

**ENDLINE EVALUATION REPORT FOR EMERGENCY HUMANITARIAN
ASSISTANCE FOR RETURNEES IN LOGAR PROVINCE**

EVALUATION CONDUCTED BY TAGHEER MOSBAT

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Table of Contents

INTRODUCTION	4
1.1 Background of the Project	4
1.2 Key evaluation objectives	4
EVALUATION METHODOLOGY	4
2.1 Introduction	4
2.2 Evaluation Approach	5
2.3 Evaluation Design	5
2.4 Study Area	5
2.5 Study population, Units of analysis, Sample size, and Sampling procedure	5
2.6 Limitation	6
FINDINGS	7
3.1 Demographic Characteristics of the Respondents	7
3.2 Distribution of daily supplies	8
3.3 Community water supply	11
3.4 Core Humanitarian Standards (CHS)	14
3.4.1 Response is appropriate and relevant	14
3.4.2 Humanitarian response is effective and timely	15
3.4.3 Humanitarian response strengthens local capacities and avoids negative effects	15
3.4.4 Humanitarian response is based on communication, participation and feedback	16
3.4.5 Complaints are welcomed and addressed	16
3.4.6 Humanitarian response is coordinated and complementary	17
3.4.7 Humanitarian actors continuously learn and improve	17
LESSONS LEARNED	18
4.1 Core Humanitarian Standards (CHS)	18
4.2 All successful projects are well bounded	18
CONCLUSION AND RECOMMENDATION	18
5.1 Conclusion	18
4.2 Recommendation	19
ANNEXES	19

List of Figures

Figure 1:	Gender of the Respondents	7
Figure 2:	Returnees Marital Status	8
Figure 3:	Rating Distribution Methods Used	10
Figure 4:	NFI items, which were needed	11
Figure 5:	Quality of Water of the Wells	13
Figure 6:	Distance to Water Source	13

List of Tables

Table 1:	Respondents by Age	8
Table 2:	Log frame Indicator Achievements against Target	14

Acronyms

ACRU	Afghan Community Rehabilitation Unit
CDC	Community Development Council
FGD	Focus Group Discussions
HHs	Households
IDPs	Internally Displaced People
JPF	Japan Platform
KII	Key Informant Interview
MRRA	Members of the Refugees and Returnees Authority
MRRD	Ministry of Rural Rehabilitation and Development
PWJ	Peace Winds Japan
TOR	Term of Reference

How to read this Report

This report is divided into Six chapters: the first chapter presents a brief background of the project and its rationale. The chapter also outlines the purpose, the objectives, and the scope of the evaluation assignment. Chapter Two presents the Evaluation approach, the study area, the evaluation design and the methodology used. Chapter Three presents the analysis and discusses the major quantitative and qualitative findings of the evaluation exercise including progress on key indicators. Chapter Four presents the Lesson Learned and Chapter Five presents the Conclusion and Recommendations for learning and future program adaptation. The last Chapter includes Annexes to the report.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Project

The need for emergency humanitarian aid in Afghanistan has always been strong, the situation deteriorated further due to an influx of returnees and successive waves of displaced people from adjacent Provinces. Logar province is no exception where the number of returnees exceeds by far that of internal displacements. Of its total population of 392,045 (2015), 142,375 people were counted as returnees and 1,176 people were displaced. In 2017, while only 56 IDP households flowed into Logar Province, 2,471 returning households arrived at the three target areas of the project, alone (700 to Muhammad Agha, 860 to Puli Alam, and 911 to Khoshi). While most of the IDPs are staying in the province temporarily having escaped from other places within or from neighbouring provinces because of unstable security or political conditions, the returnees living in this Province are opting more for a permanent settlement. This situation was expected to remain the same in 2018 and even after with a high demand for emergency humanitarian aid.

The returnees in Logar province didn't have a means of a livelihood with no stable jobs available or access to social services. The shortage of food, water, daily commodities and shelter were serious problems that they faced after returning; in particular, female-headed households, the elderly and disabled people were more vulnerable and easily slipped into poverty. New returnees settled into the safer and more stable districts of Logar (Muhammad Agha, Puli Alam, and Khoshi) than other areas. However, a number from these new returnees including female-headed households, the elderly, and disabled people were highly vulnerable, living in economic distress and poverty, with limited access to a basic means of livelihood.

Peace Winds Japan (PWJ) in collaboration with the Afghan Community Rehabilitation Unit (ACRU) took over the responsibility to provide basic livelihood services to the most vulnerable returnees in Logar. The Project with a start date of July 1, 2018 until June 30, 2019 with the aim of improving the lives of the returnees through distribution of daily supplies, including goods to survive winter and a water supply initiative (installation of new wells). The project was designed in close coordination with the local government authorities, autonomous bodies, and community leaders from the target areas, clusters, UN bodies, and other humanitarian agencies.

1.2 Key evaluation objectives

The objective of the evaluation is to accurately capture information, verify activities and analyse data on the implementation of project accomplishments against the project log frame indicators and review if the activities were meeting humanitarian standards. JPF and PWJ will use the findings and recommendations of this evaluation exercise to improve their project design and implementation methodology in the future.

CHAPTER TWO

EVALUATION METHODOLOGY

2.1 Introduction

This chapter addresses key methodological issues of the study focusing on the evaluation approach, evaluation design, evaluation period, study area, study population, units of analysis, sample size and sampling techniques. Other topics in this chapter include the types and sources of data, data collection methods and study limitations.

2.2 Evaluation Approach

TAGHEER used interactive and participatory activities and engaged JPF, PWJ, and their local partner “ACRU” to conduct this evaluation exercise to review the effectiveness and accountability, the quality of the implementation of the project and inclusiveness of the local community and local government throughout the implementation process. This evaluation employed both quantitative and qualitative techniques to collect primary data from the project target groups in Muhammad Agha and Puli Alam districts in Logar Province.

2.3 Evaluation Design

The evaluation process employed a mixed method design because a single method for the evaluation of the project may not have provided a comprehensive understanding of the problem. In addition, the findings of a single method of evaluation may have mitigated or distorted the experiences of the actors in the sector. The use of a combination of methods helped to overcome the weakness and strengths of any one method and to provide a complete data set. A quantitative approach provided numerical data on the magnitude and extent of the problem resolved, while a qualitative approach provided the human context behind the numbers and complemented the assessment for the extent of problem resolution. The results of qualitative data could not be generalized to a population with a similar degree of certainty that might have resulted from the analysis of quantitative data.

