

FINAL PROJECT REPORT

United Nations Development Programme Cambodia
Catalyzing Investment in Equitable and Green Recovery Beyond COVID-19
[01-01-2021 – 21-06-2022]



Aerial of village supported by the IDPoor programme in Siem Reap province

Project ID: 00125819

Duration: 18 months

Total Budget: US\$1,500,000

Implementing partners: UNDP Cambodia

Responsible Parties: Ministry of Planning

Country Programme Outcome: By 2023, women and men in Cambodia, in particular those marginalized and vulnerable, benefit from expanded opportunities for decent work and technological innovations; and participate in a growing, more productive and competitive economy, that is also fairer and environmentally sustainable.

Table of Contents

| | |
|---|----|
| Executive summary | 3 |
| I. Context..... | 5 |
| II. Performance review | 7 |
| Progress review | 7 |
| 1. Overall progress towards the UNDAF outcomes | 7 |
| 2. Overall progress towards the CPAP outcome and output(s)..... | 7 |
| 3. Capacity development..... | 7 |
| 4. Gender marker..... | 8 |
| 5. Impact on direct and indirect beneficiaries..... | 9 |
| Implementation strategy review | 10 |
| 1. Participatory/consultative processes | 10 |
| 2. Quality of partnerships..... | 10 |
| 3. National ownership..... | 11 |
| 4. Sustainability | 11 |
| Management effectiveness review | 12 |
| 1. Quality of monitoring | 12 |
| 2. Timely delivery of outputs. | 12 |
| 3. Resources allocation..... | 13 |
| 4. Cost-effective use of inputs..... | 13 |
| III. Project results summary..... | 13 |
| IV. Implementation challenges..... | 18 |
| Project risks and actions | 18 |
| Project issues and actions | 19 |
| V. Lessons learnt and next steps..... | 20 |
| Lessons learnt | 20 |
| Recommendations | 20 |
| VI. Financial status and utilization..... | 21 |
| Financial status | 21 |
| Financial utilization | 21 |
| Annex 1: Results and Resources Framework..... | 22 |

Executive summary

(minimum half a page, maximum 2 pages)

Through support from the Rapid Financing Facility, important advancements towards optimizing social protection for poor and vulnerable households were made. An extensive three-round evaluation of the Royal Government of Cambodia's COVID-19 Cash Transfer Programme to Poor and Vulnerable Households was conducted by UNDP and the National Social Protection Council, which found significant impacts of the cash transfers across human development and socio-economic indicators. This served as evidence for the extension of the cash transfer programme until 2023. The inclusivity and impact of the programme was also enhanced with UNDP's support to develop a revised IDPoor scoring methodology. The new methodology will ensure extreme poor and at-risk households that were previously excluded from the programme have access to IDPoor cards to receive social assistance, including cash transfers. A digital, gender-sensitive complaint handling mechanism was additionally established to address any concerns that arise with the cash transfer programme. The implementation of both measures will support improvements to the impact of this key social protection measure.

The Rapid Financing Facility was critical to addressing the vulnerabilities faced by MSMEs and informal workers during COVID-19 and beyond. Through this funding, UNDP supported 1,619 MSMEs to shift their businesses online. The initiative supported a response to the immediate income challenges faced by MSMEs and workers during COVID-19 due to restrictions on gatherings, as well as a more sustained transition towards the growing digital economy. This was accomplished through a three-pronged approach: an e-commerce awareness raising campaign, e-commerce capacity building, and the onboarding of MSMEs onto e-marketplaces. Workers that lost their jobs due to COVID-19 were supported through funding provided to the National Employment Agency to run an online national career fair to match workers with available jobs.

UNDP also developed a 'Doing Guide for Sustainable Businesses' which provides a user guide for ways in which businesses can adapt their operations to be more environmentally friendly. Based on this guide, 560 vendors and merchants were trained in 2021 and 2022 on sustainable e-commerce, to support a reduction in the amount of plastic waste used in operating their businesses. 44% of the participants are women. Two innovative technology options – straws made of rice and food packaging made from banana stems – for sustainable packaging that have scale-up potential to replace single-use plastics were also developed and tested.

Looking beyond the immediate impacts of the pandemic, UNDP supported the greening of energy sector development in Cambodia, which will be critical to the country's sustainable and equitable recovery from COVID-19. The Ministry of Economy and Finance (MEF) was supported by UNDP to develop and finalize the mandate for a New Energy Unit through a sub-decree approved in February 2022, which aims to promote sustainable and equitable energy access policy in Cambodia. UNDP also supported several key roadmaps and guidelines to be developed. These include the draft rooftop solar PV guidelines for the Ministry of Mines and Energy and the draft Roadmap for Low-Carbon and Climate-Resilient Buildings and Construction in Cambodia - Vision 2050 with the Ministry of Land Management, Urban

Planning and Construction. A study on the readiness of a Self-Sustaining Energy Efficiency Revolving Fund in Cambodia and its operational mechanisms was completed, and a loan document is now under preparation by the Asian Development Bank to operationalize the fund.

Finally, solar mini-grids were piloted as a clean energy solution to meet off-grid electricity access needs. A total of 180 off-grid households (including 852 women and 836 men) in five villages of Ratanakiri province gained access to electricity through the installation of three of these mini-grids, which tripled the initial project target. Access to electricity in these villages allows women to safely move around at night, for girls to study into the evenings, and frees up productive time for women to engage in activities that advance their economic empowerment.

1) What were the main contributing factors to the project's progress or lack thereof?

Partnerships with government, development partners and local non-governmental organizations were critical contributing factors to the progress of this work. UNDP's strong relationships with the Ministry of Planning (MoP) and the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) were imperative to address the gap in social protection coverage. Strong partnerships with experienced players in social protection in Cambodia, including the World Bank and GiZ, were also crucial to the success of optimizing the system.

Partnerships with the Ministry of Mines and Energy (MME) and the Ministry of Finance (MEF) helped to advance efforts to green energy development in Cambodia. UNDP's support to the MEF in the establishment of a New Energy Unit is expected to promote sustainable and equitable energy access policy. The MME, for its part, demonstrated strong commitment to off-grid electrification and to its partnership with UNDP. The ministry took part in assessment missions to select mini-grid sites, which allowed for the process to be expedited. Strong support and knowledge from the local non-governmental organization International Cooperation Cambodia (ICC) was additionally critical to the successful implementation of the mini-grids.

2) What were the key implementation issues/challenges?

Some challenges were, however, faced during implementation. In particular, there was delay with regards to the revision of the IDPoor methodology and the development of a new complaint mechanism due to the need to ensure proper consultation and strong national ownership. In addition, while the project had planned to use pico-hydro for electrification of off-grid villages, assessments conducted in the field indicated that these sites were not close to the villages and would cause significant power transmission losses. In consultation with MME and local authorities, UNDP therefore had to change its planned technology intervention and decided to apply the use of solar for mini-grids. The disruption of global supply chains due to COVID-19, however, caused delays in setting up the three solar mini-grids. UNDP mitigated this challenge by working closely with a vendor based in China, and the eventual recruitment of a local firm helped to expedite the implementation of the mini-grids.

