

# Implementation and Monitoring Stage Quality Assurance Report

**Overall Project Rating :** **Highly Satisfactory**

**Decision :** Continue as planned: The project is of sufficient quality to continue as planned. All management actions must be addressed in a timely manner.

**Project Number :** 00097063

**Project Title :** Fortalecer y consolidar mecanismos de protección y atención de derechos a personas afectadas por distintas manifestaciones de violencia, por medio de la participación, el diálogo y el fortalecimiento institucional. (OIM; ACNUR, ALTO Comisionado, PNUD)

**Project Date :** 04-Aug-2017

## Strategic

**Quality Rating: Exemplary**

**1. Is the project pro-actively taking advantage of new opportunities, adapting its theory of change to respond to changes in the development context, including changing national priorities? (select the option from 1-3 that best reflects this project)**

3: *The project team completed and documented a horizon scanning exercise in the past year to identify new opportunities and changes in the development context that require adjustments in the theory of change. There is clear evidence that the project board has considered the implications, and documented changes to the project's theory of change, RRF, partnerships, etc. made in response, as appropriate. (both must be true to select this option)*

2: The project team has undertaken some horizon scanning in the past year to identify new opportunities and changes in the development context. The project board discussed the scanning and its implications for the project, as reflected in the board minutes. There is some evidence that the project took action as a result, but changes may not have been fully integrated in the project's theory of change, RRF, partnerships, etc.

1: The project team may have considered new opportunities and changes in the development context since implementation began, but this has not been discussed in the project board. There is limited to no evidence that the project team has considered changes to the project as a result. This option would also be selected if no horizon scanning has been done to date during project implementation.

## Evidence

La teoría de cambio sigue siendo relevante y la necesidad de fortalecimiento de controles internos sigue estando vigente, se han dado casos de señalamientos a la PNC de violaciones de DDHH. Se mantiene conversación estrecha con las autoridades sobre los desafíos.

**2. Is the project aligned with the thematic focus of the UNDP Strategic Plan? (select the option from 1-3 that best reflects the project)**

3: *The project responds to one of the three areas of development [work](#) as specified in the Strategic Plan; it addresses at least one of the proposed new and emerging [areas](#); implementation is consistent with the issues-based analysis incorporated into the project design; and the project's RRF includes all the relevant SP output indicators. (all must be true to select this option)*

2: The project responds to one of the three areas of development [work](#) as specified in the Strategic Plan. The project's RRF includes at least one SP output indicator, if relevant. (both must be true to select this option)

1: While the project may respond to one of the three areas of development [work](#) as specified in the Strategic Plan, it is based on a sectorial approach without addressing the complexity of the development issue. None of the relevant SP indicators are included in the RRF. This option is also selected if the project does not respond to any of the three SP areas of development work.

**Evidence****Management Response**

El proyecto contribuye al Plan Estrategico, en el area 2 "Gobernabilidad Democratica Inclusiva y Efectiva", en especifico en seguridad ciudadana

**3. Evidence generated through the project has been explicitly used to confirm or adjust the programme/CPD's theory of change.**

- Yes
- No

**Evidence**

En sinergia con otros proyectos del Area de Gobernabilidad Democratica, este proyecto fortalecerá los mecanismos para generar evidencia sobre el uso de la fuerza por parte de la Policia Nacional Civil. Lo anterior revela la importancia del tema de los controles internos y externos como novital para el desarrollo y la gobernabilidad democratica.

**Relevant****Quality Rating: Highly Satisfactory**

**4. Are the project's targeted groups being systematically engaged, with a priority focus on the excluded and marginalized, to ensure the project remains relevant for them? (select the option from 1-3 that best reflects the project)**

- 3: Systematic and structured feedback has been collected over the past year from a representative sample of beneficiaries, with a priority focus on the excluded and marginalized, as part of the project's monitoring system. Representatives from the targeted groups are active members of the project's governance mechanism (i.e., the project board or equivalent) and there is credible evidence that their feedback informs project decision making. (all must be true to select this option)
- 2: *Targeted groups have been engaged in implementation and monitoring, with a priority focus on the excluded and marginalized. Beneficiary feedback, which may be anecdotal, has been collected over the past year to ensure the project is addressing local priorities. This information has been used to inform project decision making. (all must be true to select this option)*
- 1: Some beneficiary feedback may have been collected over the past year, but this information has not been used to inform project decision making. This option is also selected if no beneficiary feedback has been collected.
- Not Applicable