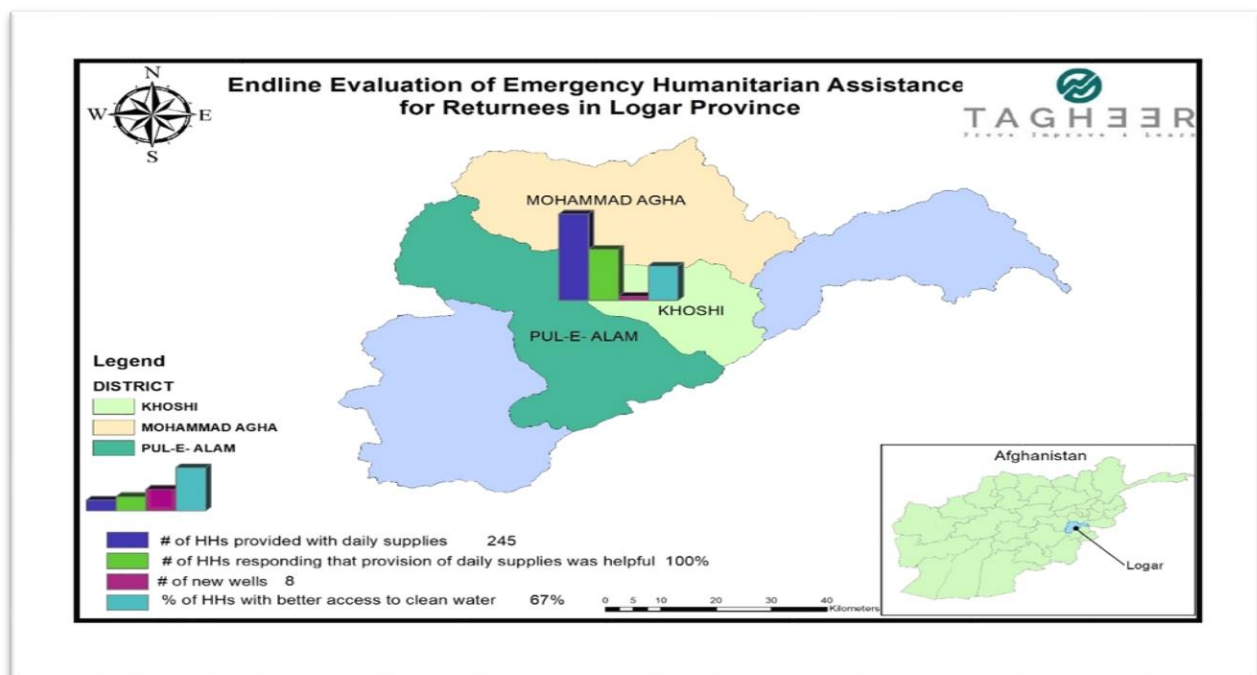
2.4 Study Area

PWJ in consultation with its local partner targeted three districts of Muhammad Agha, Puli Alam, and Khoshi, where water wells were drilled in Muhammad Agha and Puli Alam districts, and the Non Food Item Kits (NFI) were distributed in Muhammad Agha, Puli Alam, and Khoshi, all 3 target districts of Logar province. The evaluation took place in the target districts of the project where the newest returnees live and were provided project services and humanitarian assistance.

2.5 Study population, Units of analysis, Sample size, and Sampling procedure

The project distributed daily supplies and provided safe water supply through drilling new wells. The following beneficiaries and stakeholders were engaged at different stages of this evaluation.

1. Returnees who received distributions of daily supplies and benefitted from the installation of 8 new freshwater wells,



2. Project staff, Humanitarian actors (UNHCR, IOM), and Government Authorities at provincial and district/community levels, and
3. Focus Group Discussions (FGDs) with Community Development Councils in target areas.

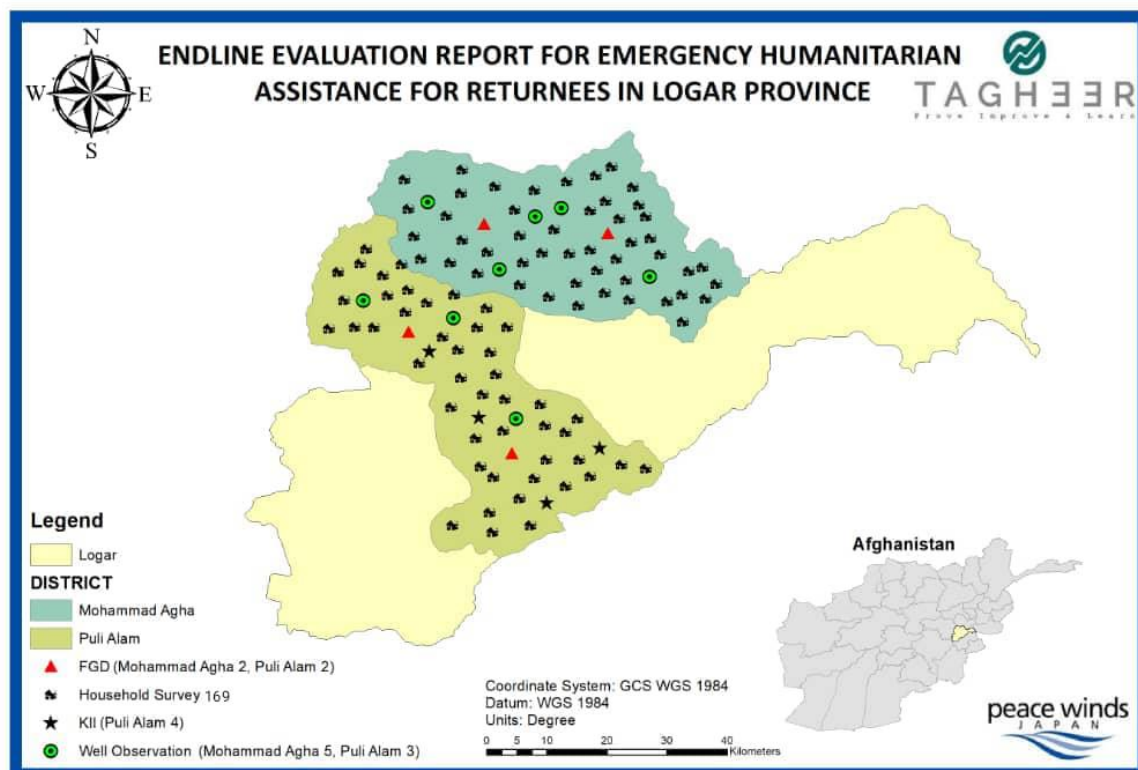
The majority of key informants were identified from the semi-structured and oral history interviews. All the interviews were conducted face-to-face using open-ended questions, which allowed the asking of a wide range of questions yielding detailed responses. Thus, qualitative data was collected through Key Informant Interviews (KIIs) with experts, the Directorate of the Refugees and Returnees/Repatriation, Community Development Council’s Leader, ACRU representative, PWJ Afghanistan, PWJ in Japan. Focus Group Discussions (FGDs) were carried out with various Community Development Councils. Direct observation was undertaken to report on the newly installed WASH facilities.

For the purpose of this assessment, the selected households were the primary unit of analysis with local communities forming the study’s secondary unit of analysis. This was necessary because households do not function in a vacuum – they are shaped and influenced by their context. In turn, they also shape and influence the social context. Focusing on households and their members only would have missed the supportive and pivotal role played by the context and household members in shaping their environment in the study area. Through household survey, face-to-face interviews were conducted with 109 men and 60 women. Data were collected through android phones, using “Kobo” which is an online tool used for the collection and synchronisation of data.

2.6 Limitation

The monitoring process encountered some limitations including below.

1. Sampling: TAGHEER had planned to select the beneficiaries using systematic random sampling using the list of the beneficiaries who had received the NFIs, this was not possible and therefore we had to switch to select them conveniently given the fact that the beneficiaries were displaced from the previous locations where they were supported during the project.
2. Recall bias: The project was completed more than half year ago and the beneficiaries could not recall all their memories from the project



3. Security: The data collection team had to take the ACRU teams with them to interview the beneficiaries, when their locations were under the control of armed opposition groups.
4. Due to cold weather and snow, the data collection took longer than expected.