3) What are the main lessons learnt, and how can the findings be incorporated in future projects in Cambodia and globally?

Several key lessons learnt from the initiative may be applied to UNDP's future projects in Cambodia and globally. First, engagement with both government counterparts and relevant stakeholders from the very beginning is imperative. Clarifying UNDP's role was critical, especially in the social protection and e-commerce spaces, which were new to UNDP. In such spaces, it is useful to define what UNDP's strengths are and whether they match with a gap in the current system. This will allow UNDP to act as a complementor not a competitor, which it effectively managed for its move into social protection. Second, while it is difficult to make swift changes in the political economy towards a greater share of renewables, UNDP should persist with its agenda and engage line ministries in this work, as was found through its persistence in rooftop solar advocacy. Political and institutional change takes time, and patience is needed to build capacity.

I. Context

Alignment to the NSDP, UNDAF and CPD

The project supports three key policy priority and action areas under Cambodia's National Strategic Development Plan (NSDP) 2019-2023. These include: *Human Resource Development* through its efforts to support improvements in social protection; *Economic Diversification* by helping to prepare micro, small and medium-size enterprises (MSMEs) for the digital economy; and *Inclusive and Sustainable Development* by supporting the greening agenda to ensure environmental sustainability and a pre-emptive response to climate change.

It was further designed to contribute to the United Nations Development Assistance Framework (UNDAF) and the UNDP Cambodia Country Programme outcome that 'by 2023, women and men in Cambodia, in particular the marginalized and vulnerable, live in a safer, healthier, more secure and ecologically balanced environment with improved livelihoods, and are resilient to natural and climate change related trends and shocks'. In parallel, the project was developed to contribute to priorities identified in the UN Framework for the Socio-economic Response to COVID-19 (SERF), including support to social protection schemes and services related to the COVID-19 pandemic (SERF 2.5), private sector companies and formal and informal sector workers during and after the COVID-19 pandemic (SERF 3.2), and adoption of fiscal, monetary and legislative stimulus packages for COVID-19 economic response and recovery that are climate and environmentally sensitive (SERF 3.3a).

The initiative was aligned to the UNDP Cambodia Country Programme Document (2019-2023) to support the access of extreme poor, disadvantaged populations, including persons living with HIV (PLHIV) and people with disabilities (PwDs) to improved Royal Government of Cambodia social protection (Output 1.1), the Government's fostering of productivity alongside inclusive/sustainable growth (Output 1.2), and the development of market solutions for conservation and renewable energy (Output 2.3).

Development Challenges

With the onset of COVID-19, it was estimated that 390,000 people in Cambodia would lose their jobs and as many as 1.34 million people could slip back into poverty.¹ The three most affected sectors - tourism, manufacturing exports and construction - contributed to nearly 40 percent of paid employment in the country². Women in these sectors were particularly vulnerable to job loss and poverty. A UNDP survey on MSMEs and informal workers³ further reported a 26-50 percent drop in income for micro, small and medium enterprises (MSMEs) since COVID-19, once again impacting women who are the majority of MSME owners. The digital economy, specifically e-commerce, presented an opportunity to maintain business continuity by connecting buyers and sellers, thereby reintegrating affected informal workers and creating additional jobs in the logistics sector. However, capacity gaps and digitalization challenges remained to harness this potential. There was a corresponding need to manage the environmental impact of e-commerce due to its extensive use of plastic products.

The Royal Government of Cambodia (RGC) responded to the crisis with measures that included an emergency cash transfer to vulnerable groups using the IDPoor poverty listing mechanism. However, challenges to ensure this programme reached the most vulnerable, including women, remained. Studies by the World Bank and UNDP revealed that only 25 percent of the poorest households (the bottom quintile) held an IDPoor Card.⁴ The exclusion of the most vulnerable presented an urgent need for improvements in targeting, including refinement of the IDPoor screening methodology, as well as making available a systematic complaints mechanism for the IDPoor system which did not yet exist. Real-time information was also needed as the socioeconomic impacts of COVID-19 and interventions to address them unfolded to ensure policy development was relevant, efficient and effective.

The choices made to respond to COVID-19 and to environmental and social protections will impact Cambodia's economy beyond recovery. Prior to initiation of the project, the government decided to enhance coal-based generation to meet growing electricity demand. Concurrently, the garment industry started to push for greater renewable efforts. This trend made the country's garment industry, a major employer of Cambodia's labour force, less attractive compared to countries with commitments to renewable energy. A UNDP report⁵ estimated that replacing coal and gas with investments in solar in Cambodia could result in a net average annual gain of up to 39,321 high-skilled jobs in 20 years. Renewable energy options also offered important means to reach the 243 remote villages in Cambodia that were not yet electrified.⁶

Key partners, stakeholders and beneficiaries

A number of key partners were involved in the implementation of the project. UNDP continued to work in close partnership with the Ministry of Planning (MoP) to support improvements to MoP's IDPoor system through the revision to its existing questionnaire, identification formula (in continued collaboration with GIZ and the World Bank) and cash transfer impact assessment

¹ Asian Development Bank, 2020, ADB Loan for Cambodia's Covid-19 Response; United Nations Development Programme Cambodia, 2020, Covid-19 Economic and Social Impact Assessment Policy Brief

² The World Bank, 2020, Cambodia in the time of COVID-19: Economic Update May 2020 Report

³ UNDP, 2020, Tracking Surveys of Socioeconomic Impacts of Covid-19 on Informal Workers and Micro, Small & Medium Enterprises

⁴ According to analysis from the Cambodian Socio-Economic Survey 2014 and 2016

⁵ UNDP, 2020 (upcoming), Full Economic Appraisal of the Potential of Solar PV Energy in Cambodia

⁶ Ministry of Mines and Energy, 2020

(in collaboration with the National Social Protection Council) to benefit extreme poor and at-risk households. UNDP also worked closely with the Ministry of Commerce to support provincial, women-led MSMEs to move online in support of resilient livelihoods. Partnerships with the Ministry of Economy and Finance and Ministry of Mines and Energy were also key to build and develop the capacity of a New Energy Unit to promote a more resilient and greener economy and to provide electricity access to off-grid households.

II. Performance review

(suggested maximum 4 pages)

Progress review

1. Overall progress towards the UNDAF outcome

The combined results of the three output areas have contributed to the UNDAF outcome identified above through their support to ensure Cambodia's extreme poor and at-risk households can access social protection support, to improve the livelihoods of women working in MSMEs, and to support off-grid communities with renewable energy and the government to develop greener plans and policies. These three results areas contribute to ensuring the people of Cambodia can live in a more secure and ecologically balanced environment with improved livelihoods and resilience to natural and climate change related trends and shocks, such as the COVID-19 pandemic.

