ORGANIZATIONAL CAPACITY ASSESSMENT (OCA) REPORT

FOR

SSNeP+



SOUTH SUDAN NETWORK OF PLHIV

BY:

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TO:

Program Coordinator SSNeP+, Juba South Sudan



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ABBREVIATIONS AND ACRONYMS

SSNeP+ South Sudan Network of People Living with HIV

FGD Focus Group Discussions

CSO Civil Society Organizations

OCA Organizational Capacity Assessment

OCAT Organizational Capacity Assessment Tool

UNFPA United Nations Family Planning Association

PLHIV People Living with Human Immune Virus

HIV/AIDS Human Immune Virus/Acquired Immune Deficiency Syndrome

M&E Monitoring and Evaluation

BoD Board of Directors

UNAIDS Joint United Nations Programme on HIV/AIDS

UNICEF United Nations International Children's Education Fund

HR Human Resource

NGO Non-Governmental Organization

M&E Monitoring and Evaluation

SSAC South Sudan AIDS Commission

VCT Voluntary Counselling and Testing

1.0 Introduction

This Organizational Capacity Assessment (OCA) report provides highlights of the entire processes and major deliverable of the assessment. SSNEP+ was assessed in a period of 7 days from October 5th to October 13th, 2021 at its Head office in Nimara Talata, Juba.

The purpose of the assessment was to improve the organizational capacity, deepen linkages with communities and groups that it represents; increase its capacity to engage constructively with authorities and decision makers as well as decisively engage in policy making processes; and strengthen alliances and networks with other actors to work on issues relevant to the needs and priorities to bring about positive changes in the lives and well-being of communities and groups.

The participation of the SSNEP+ representatives, senior management and staff was the core of the organizational capacity assessment process. So, participatory approach was applied throughout the process of the assessment which focused on organizational operations, processes and internal organizational capacities. In addition to the principle of participation, the consultant also applied other relevant OCA principles such as communication, user-ownership and continuous learning. OCA is an inclusive process and hence, these principles were utilized to enhance participation and ownership of OCA results since participants got involved in analysis and generation of instant results during the assessment.

Six (6) staffs; (1 female & 5 males) from SSNEP+ participated during the organizational capacity assessments with marginal Board Members presence.

2.0 Objectives of the OCA

The primary objective of this OCA was to facilitate an objective, data-driven assessment to determine the organizational capacity of SSNEP+ supported by UNFPA.

2.1 Specific objectives of the OCA

The following are the specific objectives of the Organizational Capacity Assessment (OCA).

- a) Planning
- Develop a work plan for the duration of the assessment setting out clear milestones to be met
- Review the self-assessment undertaken by SSNEP+
- Familiarization with the independent assessment component of the UNFPA capacity Assessment tool.

b) Capacity Assessment

- Visit SSNEP+ to assess their capacity using the CAT and verify the scoring from the selfassessment conducted by the network.
- Draft a report summarizing the findings (strengths, Weaknesses and gaps) of each organization and recommendations. Develop a costed capacity development plan for each network.

3.0 What is Capacity and why is it important?

The United Nations Development Programme (UNDP) defines capacity development as 'the process through which individuals, organizations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objectives over time." Capacity building in the context of South Sudanese Civil Society Organizations (CSOs) helps deliver evidence-based interventions more effectively by improving performance and addressing stakeholder needs and expectations. For UNFPA, capacity development is the process through which individuals, organizations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objective

It is not a one-off intervention, but an interactive process of strategy application, learning and modification and helps promote a common frame of reference for a programmatic response to capacity development. Strengthening the organizational capacities of civil society organizations to deliver services is an important component of the UNFPA agenda for South Sudan. This capacity is needed among individual staff, organizations and communities that take responsibility and ownership of development initiatives and outcomes.