Despite these limitations, these findings are considered to present a credible assessment of the project’s implementation and accomplishments.

CHAPTER THREE

FINDINGS

This chapter presents the findings of the evaluation comprising the main findings from the household survey. The findings focus on basic demographics of the respondent households, key domains of distribution of daily supplies, improvement of the water supply and how the project met Core Humanitarian Standards (CHS). The findings were triangulated with secondary data sources and covered the analysis of the evaluation and measured the positive and negative changes/outcomes of the relevant indicators at the household level. More specifically, the findings of the study are presented to reflect the indicators in the log frame.

3.1 Demographic Characteristics of the Respondents

This section presents information relating to beneficiaries’ socio-demographic parameters, which are gender, age, and marital status. This study was a survey of the Households “HHs” of returnees, who were provided with daily supplies and clean water through Wells construction in Logar Province.

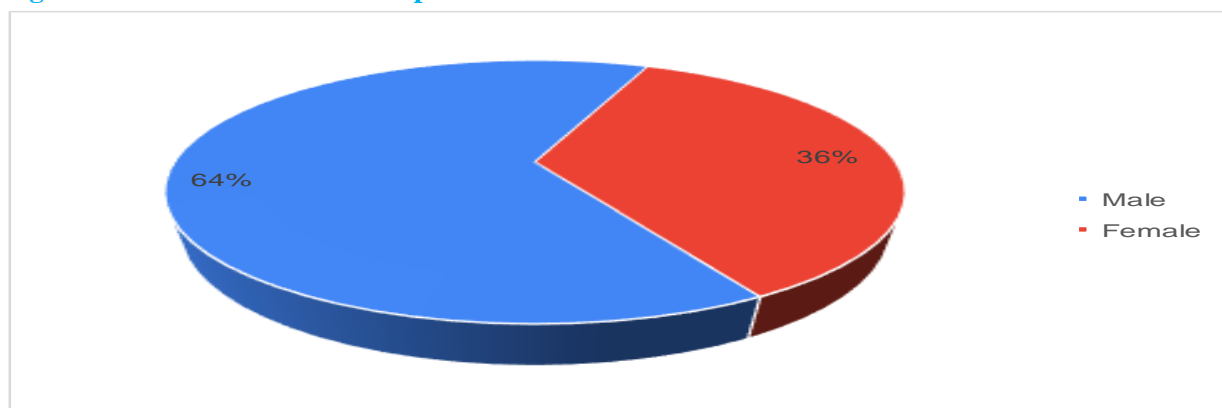
This project covered households for returnees with difficulties in procuring minimum daily supplies as they had no stable jobs in Puli Alam, Muhammad Agha or Khoshi districts. About 74.9 percent of the returnees’ respondents were from Puli Alam district and 25.1 percent returnees were from Muhammad Agha district. The profile of the respondents during the survey included gender and age.

The age of the respondents plays an important role in learning and adopting new environment. The collected data regarding the age of the respondents are presented in Table 1.

3.1.1 Gender of the Respondents

The evaluation revealed that about sixty-four percent of the households of the returnee respondents were males and thirty-six percent were females as shown in Figure 1.

Figure 1: Gender of the Respondents



3.1.2 Age of the Respondents

The results in Table 1 shows that 7.1 percent of the respondents were within the age range of 25-30 years, 18.3 percent were between 31 and 40 years, and 74.6 percent were above 41 years. These findings imply that all age categories in the target areas were covered in this evaluation exercise.

Table 1: Respondents by Age

Age Groups	No. of Respondents	Percentage
25-30 year	12	7.1
31-40 year	31	18.3
41 and above	126	74.6
Total	169	100.0

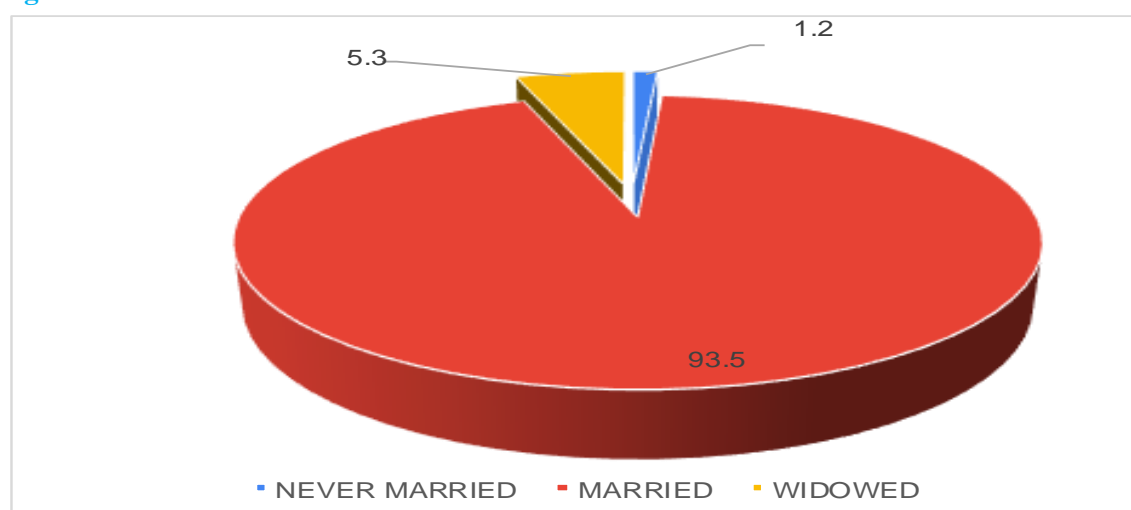
Source: Field Survey 2020

The survey methodology identified heads of household as primary respondents for data collection. This approach yielded a sample in which 36 percent of the respondents were females. This means that women's knowledge and attitudes were partially represented in this survey.

3.1.3 Marital Status

The evaluation revealed that, majority (93.5%) of the returnees interviewed were married, while 5.3 percent were widowed, and 1.2 percent were single as shown in Figure 2.

Figure 2: Returnees Marital Status



3.2 Distribution of daily supplies

During the implementation of the project, daily supplies (including goods to survive the winter) were planned and distributed to 245 returnee households in three districts of Logar Province (Muhammad Agha, Puli Alam, and Khoshi). This was meant to enable the disadvantaged returnees to have minimum daily supplies.



The household's survey with 162 respondents revealed that 100 percent of the selected beneficiaries reported to have received the NFI kits from ACRU and this was helpful to them, 98.2 percent of the beneficiaries collected their commodities by themselves. About 64.5 percent of the beneficiaries rated the quality of the items received as good and 35.5 percent rated the quality of goods as fair.

About 89.9 percent of the beneficiaries indicated that there was no problem with a specific item received, while 10.1 percent indicated below problems with the material received.

- Insufficient number of items, in addition to kitchen items, food, blankets¹ and cash were needed. Furthermore, 98 percent of the respondents reported to have used the items as per their intended purpose. This indicates that the distributions were effective and appropriate; since, most of the items were observed and reported to have been used as per their intended purpose.

The feedback on the distribution method and the rate of satisfaction of the beneficiaries was reported to be highly effective, 40 percent of the respondents reported that the distribution was “Good”, 39 percent reported it “Very Good”, and 21 percent reported it “Reasonably Good” as shown in Figure 3.