2. Overall progress towards the CPAP outcome and output(s) relating to your project

Briefly explain how the combined results/outputs have contributed to the achievement of the CPAP outcome/output. Explain how your project complemented other UNDP projects towards the CPAP outcome (suggested one sentence).

The project supported extreme poor, disadvantaged populations, including people living with HIV (PLHIV) and people with disabilities (PwDs) to access improved RGC social protection measures through improved IDPoor targeting and a complaints mechanism (CPD Output 1.1); supported the shift of MSMEs to the digital economy to promote productivity and inclusive growth (CPD Output 1.2); and piloted solar mini-grids as a market solution for renewable energy to be provided to off-grid households (CPD Output 2.3). This project complemented UNDP's Policy and Innovation Hub project that works to provide policy and advocacy support across these three areas, the Graduation-Based Social Protection project supporting poor and vulnerable households through piloting an asset and cash transfer model, the Marine Plastic Project that supports alternative plastic solutions, and the E-Commerce project that works to enable the digital economy transition for MSMEs in Cambodia.

3. Capacity development

Briefly assess the national capacity built over the course of the project period, looking at the following elements: institution building, advances in legislative environment, policy tools, equipment, training of national counterparts, as well as on-the-job mentoring and others.

The interventions supported by the project under Output 1 to optimize the country's IDPoor system for poor and vulnerable households will last beyond the project and support national authorities in the delivery of more efficient, rights-based, systematic and responsive social services (e.g., cash transfers, healthcare, etc.). In the future, technical training on regression analysis to continue to improve the targeting mechanism of the IDPoor system could be provided to further enhance national capacity building.

The interventions supported by the project under Output 2 have equipped MSMEs with improved capacity to sell their products online. After the e-commerce training and mentoring programme, 83 percent of the participants reported improvements in their knowledge of e-commerce and 71 percent reported improvements in their online selling skills. UNDP also helped to develop the capacity of the Ministry of Post and Telecommunications with training of trainers (ToT) support and materials needed to continue e-commerce capacity building for MSMEs in the country. The National Employment Agency was equipped with an online job matching platform that continues to be used to connect employers and job seekers beyond the online career fair supported by the project.

The capacities of both the MEF and the MME to advance the greening agenda in Cambodia were improved through regular trainings held during the course of the project under Output 3, covering both general topics on the energy sector and topics as requested by the ministries. The MEF was further supported to draft the mandate for establishment of its New Energy Unit.

4. Gender marker

The project was designed to be GEN2, allocating at least 15 percent of funding to activities in support of gender equality and the empowerment of women. A number of important gender achievements were made under the project's three output areas.

Under Output 1, the new questionnaire that UNDP supported to more accurately determine IDPoor households was built to be gender-sensitive, with higher scores given to women-headed households. This will support an increased number of vulnerable women to have access to social assistance provided through the IDPoor programme. The project's support to evaluate the socioeconomic impacts of the Royal Government of Cambodia's COVID-19 cash transfer programme also found that the initiative had important gender empowerment results. Women were found to make the majority of decisions on how to spend the cash their household received through the programme, empowering them to make decisions on their household's needs. More than three quarters of the surveyed households reported that women are the main decision makers on daily household expenses including how to the cash transfer is spent. This is a critical finding in terms of women's empowerment and policy mainstreaming.

Under Output 2, UNDP supported 465 women-led MSMEs to transition their businesses online through training and incubation programming. These enterprises developed the capacity needed to sell online, and in some cases to export their products, enhancing their economic empowerment and resilience. The e-commerce awareness raising campaign also featured women entrepreneurs who successfully moved their businesses online in order to encourage more women to take up online sales.

Women's empowerment was additionally supported under Output 3 through the provision of electricity access to 852 women in Ratanakiri province with the installation of solar mini-grids. This has provided added security for women's mobility at night, supported clean cooking, improved education and healthcare, supported local employment opportunities, improved food security, and freed up time often spent by women to gather firewood and safe drinking water supply. Women have also been involved in the sustainability of the solar mini-grids, with one of the three installed grids managed by a woman in Ratanakiri. Some of the UNDP-supported draft guidelines, roadmaps and policies to enhance the greening of the energy sector were inherently gender-neutral (e.g., the draft rooftop solar policy). However, UNDP utilized staff time to provide comments on the National Energy Efficiency Policy prepared by the Asian Development Bank, which includes considerations for women-owned energy service enterprises.

5. Impact on direct and indirect beneficiaries

Briefly assess the level of beneficiary (client) coverage and satisfaction. a) Did you reach the right target group? If not, why? b) Try to assess the change in beneficiary condition as a direct effect of project outputs.

The support UNDP provided to IDPoor targeting recalibration will ensure that previously excluded poor and vulnerable households have access to cash transfers, healthcare and additional social protection programming made available through IDPoor cards. The cash transfer programme has already supported 688,349 households and is expected to support more through the revised scoring mechanism and the continuation of the programme until 2023.

UNDP's support to MSMEs for their transition to online marketplaces had important impacts on the livelihoods of business owners and their workers. The following two case studies highlight these impacts:

Mrs. Chran Ponny, Chief Executive Director of Seasonfresh (Cambodia) Co., Ltd. sells fresh and dried mangoes and longan. She previously employed 13 permanent staff and around 200 workers before moving her business online. COVID-19 presented significant challenges to her business and forced her to reduce the number of workers she employed. Through joining UNDP's training and mentoring sessions, her capacity was improved significantly. She was able to update her business Facebook page, increasing its reach by 300 percent compared to previous months, and is expected to increase her exports to China by 50-60 percent in March and April of 2022. This will contribute to increasing the number of workers she employs from 200 to 400.

Mr. Rich Chamroeun, Chief Executive Director of Organic Food Market, which sells organic fruit and vegetables grown by local farmers, previously operated his business offline and only targeted walk-in customers. However, with the onset of COVID-19 and subsequent lockdowns, he recognized the need to transition online. By participating in UNDP's training and mentoring sessions, he was able to learn digital marketing strategies and move his business online using his company website, www.phsarahar.com, and applications such as Nham24 and Food Panda, among others. Most effective, he says, has been moving his financial records to the financial management system, Banjhi, to manage sales and cash flow more effectively. He is now registering his business onto the government e-commerce platform, Cambodiatrade.com.

Efforts to support the electrification of off-grid households through solar mini-grids under Output 3 had a significant impact on the five communities supported. A total of 180 households (comprised of 852 women and 836 men) in Ratanakiri province gained access to electricity, improving their livelihoods, food security and access to drinking water, among other areas of their lives. This tripled the number of households targeted in the project's Results and Resources Framework, providing greater beneficiary coverage. Initiatives under this output also contributed to improvements in capacity and institutional change for Cambodia's MEF through UNDP's support to help the ministry draft the mandate for a New Energy Unit and regular trainings to build capacity on the greening agenda.

Implementation strategy review

1. Participatory/consultative processes

Briefly assess if the project approach was participative i.e. involving stakeholders in the definition of priorities, schedule of activities, targeting and delivery.