**Evidence****Management Response**

Se ha desarrollado el "Manual del Uso de la Fuerza" tomando en cuenta a la poblacion meta

**5. Is the project generating knowledge – particularly lessons learned (i.e., what has worked and what has not) – and has this knowledge informed management decisions and changes/course corrections to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk? (select the option from 1-3 that best reflects the project)**

- 3: *Knowledge and lessons learned backed (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) by credible evidence from evaluation, corporate policies/strategies, analysis and monitoring have been discussed in project board meetings and reflected in the minutes. There is clear evidence that the project's theory of change has been adjusted, as needed, and changes were made to the project to ensure its continued relevance. (both must be true to select this option)*
- 2: Knowledge and lessons learned backed by relatively limited evidence, drawn mainly from within the project, have been considered by the project team. There is some evidence that changes were made to the project as a result to ensure its continued relevance. (both must be true to select this option)
- 1: There is limited or no evidence that knowledge and lessons learned have been collected by the project team. There is little or no evidence that this has informed project decision making.

**Evidence****Management Response**

Se ha realizado gestion de conocimiento con la Policia de Investigacion de Chile (PDI) para mejorar los controles internos y externos en la Policia Nacional Civil (PNC).

**6. Are the project's measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and producing the intended effect? If not, evidence-based adjustments and changes have been made. (select the option from 1-3 that best reflects the project)**

- 3: The project team has systematically gathered data and evidence through project monitoring on the relevance of the measures to address gender inequalities and empowering women. Analysis of data and evidence were used to inform adjustments and changes, as appropriate. (both must be true to select this option)
- 2: *The project team has some data and evidence on the relevance of the measures to address gender inequalities and empowering women. There is evidence that at least some adjustments were made, as appropriate. (both must be true to select this option)*
- 1: The project team has limited or no evidence on the relevance of measures to address gender inequalities and empowering women. No evidence of adjustments and/or changes being made. This option should also be selected if the project has no measures to address gender inequalities and empowering women relevant to the project results and activities.

**Evidence****Management Response**

Se estan realizando ajustes en el proyecto de acuerdo a los nuevos cambios propuestos por la PNC. Se apoyará a la Unidad de Genero como actividades especificas para garantizar y promover los derechos de las mujeres, y en este caso especifico el de las mujeres agentes de la PNC (protocolos de actuación interna)

**7. Is the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change? (select the option from 1-3 that best reflects the project)**

- 3: *There is credible evidence that the project is reaching a sufficient number of beneficiaries (either directly through significant coverage of target groups, or indirectly, through policy change) to meaningfully contribute to development change.*
- 2: While the project is currently not at scale, there are explicit plans in place to scale up the project in the future (e.g. by extending its coverage or using project results to advocate for policy change).
- 1: The project is not at scale, and there are no plans currently to scale up the project in the future.

## Evidence

El proyecto beneficiara a mas de 20,000 agentes de la policia con la vision integral de Sistema de Controles Internos de la PNC. De igual forma, a traves del proyecto se realizaran protocolos que eficienticen el control policial, a través del fortalecimiento de procesos disciplinarios.

## Social & Environmental Standards

Quality Rating: Exemplary

### 8. Does the project seek to further the realization of human rights using a human rights based approach? (select from options 1-3 that best reflects this project)

- 3: *Credible evidence that the project furthers the realization of human rights, on the basis on applying a human rights based approach. Any potential adverse impacts on enjoyment of human rights are actively identified, managed and mitigated through the project's management of risks. (all must be true to select this option)*
- 2: Some evidence that the project furthers the realization of human rights. Potential adverse impacts on the enjoyment of human rights have been identified, and are adequately mitigated through the project's management of risks.
- 1: No evidence that the project aims to further the realization of human rights. Limited or no evidence that potential adverse impacts on enjoyment of human rights are managed.

## Evidence

## Management Response

Con el proyecto se busca, contribuir a la construcción de paz a través de la reducción de la violencia en el marco del respeto a los derechos humanos. Es por ello que el fortalecimiento de los controles internos y externos de la Policía es fundamental. El tener una buena gestion de los controles internos y externos de la Policía garantizaría la buena aplicación de la Ley así como la garantía de los derechos humanos a quienes son y pueden llegar a ser usuarios de la PNC. Los riesgos de las acciones a implementar en el proyecto han sido identificados y a la vez, se han buscado alternativas para la mitigación de los mismos.