When asked if there were any other shelter or NFI items needed urgently, but which were not distributed or they were insufficient at the time of this distribution; 16.5 percent of the respondents needed more items, 39.3 percent, needed blankets, 21.4% needed gas balloons and heaters, 10.7 percent needed more kitchenware, and 7.1 percent needed solar energy.

¹ Logar is a cold province and temperature is always below Zero in the winter season. Although the project distributed 6 blankets per kit, however, they fall short because of very cold weather and having more than 6 family members in one HH.

Figure 3: Rating Distribution Methods Used

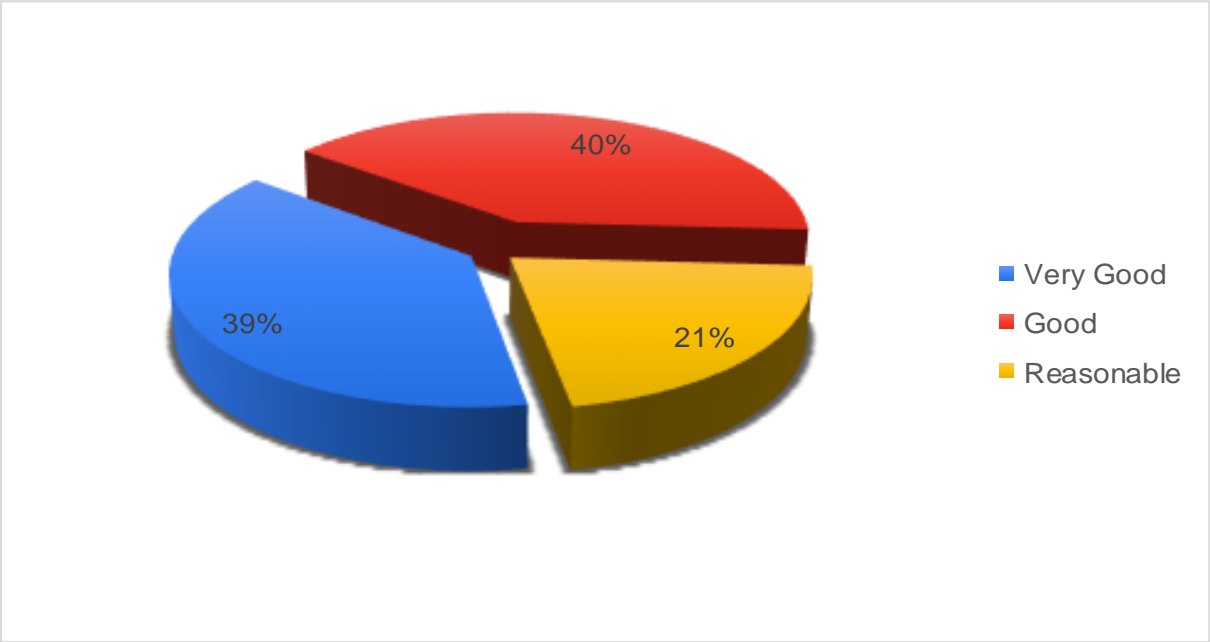
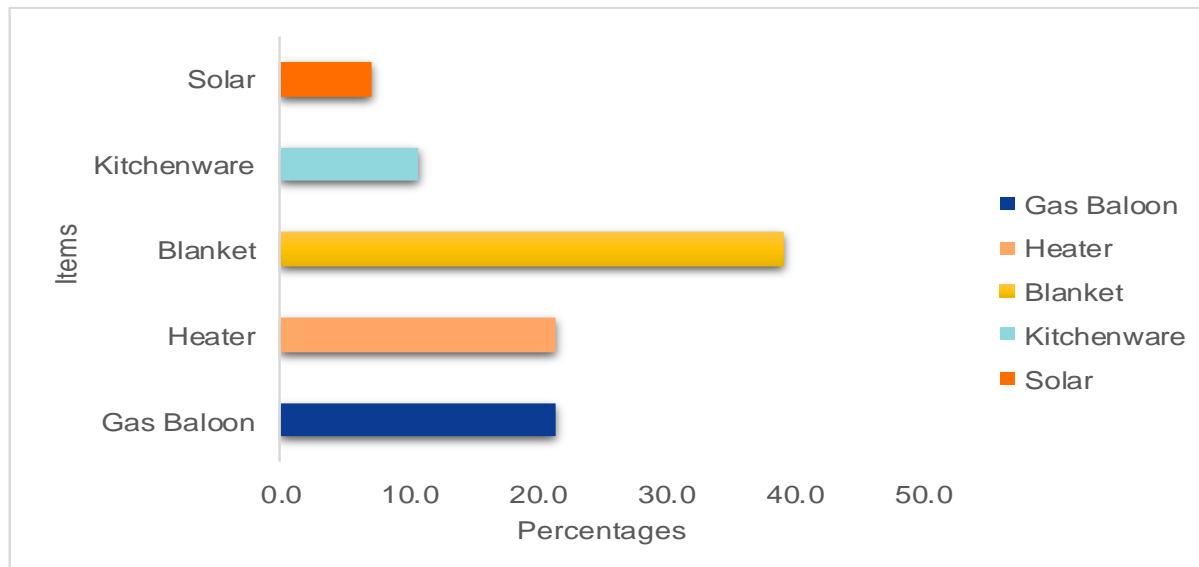


Photo 1: Household Survey



Figure 4: NFI items, which were needed



The findings from the field survey revealed that in an emergency families often flee with little more than the clothes they are wearing and consequently find themselves displaced without any personal belongings. In addition to food, they urgently need certain non-food items to survive, including items for shelter (tents, plastic sheeting, blankets, sleeping mats), cooking (stoves, pots, fuel), and health and sanitation (buckets, soap, jerry cans, sanitary cloths, mosquito nets).

The interviews with the implementing partner revealed that, the project was implemented very well due to the experience and hardworking spirit of the staff.

“We implemented the project plan very well but some of the challenges occurred during the implementation. A few leaders from other districts pushed us to drill the wells in their community but finally we and the community leaders from the project target areas teamed up and convinced the problem creators to let us work on the needs of the deserved people. Finally, we were able to implement the project according to the plan.” [KII-IP-Lugar]

3.3 Community water supply

Access to water is a fundamental human right and essential to life, health, and dignity. Timely and adequate provision of clean water services to uprooted people is particularly important given the vulnerability of their situation. The household’s perception towards practices on safe water will provide some insights on their level of awareness and knowledge on safe water and will be a valuable input on possible interventions preferred by community members.

During field visit, it was observed that, the project was very effective in this component and amply exceeded its output targets in all the aspects. In addition, eight observed wells were built by PWJ/ACRU as originally planned. The number of households that gained better access to clean water because of the new wells reached the target of 160 HH (100%).