Activities to improve the targeting mechanism of the IDPoor system and the COVID-19 cash transfer programme involved significant consultation with the Ministry of Planning, in particular to understand the ministry's priorities. In order to improve upon the existing complaints mechanism for IDPoor households, numerous consultations were held with relevant stakeholders, including a range of non-governmental organizations, in order to understand challenges and concerns. All comments received during these consultations were incorporated into the design of the new application that will handle complaints.

Under Output 2, two assessments were undertaken to understand the needs of workers and MSMEs affected by COVID-19 and to ensure a suitable approach was taken to support their integration into the e-commerce sector. The three campaigns were built based on the assessment's findings. E-commerce coalition members also participated in the implementation of Output 2. E-marketplaces contributed their technical expertise and human resources to join B2B training webinars and curriculum design sessions. The onboarding of MSMEs also benefitted from engaging other ecosystem partners such as Impact Hub Phnom Penh to deliver training and onboarding support to MSMEs.

Both the MME and MEF were significantly involved in the delivery of Output 3 activities. The MME participated in the assessment missions to determine selection of solar mini-grid sites in

Ratanakiri province and UNDP worked closely with the MEF to support its development of a mandate for a New Energy Unit. The local non-governmental organization, International Cooperation Cambodia (ICC), was also involved in the off-grid electrification as they work closely with the indigenous communities in Ratanakiri that accelerated project engagement with local communities and the installation of the solar mini-grids.

2. Quality of partnerships

Vis-à-vis the partnership strategy in the prodoc, briefly assess the quality of your partnerships with national counterparts (at central and local level), other UN agencies (at central and local level), donors, NGOs, Implementing Partners, and civil society (when relevant). Was the partnership profitable for the project? Please mention the partnership agreements and south/south partnerships.

UNDP's partnerships with the Ministry of Planning and the Ministry of Social Affairs, Veterans and Youth Rehabilitation were imperative to the success of optimizing the social protection cash transfer programme, as the improved targeting and complaints systems will be operated by the government moving forward. The partnerships with GiZ and the World Bank were also critical to supporting the Ministry of Planning in recalibrating the IDPoor formula, as both partners are experts in this field. Partnerships with GiZ, the World Bank, ILO and UNICEF also served to support targeting efforts that helped the government to support households impacted by COVID-19 lockdowns.

UNDP's strong partnerships with government counterparts and e-commerce ecosystem partners were critical to the success of Output 2. The e-commerce coalition that was developed ensured that the initiative was contributing to relevant needs and to the ecosystem as a whole. It also increased the reach of the campaigns, ensured relevant content development and promoted greater capacity development. UNDP's ability to address national priorities was also imperative to its successful partnership with the Ministry of Post and Telecommunications.

Under Output 3, UNDP's decision to involve the local non-governmental organization, local NGO (ICC), proved invaluable for working with local communities in Ratanakiri for the installation of solar mini-grids. In parallel, UNDP's strong partnership with the MME helped to advance the selection of potential sites and implementation of the mini-grids.

3. National ownership

Assess the extent to which the project displayed any of the following: joint decision-making with national counterparts; involvement of national counterparts in the definition of priorities, planning of project resources allocation and/or reporting; joint monitoring and evaluation; allocation of national resources or in-kind contributions to the project; embedded staff.

The initiatives UNDP supported under Output 1 were closely decided upon and implemented in partnership with the Ministry of Planning and Ministry of Social Affairs, Veterans and Youth Rehabilitation. This was imperative as both the revised IDPoor formula and the new complaints

mechanism will be rolled out and managed by the government after the Rapid Financing Facility work concludes.

UNDP closely involved the Ministry of Post and Telecommunications under Output 2 of the project. As the champion of digital technology adoption and transformation in Cambodia, the ministry was involved in defining priorities and in the implementation of training and capacity development in particular, so that the e-commerce materials developed can be utilized by the ministry for future campaigns. UNDP also worked closely with the National Employment Agency to identify the need for an online career fair and to develop an online job matching platform that will be sustained beyond the project.

Under Output 3, joint decision-making with the MME was used in the selection of sites for solar mini-grids to support off-grid households. Further, the Royal Government of Cambodia initiated public financing towards off-grid electrification, mainly through the Rural Electrification Fund, after witnessing the viability of the mini-grid technology. Following the readiness study of energy efficiency revolving fund, the Asian Development Bank is operationalizing the fund by investing some of their loan in close collaboration with MEF.

4. Sustainability

Briefly explain how national capacities, national ownership and partnerships were strengthened to ensure there are lasting results. Explain what you have done to prepare for your exit strategy and the transfer of the project outputs to national counterparts. This part is critical in the Final Project Report and should be well developed.

The systems for handling complaints digitally and for the improved IDPoor targeting mechanism were designed from project formulation for government counterparts to take full ownership of both managing the complaints application and implementing the new targeting formula for identifying extreme poor and at-risk households. Continued technical support for the complaint application will be provided by UNDP to ensure a smooth transition. In the future, technical training on the regression analysis used to recalibrate the IDPoor targeting formula could be provided to enhance national capacity.

Under Output 2, UNDP's partnership with the National Employment Agency supported an online career fair platform to provide job matching services given COVID-19 restrictions on physical events. This platform will continue to be used by the National Employment Agency moving forward to hold online career fairs, in addition to physical events. This ensures wider reach and that a greater number of job seekers can be matched with employers. In addition, the large network of MSMEs and the wider e-commerce ecosystem, including industry experts and employers, mobilized by UNDP will be leveraged by the Ministry of Post and Telecommunications going forward. This includes a Telegram communications channel developed under the Stronger with Digital Cambodia Campaign that was handed over to the Ministry of Post and Telecommunications. The channel has already been leveraged to promote Digital Divide Data Cambodia through a campaign called Career Connect, which focuses on building digital skills for the workforce. The e-commerce training and campaign materials developed under the initiative will also be used by the Ministry of Post and Telecommunications for future campaigns and have already been made available on the ministry's website to support additional MSMEs.

Through the achievements made under Output 3, solar mini-grids are seen by Cambodia's government as a viable intervention to support off-grid electrification. Public financing has therefore been initiated towards off-grid electrification, predominantly through the Rural Electrification Fund, which will ensure continued efforts are made to support off-grid households through a renewable energy source. The Rapid Financing Facility has also helped to gain US\$1.7 million in support from the Embassy of Japan for the set-up of 10 additional mini-grids to reach more off-grid households. Regular trainings conducted with the MEF to develop the mandate for a New Energy Unit will further support continued efforts to advance green economy agenda in Cambodia beyond the project. The energy efficiency revolving fund is expected to support the accelerated implementation of the National Energy Efficiency Policy.

Management effectiveness review

1. Quality of monitoring

Briefly state monitoring actions and assess the implementation of monitoring recommendations; state the level of involvement of government and donors.