4.0 Organizational Capacity Assessment (OCA) methodology

The Organizational Capacity Assessment (OCA) was designed to provide detailed information and data for two principal objectives: i) conduct a comprehensive and fully participatory OCA using both qualitative and quantitative approaches to determine the level of SSNEP+ capacity across the key domains of organizational capacity and ii). Draft a report summarizing the findings (strengths, Weaknesses and gaps) of SSNEP+ and recommendations; Development of a costed capacity development plan for the network.

Therefore, the assessment was first carried out by means of desk reviews of secondary data and secondly through a range of primary data, collected through Focus Group Discussion (FGDs) and observations.

With full compliance to COVID-19 pandemic protocols, both qualitative and quantitative approaches and techniques were applied in this organizational capacity assessment. It adhered to acceptable data quality practices and ethical considerations for undertaking OCA processes. The methodology was principally organization centered assessment and participatory in nature as per the description in the Terms of Reference (TOR) and it involved the following:

Desk study or review of existing literature.

This was intended to provide background understanding of historical capacity perspectives of each Civil Society Organization (CSO).

So, an extensive literature review was undertaken to comprehend the degree of organizational capacities.

The documents consulted included previous program reports, policies, recruitment files, strategic plans and results frameworks.

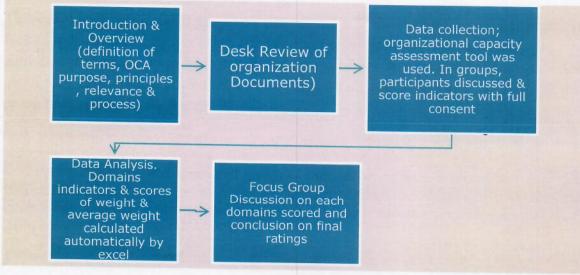


Participatory approach and organization centered Focus Group Discussions (FGD). This is
one of the approaches extensively utilized during this organizational capacity assessment
to generate primary data for the OCA. Civil Society Organizations (CSOs) management,
board of governors/members, senior, middle and junior or field project staffs were involved
in the discussions, scores, etc.

UNFPA Organizational Capacity Assessment Tool (OCAT) was used to guide the participatory discussions. This method produced immediate results out of collective and inclusive process and more so, encouraged ownership of the OCA results by the participants from the organization.

Through the Focus Group Discussions, participants had the opportunity to deliberate on factors (positive and negative) that affected their organizational capacities. This process permitted participants to provide detailed analysis of both OCA results and learned better about their development process. Six participants (6) (3 women & 3 men) took part in the group discussions during the assessment.

One (one) participatory group discussion (round-table discussions) was held on this
assessment using Organizational Capacity Assessment Tool (OCAT) provided by the
UNFPA. This method ensured more transparent, open discussion of all
statements/indicators on the tool for all respective domains. Valuable and detailed
information/data was collected. Hence, CSOs managers, board representatives and staff
felt more confident in the OCA results.



4.1 Assessment tools

The exercise adopted a standard OCA assessment tool developed by UNFPA with clearly scaled indicators. Each organization was subjected to the complete sections of the assessment toolsquestions that should be rated using the score of 1-4 with the following key decision gates: -

Overall Weighted Score is between 1.5 and 2.5 (or 1.2 and 2 if Financial and Procurement sections omitted), the organization needs capacity building support urgently



- Score is between 2.5 and 3.5 (or 2.1 and 2.8 if Financial and Procurement sections omitted) , the organization needs capacity building, but not urgently
- Score is above 3.5 (2.8 if Financial and Procurement sections omitted) the organization hardly needs capacity building support.

The assessment questions were divided in to 9 key sections. For each element, a number of objectives are included, each with a range of capacities to be rated.

