 3____		Bidder 4____	
		Comments	Pass/ Fail	Comments	Pass / Fail	Comments	Pass / Fail	Comments	Pass / Fail
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
Does the Bidder meet the minimum qualification criteria set out in the RFQ? (YES/NO) [If not, please provide reason(s) for rejecting the bid at this stage]									

TECHNICAL EVALUATION OF BIDS

<RFQ Ref. and Title>

			Bidder 1____	Bidder 2____	Bidder 3____

Item No	Item Name	Item Description - FP requested Technical Specifications	Technical Specifications offered by bidder & brand/model offered	Pass/ Fail	Technical Specifications offered by bidder & brand/model offered	Pass/ Fail	Technical Specifications offered by bidder & brand/model offered	Pass/ Fail
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
Is the offer substantially compliant? (YES/NO) [If not, please provide reason(s) for rejecting the bid at this stage]								

FINANCIAL EVALUATION <RFQ Ref. and Title>								
Item No	Item Name	Quantity Requested	Bidder 1____		Bidder 2____		Bidder 3____	
			Unit Price (USD)	Total Price (USD)	Unit Price (USD)	Total Price (USD)	Unit Price (USD)	Total Price (USD)
1				0.00		0.00		0.00
2				0.00		0.00		0.00
3				0.00		0.00		0.00
4				0.00		0.00		0.00
5				0.00		0.00		0.00
6				0.00		0.00		0.00
7				0.00		0.00		0.00

8				0.00		0.00		0.00
9				0.00		0.00		0.00
10				0.00		0.00		0.00
Transportation & Delivery to Consignee								
Installation and Commissioning Cost								
Total Bid Price, USD				**0.00**		**0.00**		**0.00**
RANKING OF BIDS								
Financial evaluation comments [Include here any relevant comment, e.g. any price correction, if quantities offered were as required, currency conversion, etc.]								

Form P8 Request for Award of Contract Approval

Date: Insert date when request for award is finalized]

To: Insert name of Procurement Authority]
[Insert title of Procurement Authority]

From: [Insert name of person in charge of the procurement process]
[Insert title of person in charge of the procurement process]
[Insert name of office]

Case track number	[Insert the case file no. or other ID applicable for this case]
Available funds under project budget / BL	[Insert the available budget for this acquisition]
RFQ Number	
Project Name	

Procurement Timeline:

Activity	Date
RFQ issued	
Deadline for submission	

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Bid opening	
Evaluation completed	
Recommendation for award	

Award Details:

Contractor name	[Insert name and country of proposed contractor]
Community ID	
For the acquisition of	[Insert brief description of the good/works/services to be purchased]
Contract amount	[Insert currency and amount]
Contract start date	
Contract end date	
Delivery period	

Procurement Process Details:

Option 1	**Competitive process (Shopping or RFQ)**	

	Details to include:
	a. Open or limited
	b. Type of competition (open or limited):
	c. Number of suppliers invited for limited competition:
	d. Number of bids/quotations received
	e. Attach evaluation report supported by the evaluation process documents below where applicable
	    a. Preliminary evaluation
	    b. Qualification evaluation
	    c. Technical evaluation
	    d. Financial evaluation
	    e. If less than 3 technically acceptable/compliant quotations were received, include a price comparison table to market prices with the recommended price for reasonableness of costs	

Option 2	**Exception to the use of competitive process**	**Responses as required**
I.	**Single-source procurement**	
	Details below to be included:	

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	a. Are there other sources for the same or equivalent supply? b. Briefly explain how quotations were obtained c. What factors justify recommending a non-competitive process? Provide details and rationale. d. Determine price fairness or reasonableness, detail the basis for price support, and summarize the negotiation process and outcome. e. How likely is an amendment or follow-on contract with the current vendor? f. Is there any plan to establish long-term procurement arrangements for similar future requirements, given your organization's need? Please provide details.	
II.	**Direct contracting or sole-source procurement**	
	a. Only one supplier is capable of supplying the goods or services b. Briefly explain how quotations were obtained c. Justify and explain the rationale for utilizing direct contracting. d. Determine price fairness or reasonableness, detail the basis for price support, and summarize the negotiation process and outcome.	
General	1. Name of bid/quotation evaluation panel members 2. Background checks a. Verified supplier's existence [Explain how this was done, i.e. checking that it was a past vendor of FP, through internet search, checking the company's website, or if applicable calling their declared office phone numbers]; b. Verified that the vendor is legally incorporated; 3. Annexes a. Annex I - XXX b. Annex II - XXx c. XXX	

Annex I - Bid submission log sheet
Annex II - Bid evaluation report
Annex II -

Action taken by Procurement Authority:

☐ **Approved**
☐ **Deferred**
☐ **Rejected**

Comments by PA, if any: ____

Signature: ____

Date: ___________

Form P9 - Purchase Order

Name and address of the supplier: Focal Point Name Contact information (email and phone): Project: Community Name: Community ID: Registration Number (license): License Issue Date (optional): License Expiry Date:	Order Number: Status: Order date: Delivery place/address: Delivery date: Delivery method: Delivery term: Payment terms: Prepared by:

No	Item Description	Quantity Unit	Unit price	Currency	Amount	Delivery date
Total Price						

This Purchase Order contract (the "Contract") is made between ______ (FP name) and the Contractor identified herein, for the provision of goods and/or services.

The following documents, listed in the order of priority, are deemed to form and be read and construed as part of the Contract, having superseding effect over any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract:

- *The Special Conditions of Contract, if included as an attachment to this Contract;*
- *This Contract document;*
- *Any additional attachments to this Contract*

____

Name and Signature of authorized signatory of the Contractor

____

Date signed by the Contractor

____

Signature of the FP authorised Representative

____

Date signed by the FP Representative

Form F10 - Receipt for Delivery

FP /Province/ District/ Community Name:		Purchase order No.;	Date RIR issued;
Community ID:		Project No. and title	
To be completed upon receipt of goods/services/works			
Date of receipt		Date of control or inspection	
Control done by (print full name and title):		Control done by (print full name and title):	
Name of contractor/Supplier:		Nature of goods/services/works (***cross-out the one not applicable***):	

Item	Description	Qty.	Unit price	Remarks
		Packing list No.(s) ____________________ attached		

Official Use Only

1. Always attach to this RIR a copy of the packing list signed by the controller. You only need to provide itemized details (item, description, quantity, and remarks) in the event of a short-landing or the receipt of damaged goods. Otherwise, in the case of "clean" receipts, simply write a brief statement such as "Spare parts as per attached packing list number." dated ...." 2. Remember to keep a copy of the Receipt for Delivery in the case file.	Signature Name Title

ANNEX IX: Construction Supervision Templates & Guidelines

UNOPS Construction Supervision Templates: EN

UNOPS Construction Supervision Guidelines:
https://drive.google.com/file/d/1Uv_1_lktd2uWVotKwSZX46sszFsZqNC7/view

ANNEX X: Monitoring Forms

The monitoring forms will be revised and will be attached as an annex to this document.

M&E Form 1: Spot-Check Monitoring Form (UNOPS)

M&E Form 2: Spot-Check Monitoring Form (FPs)