Monitoring was a key component of Output 1, with monitoring of the cash transfer programme and training conducted. Regular monitoring missions are also being conducted to the solar mini-grids sites in Ratanakiri province. The project completed social and environmental screening as required under Output 3. All the mini-grid sites were implemented in cooperation with indigenous communities and they were trained on the safety and basic operation and maintenance aspects. The mini-grids are enabled with remote monitoring and troubleshooting, however this was challenging due to their remote locations offering limited or no phone signal. Communication therefore proved to be a challenge to remotely monitor and collect energy consumption pattern.

2. Timely delivery of outputs

Briefly assess if outputs were delivered in accordance with the schedule in the Project Results and Resources Framework. If the expected output could not have been achieved on time, please indicate why.

UNDP's support under Output 1 was delivered according to the schedule defined at project inception. The implementation of the new IDPoor scoring methodology and the digital complaints mechanism by the Royal Government of Cambodia is on track for Quarter 3 of 2022, which will then allow for the number of extreme poor and at-risk households receiving IDPoor cards under the revised scoring methodology and the number of complaints received under the digital mechanism to be captured in the Results and Resources Framework.

While COVID-19 restriction measures limited physical support to onboard MSMEs onto e-marketplaces, Output 2 results were still delivered within the project's timeline.

Some challenges were faced in delivering Output 3 according to the initially established schedule. These included COVID-19 restrictions on travel and meetings, in addition to the

disruption of global supply chains, resulting in delays in receiving goods and the installation of mini-grids to electrify off-grid households.

III. Project results summary

(suggested 1-2 pages per project output)

Output 1. Impact of social protection cash transfer optimized through improved targeting system and systematic complaint resolution mechanism

The project has supported optimization of the inclusivity and impact of the Royal Government of Cambodia's COVID-19 cash transfer programme. This was accomplished by assisting in the development of a revised IDPoor scoring methodology to ensure extreme poor and at-risk households are reached through the programme and the creation of a digital, gender-sensitive complaint handling mechanism to address concerns and support improvements to the programme.

The revision of the IDPoor scoring methodology involved recalibration to ensure greater inclusivity. The new formula will be rolled out for the identification of IDPoor households by the Royal Government of Cambodia in August 2022.

To develop the revised complaint mechanism, UNDP completed a scoping study and identified challenges with the existing system. Consultations were then facilitated with target stakeholders and non-governmental organizations. The comments received during these consultations were thoroughly incorporated into the development of a new digital application for managing complaints. The application will be launched in July 2022 and has the capability to keep track of gender disaggregated complaints.

Both initiatives under Output 1 were completed within the agreed budget and on schedule. Their implementation will support improvements to the cash transfer programme, which has been extended until 2023.

In addition, following three rounds of assessment of the government's COVID-19 cash transfer programme using a Propensity Score Matching method, significant impacts of the cash transfer programme were found across human development and socio-economic indicators, including food security, nutrition, child education, saving, debt repayment, productivity, health utilization, gender empowerment, and perception of local/national governments. This evidence informed the extension of the cash transfer programme until 2023.

Output 2. MSMEs and informal workers (especially women-led businesses and female workers) benefitted from environmentally friendly e-commerce

Through funding from the Rapid Financing Facility, 1,619 micro, small and medium-sized enterprises (MSMEs) benefitted from shifting their businesses online. The initiative supported a response to the immediate income challenges faced by MSMEs and workers during COVID-

19 due to restrictions on gatherings, as well as a more sustained transition towards the growing digital economy. This result was accomplished through a three-pronged approach: an e-commerce awareness raising campaign, e-commerce capacity building, and the onboarding of MSMEs onto e-marketplaces. Workers that lost their jobs due to COVID-19 were also supported through funding provided to the National Employment Agency to run an online national career fair to match workers with available jobs.

To ensure the needs of MSMEs and workers impacted by COVID-19 were met, two assessments were undertaken. The first analyzed the available e-marketplaces in Cambodia and the needs of local vendors and MSMEs. The assessment found that e-marketplaces needed more vendors, while MSMEs required capacity development and onboarding support to move their businesses online. The second assessment took place in Phnom Penh and Siem Reap, focusing on the heavily impacted tourism sector. It evaluated the impact of COVID-19 on employment to understand how many workers were affected by the pandemic and lost their jobs, what skillsets they had that were related to e-commerce, and what their needs were in order to integrate them into the e-commerce sector. The three campaigns and the online career fair were built based on the findings of these assessments.

The e-commerce awareness-raising campaign successfully reached more than 3 million people across Cambodia. The campaign focused in particular on showcasing women entrepreneurs that had successfully moved their businesses online in order to encourage more women to transition to online sales.

Capacity development through e-commerce training and mentoring also focused significantly on women-led MSMEs, with more than 41 percent of the 1,128 participating enterprises owned by women. These enterprises were equipped with the capacity needed to transition online, and in some cases, to export their products. Of the participants, 83 percent reported improvements in their knowledge of e-commerce and 71 percent reported improvements in their online selling skills.

UNDP further supported 400 MSMEs to be onboarded onto e-marketplaces to sell their products online.

In addition to the three campaigns to help MSMEs transition online, funding from the Rapid Financing Facility was provided for the National Employment Agency to run an online national career fair, which took place in November 2021, and successfully matched 1,755 job seekers with employers. There were 94 firms that participated in the job matching, with 22,748 job vacancies available. An online job matching platform was additionally developed to support future job matching.

UNDP also developed a 'Doing Guide for Sustainable Businesses' which provides a user guide for ways in which businesses can adapt their operations to be more environmentally friendly. Based on this guide, over 500 vendors and merchants were trained on sustainable e-commerce, to support a reduction in the amount of plastic waste used in operating their businesses. Two innovative technology options – straws made of rice and food packaging made from banana stems – for sustainable packaging that have scale-up potential to replace single-use plastics were also developed and tested.

Output 3: Environmentally sustainable policy options and solutions piloted for COVID-19 recovery

Several guidelines, roadmaps and policies that support the greening of energy sector development in Cambodia were drafted with UNDP's support through funding from the Rapid Financing Facility. These included support to draft rooftop solar PV guidelines to the Ministry of Mines and Energy (MME) and support to the Ministry of Land Management, Urban Planning and Construction (MLMUPC) to draft the *Roadmap for Low-Carbon and Climate-Resilient Buildings and Construction in Cambodia - Vision 2050* that incorporates gender into mitigation and adaptation components. UNDP staff time was also utilized for providing comments on the National Energy Efficiency Policy (NEEP) prepared by the Asian Development Bank (ADB), which includes considerations for women-owned energy service enterprises and will likely be approved in 2022.

With support from UNDP, the Ministry of Economy and Finance (MEF) developed and finalized the mandate for a New Energy Unit as part of the New Economy Department under the General Department of Policy through a sub-decree approved in February 2022. The unit aims to promote sustainable and equitable energy access policy in Cambodia. However, MEF has not issued the Prakas (decision) for the operation and functioning of the New Economy Department and its offices (including the Energy Unit).