The questionnaires were divided in nine main areas/domains:

- A. Governance: questions related to the board (executive committee), mission and goals, organization leadership, and legal status of the organization
- B. **Program Management:** questions related to the organizational structure and culture, planning, programme development and reporting, administrative procedures, risk management, and information systems
- C. *Human Resources*: questions related to human resources development and management, and work organization within the NGO
- D. *Financial Management*: questions relate to accounting, budgeting, stock control, financial reporting, and diversification of income base
- E. Monitoring and Evaluation: question on project monitoring, reporting, feedback and learning
- F. Procurement systems
- G. Comparative advantages
- H. Knowledge management
- I. Partnership: questions related to stakeholder relations, inter-NGO, government and funder collaboration, public relations, and media relations

4.2 CSOs Organizational Capacity Assessment (OCA) Domains

With the approval of SSNeP+ and UNFPA, the consultant duly adopted its Organizational Capacity Assessment Tool (OCAT) on the basis that it has to be relevant to UNFPA core capacities areas. It covered nine (9) key domains, each with specific indicators. The OCA tool has assisted SSNeP+ to measure their organizational capacity in a participatory manner. These domains are organizational development related and assess organizational capacity. The domains are as seen in the radial venn diagram on the right hand side;





5.0 Summary of Analysis and Findings

These tables provide a summary of the results generated instantly from the analysis of the OCAT.

#	DOMAIN	AVERAGE WEIGHT
1.	Governance and Leadership	3.5
2.	Human Resource	3.3
3.	Programme	2.8
4.	Monitoring and Evaluation	2.6
5.	Financial Management	3.0
6.	Procurement System	2.0
7.	Comparative Advantage	3.3
8.	Knowledge Management	2.3
9.	Partnership OVERALL WEIGHTED GGODT	3.3
	OVERALL WEIGHTED SCORE	3.0

5.1.1 Governance and Leadership

SSNeP+ scored an average weight of 3.5 in Governance and Leadership domain which is rated as adequate capacity. The organization is legally registered mandating it to operate in the country evidenced by a valid registration certificate. A clear goal and mission is in place that reflects the aspirations of the organization. The organization also has defined structures of different formal levels but without defined respective roles and responsibilities which potentially can lead into overlap and conflict in lines of responsibilities. The assessment further reveals that Written policies such as constitution, HR, Finance, Procurement is in place however policies such as gender, Child Protection, M&E, Whistle blowing, Fraud and Anti-Corruption critical in ensuring the functional accountability system need to be developed.

An important finding of the assessment is the irregularity in the Board meeting which is not in compliance with the organization constitution. The last board meeting was conducted in the second quarter of 2020. This irregularity can negatively affect the organization strategic direction and leadership.

5.1.2 Human Resource Management

The organization scored an average weight of 3.3 in Human Resource Management which suggests an adequate capacity. Human Resource policy exists with clear recruitment guidelines which often guide the recruitment process. All the staff are local with expertise consistent with mission and programs of the organization. However, it was noted that the organization does not conduct performance appraisal of staff and therefore difficult to gauge individual staff competency in meeting the requirements of their position thus limiting tailored staff support to increase their work productivity. The assessment further established that 76% of the staffing on the organogram for Juba office have been filled up however, the organization only managed to achieve 10% of staff recruitment for field based positions due to financial constraints. Annual leave policy exists but staff are not taking annual leave. salaries and benefits policies are not followed due to variation in donor policies. It will be important for donor funding to support implementation of the organization policy inclusive of the harmonized salary structures.

5.1.3 Programme Management

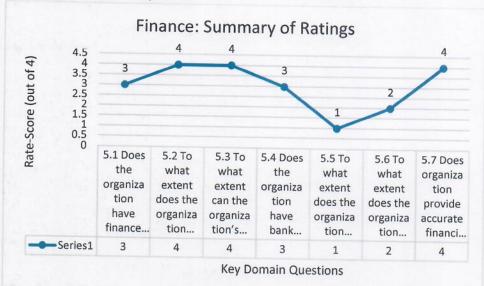
An average weight of 2.8 was scored by the organization, which is rated as weak capacity. The organization's programmes are defined in collaboration with partners and priorities are informed by assessments conducted by the different sectoral clusters such as health, livelihood, among others. Result framework exists and is in conformity with the strategic objectives and goal of the organization with marginal 17.4% of annual budget achieved to run the programme planned targets. Written guidelines and tools exists however an annual work plan to guide activities implementation of the organization was not in place.