### 9. Are social and environmental impacts and risks (including those related to human rights, gender and environment) being successfully managed and monitored in accordance with project document and relevant action plans? (for projects that have no social or environmental risks the answer is "Yes")

- Yes
- No

## Evidence

Los impactos y riesgos han sido identificados y son monitoreados constantemente y se presentan en los Planes de Trabajo Anual.

### 10. Are unanticipated social and environmental issues or grievances that arise during implementation assessed and adequately managed, with relevant management plans updated? (for projects that have not experienced unanticipated social and environmental risks or grievances the answer is "Yes")

- Yes

No

### Evidence

Los sucesos sociales o medio ambientales o de cualquier otra indole que surge durante la implementacion del proyecto, son abordados en el Comité Ejecutivo para la toma de decisiones. Asimismo, se mantienen reuniones periodicas ( semanales) a nivel tecnico PNUD- Gobierno de El Salvador.

## Management & Monitoring

Quality Rating: Exemplary

### 11. Is the project's M&E Plan being adequately implemented? (select the option from 1-3 that best reflects the project)

- 3: *The project has a comprehensive and costed M&E plan. Baselines, targets and milestones are fully populated. Progress data against indicators in the project's RRF is being reported regularly using credible data sources and collected according to the frequency stated in the Plan, including sex disaggregated data as relevant. Any evaluations conducted, if relevant, fully meet decentralized evaluation standards, including gender UNEG standards. Lessons learned, including during evaluations and/or After Action Reviews, are used to take corrective actions when necessary. (all must be true to select this option)*
- 2: The project has a costed M&E Plan, and most baselines and targets are populated. Progress data against indicators in the project's RRF is collected on a regular basis, although there may be some slippage in following the frequency stated in the Plan and data sources are not always reliable. Any evaluations conducted, if relevant, meet most decentralized evaluation standards. Lessons learned have been captured but may not have been used to take corrective actions yet. (all must be true to select this option)
- 1: The project has an M&E Plan, but costs are not clearly planned and budgeted for, or are unrealistic. Progress data is not being regularly collected against the indicators in the project's RRF. Evaluations may not meet decentralized evaluation standards. Lessons learned are rarely captured and used. Select this option also if the project does not have an M&E plan.

### Evidence

El proyecto cuenta con un plan de monitoreo y evaluacion, que se va actualizando y reportando todos los trimestres de acuerdo a los indicadores establecidos. Lo anterior incluye el reporte periodico al donante.

### Management Response

### 12. Is project's governance mechanism (i.e., the project board or equivalent) functioning as intended? (select the option from 1-3 that best reflects the project)

- 3: *The project's governance mechanism is operating well, and is a model for other projects. It has met in the agreed frequency stated in the project document and the minutes of the meetings are on file. There is regular (at least annual) progress reporting to the project board or equivalent on results, risks and opportunities. It is clear that the project board explicitly reviews and uses evidence, including progress data, knowledge, lessons and evaluations, as the basis for informing management decisions (e.g., change in strategy, approach, work plan.) (all must be true to select this option)*
- 2: The project's governance mechanism has met in the agreed frequency and the minutes of the meeting are on file. A project progress report has been submitted to the project board or equivalent at least once in the past year, covering results, risks and opportunities. (both must be true to select this option)
- 1: The project's governance mechanism has not met in the frequency stated in the project document over the past year and/or the project board or equivalent is not functioning as a decision making body for the project as intended.

### Evidence

El proyecto tiene una gobenanza a nivel de titulares (Comité

### Management Response

Ejecutivo), que tiene reuniones establecidas cada trimestres.  
Tiene otra instancia a nivel tecnico (Comité Técnico Gerencial),  
que se reúne cada dos meses.

**13. Are risks to the project adequately monitored and managed? (select the option from 1-3 that best reflects the project)**

- 3: *The project has actively monitored risks every quarter including consulting with key stakeholders at least once in the past year to identify continuing and emerging risks to project implementation and to assess if the main assumptions remain valid. There is clear evidence that relevant management plans and mitigating measures are being fully implemented to address each key project risk, and have been updated to reflect the latest risk assessment. (all must be true to select this option)*
- 2: The project has monitored risks every quarter, as evidenced by an updated risk log. Some updates have been made to management plans and mitigation measures.
- 1: The risk log has not been updated every quarter as required. There may be some evidence that the project has monitored risks that may affect the project's achievement of results, but there is no explicit evidence that management actions have been taken to mitigate risks.