In lieu of the development of a Renewable Energy Atlas for Cambodia, a study on the readiness of a Self-Sustaining Energy Efficiency Revolving Fund in Cambodia and its operational mechanisms was completed by UNDP. The Asian Development Bank is now preparing a loan document to operationalize the fund with an initial funding envelop of US\$20 million.

Solar mini-grids were also piloted as a clean energy solution to meet off-grid electricity access needs. A total of 180 off-grid households (including 852 women and 836 men) in five villages of Ratanakiri province gained access to electricity through the installation of three of these mini-grids. The sites were selected in consultation with the MME and a local non-governmental organization that has strong connections with the communities. This number tripled the project target of 60 households by switching from the initial decision to use pico-hydro to using solar for mini-grids as potential pico-hydro sites are far from the villages that lead to power transmission losses and were not a feasible technology option.

IV. Implementation challenges

(suggested one page – minimum half a page)

Project risks and actions

1. Data security and privacy were identified during project formulation as potential risks to the development of a digital complaints system for the IDPoor programme. To mitigate this risk, the system was developed to ensure that the complaining party's information is deleted after three months in order to protect their data security. It is

also ensured that their data can only be used for the purpose of resolving complaints. Anonymity and no retaliation are key components of the system.

2. Under Output 2 of the project, a lack of interest in the e-commerce shift among women-owned MSMEs with limited digital capacity and resources was identified as a risk at the stage of project formulation. However, this proved not to be a significant risk during implementation. Over 50 percent of women-owned MSMEs were engaged in the e-commerce campaigns. This was accomplished by ensuring that a focus was made on women-led MSMEs, which are the majority of micro business owners. UNDP further adjusted its approach where needed to ensure women were able to participate. For example, UNDP partnered with SHE Investments to introduce its training and mentorship programme, and the timing of the call for applications for the programme was adjusted to after lunchtime to ensure it was held when women could participate. The president of the Cambodia Women Entrepreneurs Association was also engaged in a call for applications video in order to encourage more women to apply for the programme.
3. A lack of willingness by MSMEs to register on the national e-commerce platform due to tax obligations and complicated processes to register with the Ministry of Commerce was also identified as a risk during project formulation. However, the e-marketplaces that UNDP partnered with during the campaigns did not involve vendor registration and were more flexible. UNDP, together with Khmer Enterprise, successfully diversified the options for MSMEs, allowing them to choose whether they joined the Ministry of Commerce's Cambodiatrade.com platform or other e-marketplaces/apps in Cambodia.
4. Two additional risks were identified during project formulation and implementation under Output 3. The first was that the political economy of the energy sector still tends towards fossil fuels, although there is an increased commitment towards renewables and change of rooftop solar policy. To mitigate this risk, it was critical to invest in building the capacity of the energy unit within the Ministry of Economy and Finance, keeping in close contact, and supporting the development of strong evidence for greening the energy sector will be imperative in order make the shift towards greener energy policy. UNDP will also continue to explore the development finance for advancing climate agenda in the country. Recent approval of Cambodia's proposal under The Partnership for Action on Green Economy (PAGE) is a testament. The second risk was that the inter-ministerial coordination between the Ministry of Economy and Finance and the Ministry of Mines and Energy is improved but continues to be a challenge. Although the RFF bridged the coordination between the two key line ministries in converging ideas for energy sector development in Cambodia, there is a need for continued support. UNDP established MOUs with both these ministries to drive the agenda forward.

Project issues and actions

Two issues arose under Output 3 during project implementation. The MME requested UNDP not to proceed with the planned development of a Renewable Energy Atlas, as Australia's Department of Foreign Affairs and Trade (DFAT) 3i programme had previously prepared a similar piece of work. At the request of the Ministry of Economy and Finance, this activity was instead changed to a study on the Readiness of a Self-Sustaining Energy Efficiency Revolving Fund in Cambodia. This change was possible because the RFF bridged the coordination between two key line ministries (MME and MEF) for the energy sector in Cambodia. In addition, while hybrid power systems have been successful in providing access to electricity for a large number of households, assessments that were conducted in February 2021 indicated that the planned pico-hydro sites were far from villages and thus power transmission losses would be high. The selected villages were therefore re-assessed for electrification using solar mini-grids to mitigate power losses.

V. Lessons learnt and next steps

Efforts to optimize the IDPoor system and cash transfer programme made clear the importance of engagement with government counterparts and stakeholders from the very beginning to ensure all parties are on board and to prevent misunderstandings. Clarifying UNDP's role was very critical, especially given the social protection space is new to UNDP.

E-commerce was also a new area for the UNDP Cambodia country office and there was not existing in-house expertise. UNDP therefore needed to develop strong partnerships and leverage expertise from the national ecosystem. An adaptive programming approach of continuously reviewing the strategy that was used and making adjustments to this as needed was critical to this work.

Several important lessons were also learned from the implementation of activities under Output 3 of the project. First, off-grid education requires close community involvement and partnerships with local non-governmental organizations that are already working with the targeted communities. Second, while it is difficult to make swift changes in the political economy towards a greater share of renewables, UNDP should persist with its agenda and engage line ministries in this work, as was found through its persistence in rooftop solar advocacy. Third, political and institutional change takes time and patience is needed to build capacity. This was demonstrated through UNDP's efforts to advocate for changes to the rooftop solar policy and the establishment of an energy unit within MEF. Finally, involvement of local firms in the implementation of off-grid electrification is essential, as after-sale services are critical for sustainable operation of the mini-grids.

As a way forward, in spaces that UNDP is new to working in, it is useful to define what UNDP's strengths are and whether they match with a gap in the current system. This will allow UNDP to act as a complementor not a competitor, which it effectively managed for its move into social protection.

Further, an adaptive programming approach would be useful for UNDP's work in other areas besides e-commerce that are new to the country and to the country office.

VI. Financial status and utilization

This section includes the following:

- 1) A '*financial status report*' covering all funding donated to the project (core and non-core resources); include reference to all donor contributions.⁷ The purpose is to ensure that donors can identify, at a glance, how much of their contribution was expended during for the project as a whole.
- 2) A '*financial utilization report*', which presents project disbursements vis-à-vis the project budget. This summary is presented by a) ATLAS Activity (or major budget line) and b) by donor.

Financial status

If the project has multiple phases, all figures should refer only to the current phase of the project (refer to the dates in the project document).

Table 1: Contribution overview [21 Dec 2020 to 21 June 2022]

| SOURCE OF FUND | CONTRIBUTIONS | | |
|----------------|---------------------|---------------------|----------------------|
| | Committed Resources | Received | CONTRIBUTION BALANCE |
| 04001 - UNDP | 1,500,000.00 | 1,500,000.00 | - |
| Total: | 1,500,000.00 | 1,500,000.00 | - |

⁷ Please note that the term "Committed" refers to funding which has been obligated by signed agreement, but not necessarily released by the donor. "Received" refers to funding which has already been committed and released by the donor.

Financial utilization

The figures in this section (budget, expenditure, and balance) refer to the full project duration.