5.1.4 Monitoring and Evaluation

SSNeP+ attained an average weight score of 2.6 in Monitoring and Evaluation which is rated as weak capacity. The organization regularly adheres to the reporting time schedules and possess M&E strategic framework to track indicators and results. Monitoring & Evaluation plan is in place. The organization has one qualified staff managing M&E business of the organization. No independent programme Evaluation conducted for the past 3 years however the organization has participated in joint stigma index study with other implementing agencies.

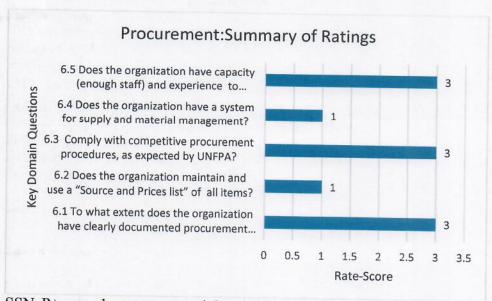
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5.1.5 Financial Management



The organization scored an average weight of 3.0 in Financial Management which suggests adequate capacity. The Financial records are fairly up to date, shared with respective donors. Accounting system is established, with capacity to manage multiple donors and currency accounts. Clear cash advance system exists and well understood by employees. Financial reports submitted to respective donors are kept in file. Financial policy is in place but needs to be reviewed to meet the current needs of the organization. The organization has been subjected to micro Assessments and spot checks by UNFPA and UNICEF on several occasions with the most recent one conducted in October, 2021. The management team is working to address the issues highlighted in the findings and recommendations.

5.1.6 Procurement System

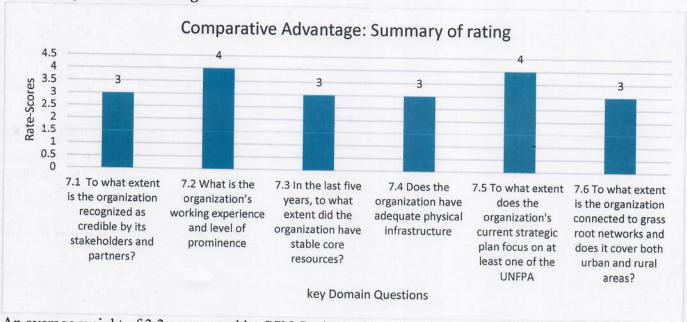


SSNeP+ scored an average weight of 2.0 in procurement systems which attracts a rating of weak capacity. The procurement policy and procedures are in place but needs to be reviewed. The



organization has qualified staff with capacity to handle the procurement transactions. The assessment also established that there is no evident use of source and price list-no pre-qualified suppliers, no vetting which may be related to the fact that the organisation has no existing system for supply and materials management.

5.1.7 Comparative Advantage



An average weight of 3.3 was scored by SSNeP+ in Comparative Advantage which is considered as adequate capacity. SSNeP+ is more advantaged in terms of strategic positioning compared with other agencies implementing HIV interventions as the organization was the first network organization of people living with HIV/AIDS in the country. The organization is well known both nationally and Internationally by stakeholders as Umbrella network of people living with HIV/AIDS in South Sudan, possessing more than 10 years of experience. Current strategic plan is in place with core focus on HIV. The organization has been consistently funded for the past five years with a strong presence and connection in all the ten states of South Sudan. The Secretariat is occupying rented office space which is well-furnished and adequate.

5.1.8 Knowledge Management

The organization scored an average weight of 2.3 in Knowledge management which is rated as weak capacity. The organization uses M&E excel database with clear guidelines and tools for data collection and analysis. SSNeP+ has 13 technical staff of which 4 are equipped with computers, however nine (9) of the organization staff do not have official computers but use their personal computers to perform official work of the organization. Designated staff to manage the knowledge management of the organization is yet to be recruited. The organization also has 80 community based counsellors spread in the ten states of South Sudan charged with the responsibilities of providing psychosocial support and information management of the beneficiaries. Access to office internet and telephone is prominent with the exception of fax and a website.