**Evidence**

**Management Response**

Constantemente se monitorean y actualizan los riesgos identificados

**Efficient**

**Quality Rating: Exemplary**

**14. Adequate resources have been mobilized to achieve intended results. If not, management decisions were taken to adjust expected results in the project's results framework.**

- Yes
- No

**Evidence**

Se cuentan con recursos para la implementacion del proyecto y se continuan buscando mas donantes para ampliar su alcance.

**15. Are project inputs procured and delivered on time to efficiently contribute to results? (select the option from 1-3 that best reflects the project)**

- 3: *The project has an updated procurement plan. Implementation of the plan is on or ahead of schedule. The project quarterly reviews operational bottlenecks to procuring inputs in a timely manner and addresses them through appropriate management actions. (all must be true to select this option)*
- 2: The project has an updated procurement plan. The project annually reviews operational bottlenecks to procuring inputs in a timely manner and addresses them through appropriate management actions. (all must be true to select this option)
- 1: The project does not have an updated procurement plan. The project may or may not have reviewed operational bottlenecks to procuring inputs in a timely manner, however management actions have not been taken to address them.

**Evidence**

**Management Response**

El proyecto cuenta con un plan de adquisiciones el cual se monitorea y actualiza cada trimestre.

**16. Is there regular monitoring and recording of cost efficiencies taking into account the expected quality of results? (select the option from 1-3 that best reflects the project)**

- 3: *There is evidence that the project regularly reviews costs against relevant comparators (e.g., other projects or country offices) or industry benchmarks to ensure the project maximizes results that can be delivered with given resources. The project actively coordinates with other relevant ongoing projects and initiatives (UNDP or other) to ensure complementarity and seek efficiencies wherever possible (e.g. joint activities.) (both must be true to select this option)*
- 2: The project monitors its own costs and gives anecdotal examples of cost efficiencies (e.g., spending less to get the same result,) but there is no systematic analysis of costs and no link to the expected quality of results delivered. The project coordinates activities with other projects to achieve cost efficiency gains.
- 1: There is little or no evidence that the project monitors its own costs and is considering ways to save money beyond following standard procurement rules.

#### Evidence

Para toda adquisicion de bienes y servicios, el proyecto realiza un cuadro comparativo para realizar el analisis de costo y beneficio. Tambien se incorporan la visión de economia de escala y se trabaja de la mano con otros proyectos para asegurarse que se obtengan los mejores precios y los fondos se utilicen de forma eficiente y eficaz.

Effective

Quality Rating: Highly Satisfactory

**17. Is the project on track to deliver its expected outputs?**

- Yes
- No

#### Evidence

Los avances del proyecto estan siendo alcanzados segun lo programado. Dada la sensibilidad del tema y los acontecimientos de la coyuntura nacional, se va trabajando de la mano con las autoridades nacionales.

**18. Have there been regular reviews of the work plan to ensure that the project is on track to achieve the desired results, and to inform course corrections if needed? (select the option from 1-3 that best reflects the project)**

- 3: Quarterly progress data has informed regular reviews of the project work plan to ensure that the activities implemented are most likely to achieve the desired results. There is evidence that data and lessons learned (including from evaluations and/or After Action Reviews) have been used to inform course corrections, as needed. Any necessary budget revisions have been made. (both must be true to select this option)
- 2: *There has been at least one review of the work plan during the year to assess if project activities are on track to achieving the desired development results (i.e., outputs.) There may or may not be evidence that data or lessons learned has been used to inform the review(s). Any necessary budget revisions have been made.*
- 1: While the project team may have reviewed the work plan at least once over the past year to ensure outputs are delivered on time, no link has been made to the delivery of desired development results. Select this option also if no review of the work plan by management has taken place over the past year.

#### Evidence

#### Management Response

Se ha ajustado el Plan de Trabajo para cubrir las nuevas necesidades emergentes y acuerdos alcanzados con la PNC; Inspectoría, Academia y Tribunales a fin de garantizar la relevancia del proyecto y al concluir, su sostenibilidad.