Table 2: Multi-Year Expenditure by outputs [21 Dec 2020 to 30 Sep 2023]

| OUTPUT | 2021-2022 APPROVED BUDGET (BRV G01) | 2021 EXPENDITURE | 2022 EXPENDITURE | 2023 EXPENDITURE | TOTAL EXPENDITURE | BALANCE | DELIVERY (%) |
|--|-------------------------------------|-------------------|---------------------|------------------|---------------------|-----------------|--------------|
| | A | B | C | D | E = (B+C+D) | F = (A-E) | |
| Output 1: Impact of social protection cash transfer optimized through improved targeting system and systematic complaint resolution mechanism | 510,254.25 | 161,745.70 | 344,067.32 | 3,540.00 | 509,353.02 | 901.22 | 100% |
| Output 2: Inclusive and sustainable socioeconomic recovery pathways built for MSMEs and informal workers (especially women-led businesses and female workers) through environmentally friendly e-commerce | 666,742.88 | 142,321.96 | 474,819.91 | 16,764.83 | 633,906.70 | 32,836.18 | 95% |
| Output 3: Green economy policy options supported to enable COVID-19 recovery that is environmentally sustainable in the area of energy access, focusing on renewable energy and energy efficiency | 323,002.87 | 117,015.92 | 230,221.52 | - | 347,237.44 | (24,234.57) | 108% |
| Total | 1,500,000.00 | 421,083.58 | 1,049,108.75 | 20,304.83 | 1,490,497.16 | 9,502.84 | 99% |

Table 3: Multi-Year Expenditure by activities [21 Dec 2020 to 30 Sep 2023]

| OUTPUT | 2021-2022 APPROVED BUDGET (BRV G01) | 2021 EXPENDITURE | 2022 EXPENDITURE | 2023 EXPENDITURE | TOTAL EXPENDITURE | BALANCE | DELIVERY (%) |
|---|-------------------------------------|-------------------|---------------------|------------------|---------------------|--------------------|--------------|
| | A | B | C | D | E = (B+C+D) | F = (A-E) | |
| OUTPUT 1 | | | | | | | |
| Activity 1.1: Conduct quarterly poverty survey to capture real-time poverty rate / line in Cambodia assess the graduation out of poverty after COVID-19 cash transfer intervention | 115,993.28 | 10,758.60 | 81,700.41 | | 92,459.01 | 23,534.27 | 80% |
| Activity 1.2: Assess the impact of government cash transfers on poor and vulnerable groups with a focus on the differential impacts on women using a longitudinal tracer study and financial diaries | 67,504.61 | 60,834.61 | 53,591.13 | | 114,425.74 | (46,921.13) | 170% |
| Activity 1.3 Provide technical assistance on the revisions of the IDPoor scoring mechanism which include vulnerability parameters such as gender, household burden and disability status. Pilot of new questionnaire for better identification of poor and vulnerable | 119,370.00 | 40,000.00 | 77,139.01 | | 117,139.01 | 2,230.99 | 98% |
| Activity 1.4 Build a gender sensitive digital system to track complaints from citizens using a design thinking/ user-led approach | 126,140.80 | 4,211.76 | 60,338.87 | 3,540.00 | 68,090.63 | 58,050.17 | 54% |
| PMC-1 Project management, oversight and monitoring | 81,245.56 | 45,940.73 | 71,297.90 | | 117,238.63 | (35,993.07) | 144% |
| Sub Total Output 1: | 510,254.25 | 161,745.70 | 344,067.32 | 3,540.00 | 509,353.02 | 901.23 | 100% |
| OUTPUT 2 | | | | | | | |
| Activity 2.1 Launch incubation e-commerce programme and grant for women-owned, provincial MSMEs | 287,015.67 | 52,452.01 | 251,817.41 | 16,764.83 | 321,034.25 | (34,018.58) | 112% |
| Activity 2.2 Support onboarding of vendors and informal delivery workforce to e-commerce platform to match supply and demand | 29,985.00 | 29,985.00 | | | 29,985.00 | - | 100% |
| Activity 2.3 Develop more sustainable packaging and distribution options for e-commerce | 93,845.87 | 1,845.87 | 81,854.74 | | 83,700.61 | 10,145.26 | 89% |
| Activity 2.4 Develop and distribute a sustainable e-commerce practice guide to mitigate environmental impact | 20,511.00 | 5,511.00 | 12,859.00 | | 18,370.00 | 2,141.00 | 90% |
| Activity 2.5 Assess impact of e-commerce incubation and onboarding program and plastic consumption in e-commerce value chain | 30,000.00 | | | | - | 30,000.00 | 0% |
| Activity 2.6 Build digital dashboard using surveys to track socioeconomic impact and recovery of informal workers and MSMEs with a focus on the differential impact on women | 77,202.22 | 8,807.02 | 66,545.99 | | 75,353.01 | 1,849.21 | 98% |
| PMC-2 Project management, oversight and monitoring | 128,183.12 | 43,721.06 | 61,742.77 | | 105,463.83 | 22,719.29 | 82% |
| Sub Total Output 2: | 666,742.88 | 142,321.96 | 474,819.91 | 16,764.83 | 633,906.70 | 32,836.18 | 95% |
| OUTPUT 3 | | | | | | | |
| Activity 3.1 Provide technical assistance to MEF on macroeconomic policy for the energy sector to establish an energy unit, formulize macroeconomic modelling inputs, and identify financial policy instruments to promote renewable energy and energy efficiency through policies that pay special attention to women and girls | 89,580.80 | 42,270.80 | 50,958.30 | | 93,229.10 | (3,648.30) | 104% |
| Activity 3.2 Provide technical Assistance to MME to accelerate the implementation of gender sensitive green economy related policies and programmes | 15,974.96 | 14,171.92 | 3,693.69 | | 17,865.61 | (1,890.65) | 112% |
| Activity 3.3 Pilot hybrid power systems including pico-hydro at 4 off-grid communities with goal to scale up and replicate | 155,746.32 | 12,848.78 | 157,996.56 | | 170,845.34 | (15,099.02) | 110% |
| PMC-3 Project management, oversight and monitoring | 61,700.79 | 47,724.42 | 17,572.97 | | 65,297.39 | (3,596.60) | 106% |
| Sub Total Output 3: | 323,002.87 | 117,015.92 | 230,221.52 | - | 347,237.44 | (24,234.57) | 108% |
| TOTAL | 1,500,000.00 | 421,083.58 | 1,049,108.75 | 20,304.83 | 1,490,497.16 | 9,502.84 | 99% |