5.1.9 Partnerships

SSNeP+ scored an average weight of 3.3 in partnerships which is rated as adequate capacity. The organization possess more than 5 years of experience in joint programming with partners such as UNICEF, SSNEP+, SSAC, Global Fund, UNAIDS, Comic Relief, among others. The current donors are UNFPA and INTRA-Health. The organization has a network of 167 volunteers across the ten states of South Sudan donating their time and services to provide psychosocial support to the vulnerable population.

6.0 Partnership related Challenges

- NEPWU lamented that the ZERO cash transfer system exercised by the funding partners
 does not enhance her capacity in terms of financial management
- Limited budget provided by funding partners for human resource acquisition as 24% of the organization's positions are still vacant for Juba Office and state based positions are still 100% unfilled.
- Unnecessary bureaucracy from some of the funding partners like UNFPA frustrates the smooth implementation of project activities especially at state levels.
- Untimely payment of incentives for community based counsellors by some of the funding partners particularly UNFPA.

7.0 Key Recommendations

- SSNeP+ should organize for orientation trainings of their Board members to increase their capacities on roles and responsibilities so that they can be in a stronger position to strengthen the governance of the organizations.
- SSNeP+ should negotiate with their respective donors to allocate some budgets that can be
 used for conducting periodic program evaluations. Whereas program evaluation answers
 basic questions about a program's effectiveness, and evaluation data can be used to improve
 program services.
- SSNeP+ should explore the option of conducting online Board meetings using skype in a situation where there is no available budget to conduct the face-to-face meetings
- There is need for SSNeP+ to review their existing financial and Human Resource policies
- SSNeP+ should develop guidelines for supply and material management systems.
- Funding partners such as UNFPA should speed up the process of cash payments to the recipient partners particularly for field based activities as the untimely payment undermines reputation and capacities of SSNeP+ among the stakeholders who are rendering services.
- SSNeP+ should develop organization's website for visibility and publicity of their
 activities to the wider stakeholders as this will help to establish credibility and build trust.
- UNFPA should review the perceived bureaucracy within its system for the Zero cash transfer system to work better without affecting the capacities of the partners to fulfil their mandates at the state level especially when it comes to payment of vendors'/service providers.

The

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- SSNeP+ should increase on its resource mobilization capacity by recruiting a technical staff who will be charged with the responsibilities of writing winning proposals.
- SSNeP+ should ensure organization's annual work plan is developed on a yearly basis as it provides structure and direction for an organization and its employees.
- Management should ensure staff take their mandatory annual leave as it is vital and it
 promotes good physical and mental health in the workplace and will improve employees
 work-life balance.
- SSNeP+ should develop Gender, Whistle blower, M&E and child protection policies to strengthen its governance system.
- There is need to develop the culture of conducting staff Performance appraisal as through evaluating performance of employees, a person's efficiency can be determined if the targets are achieved. This very well motivates a staff for better job and helps him or her to improve his/her performance in the future.
- Establish, maintain and use a "source and price List" of all items. In the event that the organization does not have in house capacity, the donors as part of capacity strengthening initiative could support the organization in this critical process.
- There is need for SSNeP+ to create a structure of different governance levels with delineated respective roles and responsibilities.

Addressel

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CAPACITY DEVELOPMENT ACTION PLAN (CDAP) FOR SOUTH SUDAN NETWORK OF PEOPLE LIVING WITH HIV, (SSNeP+)