**19. Are targeted groups being systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results are achieved as expected? (select the option from 1-3 that best reflects the project)**

- 3: *The project is targeting specific groups and/or geographic areas, identified by using credible data sources on their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. There is clear evidence that the targeted groups are being reached as intended. The project has engaged regularly with targeted groups over the past year to assess whether they are benefiting as expected and adjustments were made if necessary to refine targeting. (all must be true to select this option)*
- 2: The project is targeting specific groups and/or geographic areas, based on some evidence of their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. Some evidence is provided to confirm that project beneficiaries are members of the targeted groups. There has been some engagement with beneficiaries in the past year to assess whether they are benefiting as expected. (all must be true to select this option)
- 1: The project does not report on specific targeted groups. There is no evidence to confirm that project beneficiaries are populations have capacity needs or are deprived and/or excluded from development opportunities relevant to the project area of work. There may have been some engagement with beneficiaries to assess whether they are benefiting as expected, but it has been limited or has not occurred in the past year.
- Not Applicable

**Evidence**

El proyecto alcanzara no solo a los agentes policias y a las distintas unidades que forman parte del Sistema Integrado de Control Interno y Externo Policial, sino tambien a la poblacion en general que sera beneficiada por las nuevas normas que se implementaran en la PNC.

**20. Are at least 40 per cent of the personnel hired by the project, regardless of contract type, female?**

- Yes
- No

**Evidence**

El proyecto cuenta con tres personas como parte de la Unidad Coordinadora. Dos de dichos puestos, Especialista en Monitoreo y Evaluación y la Analista de Proyecto estan ocupados por mujeres. Solo la plaza de Administrador Financiero esta ocupada por un hombre.

**Sustainability & National Ownership**

**Quality Rating: Satisfactory**

**21. Are stakeholders and national partners fully engaged in the decision-making, implementation and monitoring of the project? (select the option from 1-3 that best reflects the project)**

- 3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) are used to fully implement and monitor the project. All relevant stakeholders and partners are fully and actively engaged in the process, playing a lead role in project decision-making, implementation and monitoring. (both must be true to select this option)

2: National systems (i.e., procurement, monitoring, evaluation, etc.) are used in combination with other support (such as country office support or project systems) to implement and monitor the project, as necessary. All relevant stakeholders and partners are fully and actively engaged in the process, playing an active role in project decision-making, implementation and monitoring. (both must be true to select this option)

1: There is relatively limited or no engagement with national stakeholders and partners in the decision-making, implementation and/or monitoring of the project.

Not Applicable

#### Evidence

#### Management Response

Contrapartes nacionales estan involucradas en la gobernanza del proyecto, quienes tambien apoyan en el monitoreo y evaluaci3n del mismo.

**22. There is regular monitoring of changes in capacities and performance of national institutions and systems relevant to the project. The implementation [arrangements](#) have been adjusted according to changes in partner capacities. (select the option from 1-3 that best reflects the project)**

3: In the past year, changes in capacities and performance of national institutions and systems have been comprehensively assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources including HACT assurance activities. Implementation arrangements have been formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (both must be true to select this option)

2: In the past year, aspects of changes in capacities and performance of relevant national institutions and systems have been monitored by the project using indicators and reasonably credible data sources including HACT assurance activities. Some adjustment has been made to implementation arrangements if needed to reflect changes in partner capacities. (both must be true to select this option)

1: Some aspects of changes in capacities and performance of relevant national institutions and systems may have been monitored by the project, however changes to implementation arrangements have not been considered. Also select this option if changes in capacities and performance of relevant national institutions and systems have not been monitored by the project.

Not Applicable

#### Evidence

#### Management Response

El proyecto no ha sufrido cambios en las capacidades o involucramiento de las instituciones naciones.

**23. The transition and phase-out arrangements are reviewed regularly and adjusted according to progress (including financial commitments and capacity). (select the option from 1-3 that best reflects the project)**

3: The project's governance mechanism has reviewed the project's sustainability plan in the past year, including arrangements for transition and phase-out, to ensure the project is on track in meeting the requirements set out by the plan. The plan has been adjusted according to progress as needed. (both must be true to select this option)

2: There has been a review of the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project is on track in meeting the requirements set out by the plan.

1: The project may have a sustainability plan, but there has not been a review of this strategy since it was developed. Also select this option if the project does not have a sustainability strategy.

#### Evidence

#### Management Response

El proyecto cuenta con un plan de sostenibilidad, el cual se verifica con el fin de que aun continúe vigente.

### QA Summary/Project Board Comments:

El Comité Ejecutivo del Programa, durante su reunión del 13 de Febrero del 2018, mencionó que es una prioridad continuar con el trabajo y el fortalecimiento de los Controles Internos y Externos en las instituciones de seguridad y justicia. El tema es relevante y vital para la protección de los derechos humanos en el país y para que la reducción de la violencia se haga en el marco del respeto a los Derechos Humanos.