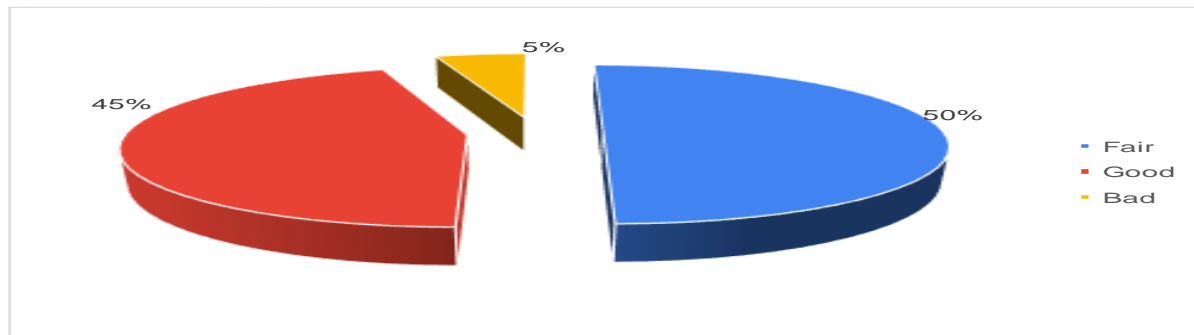
The beneficiaries were asked if they used the dug wells as a source of drinking water, 67.5 percent indicated to have been using dug wells, while 32.5 percent indicated to have been using water from other sources. The findings indicate that the project achieved 96 percent of the set target of having 70 percent of the household’s members provided with new wells with better access to clean water. The respondents from

households using drinking water from other (non-improved) sources were asked for the reasons; nearly all of them said they did not have access to improved sources. A quarter of the respondents cited distance as a reason for not using drinking water from improved water sources.

It is worth mentioning that all 8 wells had passed water quality test and were approved by local public health authority. When the respondents of the household survey were asked to rate the quality of water of the wells, 50 percent indicated that the quality was fair and 45 percent said it was good, and 5 percent said the quality was bad. (See Figure 4) Overall, the observation during field visit indicated that the quality of water was good; however, the evaluation exercise witnessed that water tests for all 8 wells were carried out by ACRU through DACAAR, where a number of Wells were tested positive for bacteria. Later on, ACRU conducted repeated tests for those positive cases / Wells through City lab, where the result came negative.

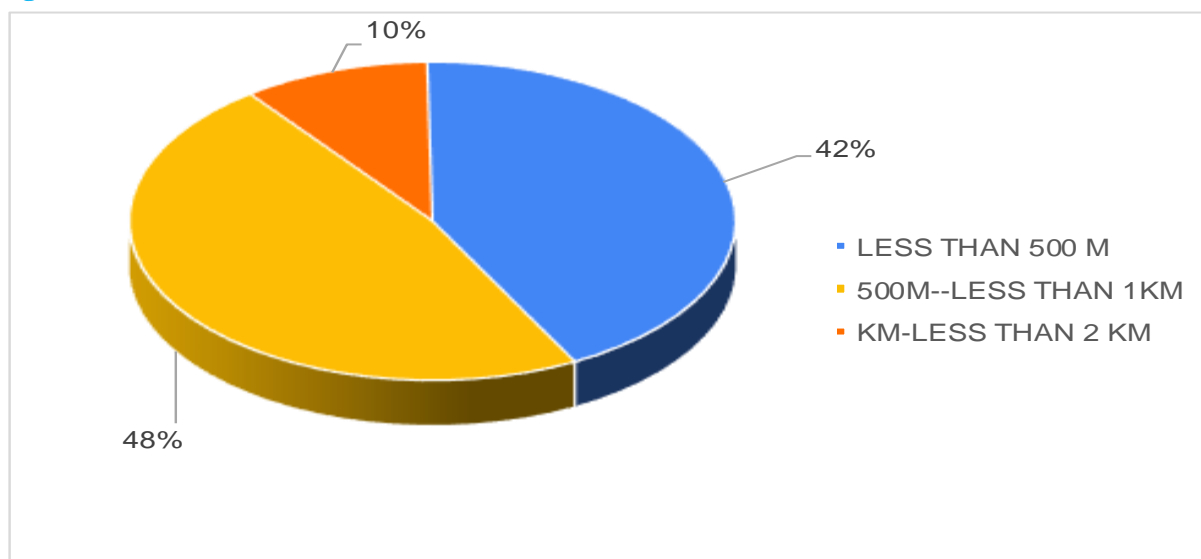


Figure 5: Quality of Water of the Wells



About 48 percent of the beneficiary of the household reported to travel a distance of less than 500 meters to collect water, while 42 percent reported to travel a distance of less than 1Km to collect water, 10 percent reported to travel a distance of less than 2KM to collect water. This means that the construction of deep wells increased the availability of the clean drinking water sources and decreased the travel distance. The data also show that these new wells led to a decrease in the time needed for the collection of water from unclean sources.

Figure 6: Distance to Water Source



During the focus group discussion in Mohammad Agha - Logar, community members expressed their positive opinion about the timeliness of the project. A key informant had this to add:
.....'the project assistance and support were in a timely manner. ACRU has solved our problems in terms of providing clean water, before the project we used open wells but now we use closed wells with clean water. Also, we had no kits for the kitchen but now we have everything and it is because of ACRU.' [KII-CDC's Head-Logar]

Table 2: Log frame Indicator Achievements against Target

Project Description	No	Indicator	Target	Achievement	% of Achievement of target
Distribution of daily supplies	1.	Households provided with daily supplies	245	245	100%
	2.	Households that reported that the provision of daily supplies were helpful.	70%	99.4%	142%
Improvement of water supply	1.	The number of new wells	8	8	100%
	2.	Households that gained better access to clean water because of the new wells.	160	160	100%
	3.	Water quality: Satisfied criteria specified by the local Public Health Ministry	Yes	Yes	Yes
	4.	The percentage of households that reported that the new wells provided them with better access to clean water.	70%	67.5%	96%

Source: Field Survey 2020

The findings (see Table 2) from the field revealed that, the distribution of daily supplies to returnee households in Logar Province served their purpose of improving living conditions of the returnee population. It also mitigated risks of negative coping mechanisms, improved water coverage through the installation of new wells, which provided the returnees with better access to clean water, these in turn helped to improve the living conditions of returnees in Logar Province.

3.4 Core Humanitarian Standards (CHS)

3.4.1 Response is appropriate and relevant

The primary purpose of this commitment was to respond to a humanitarian crisis which is to alleviate distress and suffering, to uphold people’s rights to assistance and to ensure that their dignity as human beings is sustained. ACRU conducted a pre-assessment assessment to identify people’s needs; also, community suggestions were accepted during the project implementation planning. Interviews with the implementing partner revealed that during 2017 and 2018, most of the returnees from Pakistan, and IDPs migrated to Logar from other provinces needed clean water and shelter; the key informant in a discussion had this to say:

“We conducted a pre assessment survey to identify the people’s needs, and also we listen to the community for their needs and suggestions to include them in our project implementation plans.”
[KII-ACRU-Logar]

Community members participating in focus group discussion expressed similar views on the comprehensive need’s assessment, which was conducted and used to inform the response planning by ACRU / PWJ.

“ACRU consulted us before the project implementation. They carried out a survey before the project started to identify our needs and after that they could better implement the project.” [FGD_1-CDC-P_Alam- Logar]

During interviews with key informants a local leader had this to add:

“People needed to have access to the clean water and to use proper kits for the kitchen especially those who returned from Pakistan and other insecure groups, that's why ACRU decided to include these two important items in their project.” [KII-CDC's Head-Logar]

3.4.2 Humanitarian response is effective and timely

The need for effective systems that support timely, evidence-based decision-making, together with both adequate and timely geographical coverage of both assistance and protection needs are essential. The project had two main components: the distribution of daily supplies and a supply of clean water. The situation analysis, which was conducted before the start of the project revealed that most of the returnees in Logar lived in the tents and shelters provided by the UNHCR. Some households even lived in schools during school vacations such as the winter break. During the project implementation, ACRU selected beneficiaries and distributed daily supplies to households that were highly vulnerable including new returnees and female-headed households the elderly, and disabled people.