Objectives Activities	A and Leadership					
Topulant	Accualines	Deliverables	Requirements	Timeframe	Indicators	Person Responsible
members on their roles	Hiring of Trainer	Training, and coaching and	Facilitation fee	3 days	Reports, Signed	\$200*3
and responsibility for effective governance		9	AB TOWNS		Attendance sheet, photos	
system.	 Conducting governance & 	Facilitation of Board members	Assorted Stationaries	once	Receipts, invoice	Lumpsum
The state of the s	leadership training for BOD.	training	Meals for participants	3 days	Attendance list Receipts	\$27*3*10
			Hall Hire	3 days	Receipts	\$150*3
		00	Transport Refund	3 days	Attendance list,	\$12*7*3
Sub-total					payment sneet	
Priority #2:Governance	and Leadership					
Todoudes	Activities	Approaches	Logistical requirement	Timeframe	Indicators	Unit Price
policy.	 Hiring of consultant 	 Development of the Gender Policy. 	 Consultancy Fee 	7 days	Copy of policy doc.No. of copies	\$250
					 printed Board's approval Contract/TOR 	
	 Gender Policy validation meeting 	 Presentation of Gender 	Meals & Refreshment	1 day		\$27*14
		policy	for 7 staff and 7 Board members		Meals receipt	
			fund	1 day	 Payment list 	\$12*7

About

						Pionei policy.	wer policy	To develop w	Objective	Priority #4:Gover	Sub-total			Potential District	THE PERSON NAMED IN						protection policy.	To develop	Objective	Objective #3.00ve	Driority #3.Com	
	Policy val	Whistle Bill					willsde	Act	maniec and Leader Sinp	Priority #4:Governance and I padership				ng	Child Prote							Child • Hiring of	Activities	Chiefing #3.90vernance and Leadership		
	idation of the whistle blower policy	•			Blower Policy.	of the Whistle	•	Del					policy		Protection Procentation				Policy.	Protection	of the Child		Deliverables		-	
Board M'bers	 Meals & Refreshment for 7 staff & 7 					2,000	 Consultancy 	Logistical requirements			• Hall Hire	T-port Refund for Board	Board M'bers	Refreshment for 7 staff & 7			The state of the s		The State of the S	THE NAME OF PARTY OF THE PARTY	Fee Fee	Rec	Logistical			Hall Hire
	1day						7 days	Timeframe			1 day	1 day		1day					The Real Property of		7 days		Timeframe			1 day
	Attendance listMeals receipt	 Pay voucher 	 Board's approval Contract/TOR 	printed	 No. of copies 	doc.	 Copy of policy 	Indicators			Receipt	 Payment list 		Attendance listMeals receipt	 Pay vouchers 	Contract/TOR	approval	Board's	printed	No. of copies	Copy of policy doc.		Indicators		iccelor	Payment Pagint
	\$27*14					4100	\$250	Unit Price			\$150	\$12*7		\$27*14				The second of	- Andread and a		\$250		Unit Price			\$150*1
	\$3					4	A	P	-	8	\$	()		49							40			-		10

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Sub-total									policy.	financial	To improve	Objective	Sub-total	communication, coordination and to information.	· c	Objective	Priority	Sub-tota	
										ana	OVA SCNIADA	Priority #7: Financial Management		cation, ion and access ation.	Improve		Priority #6:Knowledge Management		
				validation meeting	 Conducting policy 					• millig consultant	Activities	anagement		consultant/Compa ny	Hiring of	Activity	Management		
•			document	reviewed	 Presentation of 	document.	policy	management	financial	 Conduct a review of the 	Deliverables			and hosting of SSNeP+ website. • Training one SSNeP+ staff to manage the website	 Development 	Deliverables			
Hall Hire	ä	members	for / staff and 7 board		Meals &	 Refreshments 	• Venue	 Stationery 	Staff/BoD	FundsConsultant	Logistical requirements			Fee	Consultancy	Logistical requirements		Hall Hire	T-port Refund for Board members
1 day	1 day			+ day	1 day					4 days	Timeframe				3 days	Timeframe		1 day	
 Receipt, invoice 	 Payment list 	attendance list	finance policyValidation	reviewed	Capies of	Contract/TOR Pay yougher	sheet	Attendance	printed	Copy of policy	Indicators			 Functional website Contract/TOR Vouchers etc. 		Indicators	THE REAL PROPERTY AND ADDRESS OF	Receipt	Payment list
\$150	\$12*7			\$2/*14	*****					\$150	Unit Price			Lumpsum	-	Unit Price		\$150	\$12*7
\$ \$1	\$\$		e i i	4						4	D	V	+	4	-	-	10	40	10