Appendix 1: Results and Resources Framework

| Output Indicators | Baseline | 2021 | 2022 | Final target | Final Result |
|---|------------|---|---|------------------------------|---|
| UN SERF 2.5 Number of beneficiaries (households) of social protection schemes and services related to the COVID-19 pandemic, disaggregated by type of programme, territory (rural/urban), sex, age group and at-risk population | 598,572 | 731,000 | 788,349 (Achieved) 788,349 households received support through the COVID-19 cash transfer programme (including more than 60,000 PwDs, 332,000 elderly and almost 2,000 PLHIV). 100,000 families received emergency cash transfer support during lockdown. | 700,000 households by 2021 | 731,000 (2021) 788,349 (2022) Accumulative :2.8 million (Note: this is the sum of all years; some households receives cash transfer for multiple years. |
| UN SERF 3.2 Number of private sector companies and formal and informal sector workers supported during and after the COVID-19 pandemic (cumulative) a. Micro, small, medium enterprises (MSMEs)/ % of businesses owned by women ⁸ b. Informal sector workers/ % of female workers ⁹ | a.0 b.0 | a. 1,189 (45.5% women) b. N/A Please see indicator 2.1 below. | a.1,619 MSMEs (overall gender disaggregation not available) (Achieved) b. N/A | a.850 (55%) b.2,250 (55%) | a.1,619 MSMEs (overall gender disaggregation not available) (Achieved) b. N/A |

⁸ Number of MSMEs receiving direct support in onboarding on e-commerce platform

⁹ Number of informal sector workers employed directly in the MSMEs supported and through e-commerce platform (delivery service)

| | | | | | |
|--|------------|---|---|----------------------------|---|
| UN SERF 3.3 Whether the country is adopting fiscal, monetary and legislative stimulus packages for COVID-19 economic response and recovery that are: a) Climate and environmentally sensitive | 0 | 1 There was a continuation of the stimulus package and cash transfer until September 2022. | 1 Continuation of cash transfer programme until 2023 (Achieved) | 1 | 1 Continuation of cash transfer programme until 2023 (Achieved) |
| 1.1 Number of extreme poor/at-risk households receiving IDPoor card under revised ID Poor scoring methodology (total/ % of women-headed households) | 0 | N/A | 500,000 / 30.8% As of January 2023, the new IDPoor methodology expanded coverage to 357,869 at-risk households living near the poverty line and vulnerable to rising inflation. Of those, 710,461 are women, and 154,069 households are women-headed. | 105,000 / 10% | 500,000 / 30.8% |
| 1.2 Systemic gender-sensitive complaint handling mechanism up and running (Yes/No) | No | No | Yes The application has been completed and was launched in October 2022. The system is able to keep track of gender disaggregation for complaints. | Yes | Yes |
| 1.3 Number of complaints received disaggregated by sex and percentage responded (total/ % of complaint made by women) | N/A | 0 | N/A (Not Achieved) The new system is launched but will require training for national and sub-national officials on the new digital complaint mechanism to be applicable. | 700 / 30% | 0 Platform not developed |
| 2.1 Number of MSMEs (a) and product delivery workers (b) using e-commerce platforms (gender disaggregated) | a.0 b.0 | a. 1,189 (45.5% women) b. N/A | a.1,619 MSMEs (overall gender disaggregation not available) b. N/A | a.850 (55%) b.550 (50%) | a.1,619 MSMEs (overall gender disaggregation not available) b. N/A |

| | | | | | |
|---|------------|------------|---|--------------|---|
| 2.2 Male-Female ratio of business owners using e-commerce solutions | N/A | 0.83 | 0.7 465 women-led MSMEs of 1,128 MSMEs that received training and incubation support to move businesses online. | 1.2 | 0.7 |
| 2.3 Number of e-commerce businesses supported that report having implemented at least one initiative to reduce plastic waste (cumulative) | 0 | 0 | 344 vendors and merchants (46% women) took part in sustainable e-commerce training. After the training 77% of survey respondents reported that they have taken initiatives to use less plastic and 65% use more plastic alternative products. | 200 | 344 vendors and merchants (46% women) took part in sustainable e-commerce training. After the training 77% of survey respondents reported that they have taken initiatives to use less plastic and 65% use more plastic alternative products. |
| 2.4 Number of technology options to support sustainable packaging (a) tested and (b) adopted | a.0 b.0 | a.0 b.0 | a. 2 (rice straw and banana stem packaging) b. 1 (rice straw by TK&D) | a. 3 b. 1 | a. 2 (rice straw and banana stem packaging) b. 1 (rice straw by TK&D) |
| 2.5 Percent of delivery orders with reduced plastic consumption (cumulative) | 5% | N/A | As in 2.5, 77% of businesses that went through trainings supported by UNDP reported to have implemented initiatives to use less plastic. | 35% | As in 2.5, 77% of businesses that went through trainings supported by UNDP reported to have implemented initiatives to use less plastic. |
| 2.6. Number of data and evidence-based policy options recommended to the Government | 2 | 1 | 3 A second policy brief on the COVID-19 social and economic impact assessment was completed and launched, helping to inform social protection and inclusive stimulus programming. | 4 | 3 |

| | | | | | |
|--|----|-----|--|-----|-----|
| 3.1 Gender sensitive action plan, policies and roadmap for greening energy sector development in Cambodia is drafted (Yes/No) | No | Yes | <p>Yes</p> <p>Draft Quotas policy for rooftop solar promotion.</p> <p>Roadmap for Low-Carbon and Climate-Resilient Buildings and Construction in Cambodia - Vision 2050.</p> <p>Comments to National Energy Efficiency Policy, which was approved in 2022.</p> | Yes | Yes |
| 3.2 Energy unit is officially established at the Ministry of Economy and Finance with a mandate to promote sustainable and equitable energy access policy (Yes/No) | No | No | <p>Yes</p> <p>Energy Unit is now established as a part of a New Economy Department under the General Department of Policy through a sub-decree approved in February 2022.</p> | Yes | Yes |
| 3.3 Renewable Energy Atlas for Cambodia is developed (Yes/No) **NOTE: MME requested UNDP not to proceed with RE Atlas. At the request of MEF, this has been changed to a study on the Readiness of a Self-Sustaining Energy Efficiency Revolving Fund in Cambodia | No | No | <p>Yes</p> <p>Study on the Readiness of a Self-Sustaining Energy Efficiency Revolving Fund in Cambodia and its Operational Mechanisms completed.</p> | Yes | Yes |

| | | | | | |
|---|---|---|---|---|---------------------------|
| <p>3.4 a. Number of off-grid households with access to electricity from hybrid power systems (cumulative)</p> <p>b. Number of pico-hydro sites supported following gender sensitive selection criteria</p> <p>c. Amount of energy generated from clean energy sources, measured as kWh of energy per year</p> | 0 | <p>a.225</p> <p>b.5 sites under development (4 for solar mini-grids and 1 for pico-hydro)</p> <p>c. Mini-grid in Steung Chrow (Okra system) generated 20,423.11 kWh from January to November 2021</p> | <p>a. 180 (total population: 1,688; 852 women)</p> <p>b. 3 solar mini-grids serving 5 villages</p> <p>c. 51.5 kW (Note: Install capacity (kW) of mini-grids is captured instead as it is difficult to obtain the kWh information.)</p> | <p>a. 60</p> <p>b. 4</p> <p>c. 60,000</p> | <p>A. 180</p> <p>b. 3</p> |
|---|---|---|---|---|---------------------------|