In addition, it was revealed that there were very few existing wells in the districts of Mohammad Agha and Puli Alam and these were exclusively for the local residents, returnees were not allowed to use them. The returnees had no choice but to walk 3–4 kilometres to a river or headspring spending significant time each way to fetch water. This was an extremely heavy burden for women; since, in Afghanistan collecting water is often a women's job. The installation of wells reduced the time in collecting clean water from up to 45 minutes to 5–10 minutes improved access to clean water while relieving women from a part of their heavy burden. The completion of the project led to an increase of water availability to each person.

During the focus group discussion in Muhammad Agha - Logar, community members expressed similar views on the timing of the assistance and protection they received and if they were adequate,

“The PWJ / ACRU response was timely. They drilled wells for us and also distributed essential NFI kits to us but it wasn't sufficient for us, we need more assistance including cash and food items.” [FGD_1-CDC-M_Agha- Logar]

This means that the construction of deep wells increased the availability of clean drinking water sources. The data show further that an increase in the availability of clean drinking water sources led to a decrease of water collection from unclean sources.

3.4.3 Humanitarian response strengthens local capacities and avoids negative effects

The need of acknowledging and building local and national capacities in responding to disasters and of forging stronger links with local organisations is very important for ownership and sustainability of the projects. It also ensures that people in the communities have greater control over decision-making and become more resilient leading to a quicker recovery and a greater capacity of withstanding future shocks.

During the execution of the project, the project adjusted the implementation system as necessary by staying close to the local government, autonomous bodies, local community leaders, returnee representatives and other concerned parties. This was to ensure that the system would always preserve the privacy and safety of the beneficiaries and that the project would not pose any danger or unpleasant incidents to the beneficiaries.

In addition, ACRU conducted a consultative meeting with the Ministry of Rural Rehabilitation and Development (MRRD), community leaders from the target areas, returnee representatives, CDCs, WASH clusters and other Organisations while interviewing returnee households individually to learn their situation about access to water.

Similarly, in gathering opinions about where to install wells, women were invited from the beneficiary households to participate in a focus group discussion that was organised exclusively for them and actively considered their opinions on the selection of well installation sites. This was meant to seek opinions from the relevant local authorities, community leaders from the target areas, returnee representatives, and CDCs. This community involvement since the beginning of the project helped to build local capacity of the beneficiaries at large; thus, the communities and people affected by the crisis were not negatively affected, were more prepared, resilient and less at-risk because of these humanitarian actions.

3.4.4 Humanitarian response is based on communication, participation and feedback

Information and communication are critical forms of aid without which the affected people cannot access services, make the best decisions for themselves and their communities, or hold aid agencies to account. Sharing information, listening carefully to the affected communities and involving them in decision-making contribute to programmes that are more effective and improve the quality of services delivered. When people have the opportunity of voicing their opinions their sense of well-being is enhanced it helps them adapt to the challenges they face and enables them to take an active role better in their own recovery.

During the execution of the project, there was a strong communication and coordination with the local government, autonomous bodies, clusters, and other organisations. ACRU coordinated with the local government, water sanitation and hygiene (WASH) clusters, and other organisations once again, confirming the schedule of their aid programs. ACRU shared the plan, implementation method, the start date and the period of the project with them to obtain their assistance and, after the launching of the installation work, ACRU reported on the progress regularly during the coordination and WASH cluster meetings.

Thus, the sharing of accurate, timely, and accessible information strengthened trust, increased understanding, deepened the levels of participation, and improved the impact of the project. This helped to reduce the number of formal complaints received and helped ACRU to be more transparent. One informant had this to say.

“..... the project was implemented very well that's why we have no complaints. They accepted our suggestions during the implementation period.” [KII-CDC's Head-Logar]

3.4.5 Complaints are welcomed and addressed

Beneficiaries have the right to complain to an agency and to receive an appropriate and timely response. Formal mechanisms for complaints and redress are an essential component of an agency's accountability and provide the affected communities with some element of control over their lives. A complaint contains a specific grievance, which can alert an organisation of serious misconduct or failures in the response, allowing them to take timely action to improve programme quality.

During the focus group discussion in Muhammad Agha with community members, it was revealed that people were aware of their rights through Radio, social media, humanitarian and development Organisations as well as community leaders. They were also aware of the complaint's mechanisms established for their use; one member of the group had this to add:

“Our awareness on rights has been increased through social media, radio, and television. Many NGOs, and government promised in terms of our community development, but they didn't work for us. We want from them to fulfil their promises; they should build school, hospital, bridges, and canals.” [FGD_2-CDC-M_Agha- Logar]

During the implementation of the project, returnees and other stakeholders were consulted about various issues, specifically on how they view complaints mechanisms; how complaints were currently dealt with; the ways they would like to submit complaints to the Organisation(s), what might potentially prevent them

from complaining; and how they wished to receive feedback about the complaints. The procedures were designed to fit the requirements of each context and the feasibility of joint complaints mechanisms with other agencies was explored.

“We received complaints from the beneficiaries that the community leaders asked them for money to eat lunch and for mobile top up cards. when we asked the community leaders they said that they work voluntarily for the community and work for no salary in return that's why they ask the community for lunch payment to eat somewhere and to recharge their mobile phones for project coordination with the Implementer partner and other NGOs for their assistance”. [KII-MRRA-Logar]

Different stakeholders were trained to understand the rationale behind the complaints mechanism and the procedures for operating it; it was important to consider how the received complaints were recorded and tracked, and how the learning from them was to be incorporated into future planning.

The beneficiaries considered the complaints mechanisms accessible, effective, confidential, and safe. Complaints were investigated, resolved, and the results were reported to the complainant within the stated timeframe.

A respondent in FGD had this to add;

..... “ACRU is dealing with our complaints in a timely, fair and appropriate manner” [FGD_2-CDC-P_Alam- Logar]

3.4.6 Humanitarian response is coordinated and complementary

Adequate programme coverage and timely and effective humanitarian responses require collective action. Coordination mechanisms are required to establish a clear division of labour and responsibilities and to identify the gaps in the coverage and quality. It is important to prevent duplication of efforts and the waste of resources. The sharing of information and knowledge between stakeholders, joint planning, and integrated activities can also ensure that Organisations manage risks better and improve the outcomes of a response with the local government, autonomous bodies, clusters, and other Organisations.

During the implementation phase, ACRU shared necessary information with partners, coordination groups and other relevant actors through appropriate communication channels. ACRU regularly coordinated with the stakeholders both the DRRD and DoRR. Everything was clear to the stakeholders and to the people, wells were drilled with quality, and kits were distributed to 245 deserving households and finally the project was successfully closed.

One informant had this to add,

“We always coordinated our activities with the government. We held meetings with the government and other stakeholders, noted down their suggestions, took their opinions regarding better implementation. We even distributed the kits in the presence of government representative and stakeholders. UNHCR, DoRR, and IOM shared the beneficiaries list with us at the beginning to avoid selection bias”. [KII-PWJ_Afghanistan-Logar]

3.4.7 Humanitarian actors continuously learn and improve

Learning from success and failure and applying these insights to modify and adapt to current and future work is a cornerstone of accountability and quality management during the implementation of any project. There was a culture of learning and continual improvement, which was at the heart of a professional and committed response from PWJ and ACRU as responsible organisations. Moreover, this was fundamental in ensuring effectiveness and efficiency. There was a constant interaction between ACRU and other stakeholders; this made changes and adaptations easy.