Asserie

	Corruption and Fraud policy.		Priority # 9: Governance and Leadership					Human Resource management policy.	ST MOST CALL
 Anti-Corruption and Fraud Policy validation meeting 	Hiring consultant	0	ce and Leadership		validation meeting	Conducting policy		• Hiring of consultant	>
 Presentation of Anti- Corruption and Fraud policy 	 Development of the Whistle Blower Policy. 	Deliverables				Presentation of	management policy document.	 Conduct a review of the Human Resource 	Deliverables
 Meals & Refreshment for 7 staff & 7 Board M'bers 	• Consultancy Fee	Logistical requirements	- Idii I III d			• Meals &	ATTENDED TO THE PERSON OF THE	• Consultancy Fee	Logistical Requirements
1day '	7 days	Timeframe	1 day	1 day	ı qay	1 day		4 days	Timeframe
 Attendance list Meals receipt 	 Copy of policy doc. No. of copies printed Board's approval Contract/TOR Pay yourher 	Indicators	Receipt, invoice	Payment list	 Copies of reviewed finance policy Validation attendance list 	Pay voucher	trained • Minutes • Attendance sheet • Contract/TOR	 Copy of policy No, of copies printed No, of staff/BoD 	Indicators
\$27*14	\$250	Unit Price	\$150	\$12*7	\$27*14			\$150	Unit Price

Ablenia

GRANT TOTAL Sub-total T-port Refund 1 day for Board members
Hall Hire 1 day Receipt Payment list \$12*7 \$150

Horris

South Sudan Network of PLHIV [SSNeP+]:

CONSULTANCY ASSESSMENT QUESTIONNAIRE

Mwaka Richard.

Would you please take a few minutes to complete this format about the consultant identified above. This format of the questionnaire allows you to answer with a check on all but a few questions; however, should you need space for your comments, please use the other side of the page.

This form should be filled in by the person most directly acquainted with the consultant's work, whether hiring staff member, other officer or field coordinator.

Hiring Unit[SSNeP+]

Lole Laila Lole Timayo the coordinator of SSNeP+]:

Remember that in the judgement you make you should only consider the merits of the consultant on that specific assignment only. A Consultancy Assessment Questionnaire - Consultant Form@ has been sent to the consultant. The completed form should be returned by the hiring staff member to UNFPA Personnel Office not later than. (2 weeks after termination of the assignment or on request for payment based on period served)

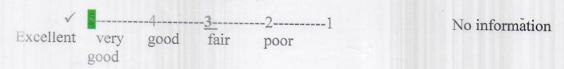
1) Organization capacity assessment the effective date 04/10/2021:

STATUS: (National consultant)

No. of days 14 working days:

In the following questions, please assess the consultant on a continuum ranging from 5 (excellent) to 1 (poor):

2) Effectiveness in fulfilling assignment:



More specifically, please assess the consultants:

3) <u>Level of technical competence</u>: (if you think you can judge)

5-----1 No information cannot judge

excellent very good fair poor good

4) <u>Initiative</u>:

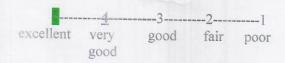
5-----1
excellent very good fair poor good

No information

5) Contribution beyond specific mandate:

No information

6) Familiarity with Organization's policies and procedures:



No information

7) Relations with:

1) Other mission members:

No information

Not applicable

2) Agencies involved:

No information

Not applicable

3) Country officials:

No information

not applicable

8) What documentation required of consultant:

a) Was the product submitted on time: No not applicable

b) Was it acceptable in form:

9) Comment on the general performance of the consultant:

Consultant is very sober on his approach in consulting the staff of finance, program and Governance, while he collects the information and findings of the required documents.so that he can assess the organization capacity and a certain the gaps and deficiencies that need to be addressed.

Form Completed by:

Mr. Morris Modi Loro, Position Program Officer

Certified by:

Mr. LoleLaila Lole, Position: Coordinator