ACRU ensured that, there were transparency and programme effectiveness; and that information from monitoring was regularly shared with the affected communities and Government officials. Monitoring was carried out by the people themselves, which further enhanced transparency and quality and promoted their ownership in the project implementation and sustainability.

In particular, the implementation of project respected the culture and values of the beneficiaries fully, collected feedback from them as necessary as the project continued, and responded to their complaints and requests.

From the evidence above, the project seemed to have been appropriate and acceptable to different groups affected within the community. Furthermore, the project aimed at upholding the rights of all community members by meeting their basic needs through the provision of supplies and clean water, while having considered their specific needs and culture.

CHAPTER FOUR

LESSONS LEARNED

The evaluation process also revealed some lessons learnt that could be useful for the following purposes:

4.1 Core Humanitarian Standards (CHS)

The beneficiaries' perceptions towards the project activities were positive; this observation describes the level of satisfaction of the project's main beneficiaries with the quality and usefulness of the activities in terms of their participation and knowledge assimilation. Similar projects can be replicated in other provinces of Afghanistan.

4.2 All successful projects are well bounded

Baseline assessment for log frame indicators if conducted will help the project implementation team for setting achievable targets. Baseline assessments also helps the evaluation team to do a rigorous analysis for situation improvement.

NFI distribution is sensitive sometimes and cause interpretation differences among community on the beneficiary selection, bias, and NFI package sizes. Such projects need more coordination with local community for trust building.

CHAPTER FIVE

CONCLUSION AND RECOMMENDATION

5.1 Conclusion

Overall, the Project' accomplishments were significant. The project achieved considerable gains in terms of its purpose of improving the living conditions of returnees in Logar Province. This was implemented through the distribution of daily supplies and improvement of clean water supply. The evaluation exercise revealed that the purpose is still relevant, and the approach used to achieve its objectives is appropriate.

In particular, the project was effective in making sure that the distribution of daily supplies allowed the returnees to have some minimum daily supplies. the findings revealed that 245 households planned to have been provided with daily supplies. This is equivalent to 100 percent of the set target. In addition, 99.4 percent of the planned 70percent of the households who were provided with daily supplies reported that that the provision of daily supplies was helpful. This is equivalent to 142 percent of the set target. 1

In order to improve water supply, the project planned to install new wells, which would provide the returnees with better access to clean water. Thus, eight new wells were constructed. This is equivalent to 100 percent of the set target. In addition, the number of households that gained better access to clean water

because of the new wells was 160 achieved the target of 100 percent. In addition, 8 wells were subjected to water quality test, which was passed and the wells met the criteria specified by the local Public Health Ministry. About 67.5 percent of the households reported that the new wells provided them with better access to clean water, achieving the target by 96 percent.

During the implementation of monitoring exercise, it was noted that PWJ and ACRU adhered to the seven (7) Core Humanitarian Standards on Quality of work and Accountability as agreed. These commitments facilitated greater accountability to the communities and people affected by the crisis. The project however did not set indicators and targets at outcome and impact levels, which are necessary to measure the value addition of the project and returns on investments after the projects are evaluated upon completion

The findings and the review of the performance data from the project on the Emergency Humanitarian Assistance for Returnees in Logar Province indicate a promising trend for potential improvement of the Response to the Humanitarian Crisis in Afghanistan.

4.2 Recommendation

From the findings of this evaluation, in order to address the challenges and improve the performance of Emergency Humanitarian Assistance for Returnees in Logar Province, the study recommends the following:

1. When the test is carried out by one lab (DACAAR) and the results are found positive for bacteria existence, the repeat test for the same water point / well should be carried out by the same lab after purification of the water in order to ensure consistency of test procedures and reliability of the results.
2. The project should consider installing more wells; this would provide the returnees with better, closer, and timely access to clean water.
3. The project could scale up the distribution of household supplies to allow the returnees to address their needs in a better way. Or
4. The beneficiaries could be supported with cash to buy their own supplies from the local market to give them more control over their lives and make them owners of the assistance provided.
5. The project should increase the scope of the project to cover Sanitation and Hygiene information which were not covered in this project. Public Health is a key factor in ensuring good health in the family unit. It means that less money is spent on curative health, less time is lost for both work and school improving the situation of the family.
6. It is recommended to add the number of Qualitative Indicators as measures of success, more qualitative performance indicators should be included in the project design to measure such changes.

CHAPTER SIX

ANNEXES

Data Collection Tools

Well Observation

Fill out below check list

Background Information

NGO partner's name:	
Province	
District	
Village	
Date of observation ((Day / Month)	DD: ____ MM: ____
Year	Text:
Observer name	Text:
1. Is there a well?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Is this well constructed by PWJ/ACRU? (look for a signboard or any other signs showing that the well was constructed by PWJ/ACRU)	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Is the well functional?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. How far (approximately) is the well from the houses?	<input type="checkbox"/> Approx. less than 500 m <input type="checkbox"/> Approx. 500 m <input type="checkbox"/> Approx. more than 500 m
5. How is the quality of water? (taste the water if it seems clean)	<input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Bad

Household Survey

Objective of assessment.

To verify the project activities accomplishment and report to JPF on project accountability and quality of work. Your answers will remain strictly confidential and they will be used only for research purposes on aggregate.

Instructions to Interviewer:

Administering this section Interview with Household must do the following:

Introduce yourself to the interviewee, then briefly explain to him/her the objective of the survey, make sure they understand this has nothing to with promotion, demotion or any other kind of investigation and that we only want to know the to what extent the project activities have been accomplished and report to JPF on project accountability and quality of work.

HH1.NGO PARTNER: HH2.PROVINCE HH3.DISTRICT HH4. VILLAGE HH5.AGE	BENEFICIARY TYPE: BENEFITED FROM DAILY SUPPLIES BENEFITED FROM WELLS BOTH	1 2 3
HH6.GENDER	MALE..... FEMALE.....	1 2
HH7. MARITAL STATUS	SINGLE..... MARRIED WIDOWED DIVORCED/SEPARATED	1 2 3 4
HH8. ARE YOU THE HEAD OF YOUR FAMILY?	YES NO I AM THE SPOUSE OF THE HEAD OF HOUSEHOLD NO, I AM THE SON NO, OTHER. SPECIFY	1 2 3 4 5 6

ITEMS DISTRIBUTED

HH9.DID YOU RECEIVE DAILY SUPPLIES DURING THE DISTRIBUTION?	YES..... NO.....	1 2
HH10.DID YOU COLLECT COMMODITIES YOURSELF?	YES..... NO.....	1 2
HH11.HOW WOULD YOU RATE THE QUALITY OF THE ITEMS YOU RECEIVED? PLEASE BE SPECIFIC IF THERE WAS A PROBLEM WITH A SPECIFIC ITEM	GOOD FAIR BAD.....	1 2 3

HH12. WAS THE PROVISION OF DAILY SUPPLY HELPFUL?	YES..... NO.....	1 2
HH13.DID THE MATERIALS YOU RECEIVED MEET YOUR NEEDS?	YES NO	1 2
HH14. WHY OR WHY NOT?		
HH15.IS THERE ANY OTHER SHELTER OR NFI ITEM THAT YOU URGENTLY NEEDED AT THE TIME OF THIS DISTRIBUTION THAT YOU DID NOT RECEIVE?	YES, NAME THE ITEM(S) NO	
HH16.HOW WOULD YOU RATE THE DISTRIBUTION METHOD USED?	VERY GOOD..... GOOD..... REASONABLE POOR VERY POOR.....	1 2 3 4 5

WATER SUPPLY

HH17. ARE YOU FAMILIAR WITH THE WELL DUG BY THE PWJ/ACRU?	YES..... NO.....	1 2
HH18.HOW MANY WELLS ARE AVAILABLE NEAR TO YOUR HOUSEHOLD?	# _____	
HH19.DO YOU USE WELL AS A SOURCE OF DRINKING WATER?	YES..... NO.....	
HH20. WHAT IS THE DISTANCE (IN METRES) YOUR HOUSEHOLD TAKES TO THE WATER SOURCE?	LESS THAN 500 M..... 500M--LESS THAN 1KM;..... KM-LESS THAN 2 KM; LESS THAN 3 KM. MORE THAN 3KM.....	1 2 3 4 5
HH23. HAS THIS DISTANCE REDUCED SINCE THE WELLS WERE DUGGED?	YES NO	1 2

HH24. IF IT REDUCED, HOW HAS THE TIME SAVED HELPED YOUR LIFE?	IMPROVED NO CHANGES DON'T KNOW	1 2 3
HH21. HOW WOULD YOU RATE THE QUALITY OF WATER OF THE WELLS?	GOOD FAIR BAD	1 2 3

-END

Key Informant Interview Guide – Stakeholders

Name of the interviewer:

Name of the note taker:

Province:	
Date KII conducted:	Time KII started:
Time KII ended:	Method used for recording the answers: a) Audio Recording b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- a) Yes b) No

Introductory Questions

PWJ implemented a project of Distribution of daily supplies and Installation of wells for Returnees in Logar through a local implementing partner (ACRU) from July 2018 till June 2019.

- 1) Could you tell us about your roles and how long have you been in this position?

Response is appropriate and relevant

- 1) How did ACRU decide to implement a project of supplies distribution and water supply improvement in Logar? What was the situation like?
 a. Did they consult you before they started the project?

Humanitarian response is effective and timely

- 1) To what extent was ACRU able to respond on timely manner?

Humanitarian response strengthens local capacities and avoids negative effects

- 1) To what extent communities and people affected by crisis have improved living conditions?
 2) What has PWJ/ACRU done in order to increase the capacity of local authorities and communities in terms of having have improved living conditions?

Complaints are welcomed and addressed

- 1) As a stakeholder, did you receive any complaints from the affected people and communities about the responses that ACRU provided? What kind of complaints have you received?

- 2) What did you do?

Humanitarian response is coordinated and complementary

- 1) Has ACRU coordinated their activities with you?
 - a. What information was shared with you?
 - b. To what extent was the coordination complementary?

Humanitarian actors continuously learn and improve

- 1) (Only Government) Did you monitor the responses provided by PWJ/ACRU?
- 2) (Only Government) What were your findings? What worked and what didn't?

Recommendations

- 1) What are your recommendations for PWJ/ACRU?

Focus Group Discussion Guide – Community

Name of the interviewer:

Name of the note taker:

Province:	
Date FGD conducted:	Time FGD started:
Time FGD ended:	Method used for recording the answers: b) Audio Recording b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- b) Yes b) No

Introductory Questions

- 2) Please tell us about the Distribution of Daily Supplies and Installation of wells project implemented by PWJ/ACRU.

Response is appropriate and relevant

- 2) Were consulted when the project was designed in order to provide you with Daily Supplies and installation of wells?

Humanitarian response is effective and timely

- 2) To what extent was the response on timely manner?
 - a. What have been some critical barriers or challenges?
- 3) How do you assess the effectiveness of the project?
 - a. Distribution of Daily Supplies
 - b. Installation of wells

Humanitarian response strengthens local capacities and avoids negative effects

- 3) To what extent your communities and people affected by crisis have improved living condition?
- 4) What did the NGO do in order to increase the capacity of your communities in terms of improved living condition?

Humanitarian response is based on communication, participation and feedback

- 1) To what extent your communities and people affected by crisis are aware of their rights and entitlements?
 - a. How were you informed about your rights?
 - b. Was there any feedback and response mechanism in place so that can safely share your feedback about the response provided to you?
 - c. If you shared a feedback, what was the response?

Complaints are welcomed and addressed

- 3) Were you consulted about the design of complaint mechanism? If yes, how?
- 4) What kind of complaints have you shared?
- 5) How was the response to your complaints? How timely was the response?

Humanitarian actors continuously learn and improve

- 3) What in the project activities worked well and what didn't?
- 4) Did the NGO change / revise any of their plans based on your suggestions? What changes?

Recommendation

- 1) What are your recommendations for PWJ/ACRU?

Key Informant Interview Guide – Implementing Partner

Name of the interviewer:

Name of the note taker:

Province:	
Date KII conducted:	Time KII started:
Time KII ended:	Method used for recording the answers: c) Audio Recording b) Note taking

Please ask the following questions and note the answers on one blank sheet provided

Please number the blank sheets before you start

Please write down the question numbers at the beginning of answers to each question

I would like to read the consent form which explains the aim of this study, how we use this data and confidentiality of the information you provide us with.

Oral consent obtained

- c) Yes b) No

Introductory Questions

- 3) Please tell us about your roles in the project? How long have you been in this position?

Response is appropriate and relevant

- 3) How did you decide to implement a project of supplies distribution and water supply improvement in Logar?
- a. What made you think this was the priority need?
 - b. Did you conduct any assessment of risks vulnerabilities and needs?
 - c. Did you consult local communities before you start the project?

Humanitarian response is effective and timely

- 4) To what extent has your organization been able to respond on timely manner?
- a. What have been some important barriers or challenges?
 - b. How did you tackle those challenges?
- 5) How do you assess the effectiveness of the project?
- a. Distribution of daily supplies
 - b. Installation of wells

Humanitarian response strengthens local capacities and avoids negative effects

- 5) To what extent communities and people affected by crisis have improved living conditions?
- 6) What have you done in order to increase the capacity of local authorities and communities in terms of improved living condition?

Humanitarian response is based on communication, participation and feedback

- 2) To what extent communities and people affected by crisis are aware of their rights and entitlements?
 - a. How did you inform them of their rights?
 - b. Was there any feedback and response mechanism in place so that affected people can share their feedback safely?
 - c. How do you use the data coming through feedback mechanism?

Complaints are welcomed and addressed

- 6) Have you consulted affected by about the design of complaint mechanism? If yes, how?
- 7) What kind of complaints have you received?
- 8) How did you respond to those complaints?
- 9) What have you done if the complaints do not fall under your project's scope of work?

Humanitarian response is coordinated and complementary

- 2) How and with whom have you coordinated your activities?
 - a. What information were sharing with them?
 - b. Have you utilized information you received from other organizations working in humanitarian context?
 - c. To what extent was the coordination complementary?

Humanitarian actors continuously learn and improve

- 5) Please tell us about how you review/evaluate your responses?
- 6) Please tell us about your lessons learnt from this project? What worked and what didn't?
- 7) Have you documented your learning? Have you shared them with relevant stakeholders?

Recommendations

- 1) What are your recommendations to JPF?