

# Closure Stage Quality Assurance Report

**Form Status: Approved**

**Overall Rating:** Satisfactory

**Decision:**

**Portfolio/Project Number:** 00105609

**Portfolio/Project Title:** Fortelecimiento Defensoría Implementación Acuerdos

**Portfolio/Project Date:** 2017-08-08 / 2020-07-16

**Strategic**

**Quality Rating: Exemplary**

1. Did the project pro-actively identified changes to the external environment and incorporated them into the project strategy?

- ☒ 3: *The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives, assumptions were tested to determine if the project's strategy was valid. There is some evidence that the project board considered the implications, and documented the changes needed to the project in response. (all must be true)*
- ☐ 2: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives. There is some evidence that the project board discussed this, but relevant changes did not fully integrate in the project. (both must be true)
- ☐ 1: The project team considered relevant changes in the external environment since implementation began, but there is no evidence that the project team considered these changes to the project as a result.

**Evidence:**

El proyecto se enfocó en el fortalecimiento de las capacidades territoriales de la DP y en particular del Sistema de alertas tempranas, por lo cual permanentemente se realiza evaluaciones sobre el cambio de contexto, así como de amenazas y oportunidades de mejora. En este contexto, se han tomado decisiones relevantes para el proyecto como la refocalización de zonas de intervención o ajuste de planes de trabajo si las condiciones del contexto así lo ameritaban, lo cual quedo registrado en actas de proyecto. (Anexo solicitud de ajuste por temas de seguridad)

**List of Uploaded Documents**

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|---|---|----------------------------|-----------------------|
| 1 | 18062018_ComitéUniónEuropea_6553_301<br>( <a href="https://intranet.undp.org/apps/ProjectQA/QA/FormDocuments/18062018_ComitéUniónEuropea_6553_301.docx">https://intranet.undp.org/apps/ProjectQA/QA/FormDocuments/18062018_ComitéUniónEuropea_6553_301.docx</a> ) | nicolas.gutierrez@undp.org | 12/3/2020 11:41:00 PM |

2. Was the project aligned with the thematic focus of the Strategic Plan?

- ☐ 3: The project responded to at least one of the development settings as specified in the Strategic Plan (SP) and adopted at least one Signature Solution. The project's RRF included all the relevant SP output indicators. (all must be true)
- ☒ 2: *The project responded to at least one of the developments settings<sup>1</sup> as specified in the Strategic Plan. The project's RRF included at least one SP output indicator, if relevant. (both must be true)*
- ☐ 1: While the project may have responded to a partner's identified need, this need falls outside of the UNDP Strategic Plan. Also select this option if none of the relevant SP indicators are included in the RRF.

**Evidence:**

El proyecto indica en su marco de resultados la completa alineación y aporte al área 2 de desarrollo contemplada en el SP "Inclusive and effective democratic governance" Se han incluido en el RRF los siguientes indicadores en línea con el SP :

1.1 Nivel de avance (en una escala de 1 – 4) en la implementación de la estrategia de Grupo Móvil de Atención

1.2 No de hombres, mujeres (funcionarios, líderes de organizaciones, defensores comunitarios, y ciudadanos en general) que participaron de manera directa en las acciones promovidas por la estrategia de "GMA"

2.1 Nivel de avance (en una escala de 1 – 4) en la implementación de la estrategia de posicionamiento e incidencia institucional

3.1. Nivel de avance (en una escala de 1 – 4) en la implementación de la estrategia de fortalecimiento de capacidades comunitarias para la construcción territorial de políticas públicas

(ver prodoc anexo, página 16)

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| 1 | <a href="https://intranet.undp.org/apps/ProjectQA/QAF/ormDocuments/RevA105609-ProdofIRMA DO_6553_302.pdf">RevA105609-ProdofIRMA DO_6553_302 (https://intranet.undp.org/apps/ProjectQA/QAF/ormDocuments/RevA105609-ProdofIRMA DO_6553_302.pdf)</a> | nicolas.gutierrez@undp.org | 12/4/2020 4:26:00 PM |

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

3. Were the project's targeted groups systematically identified and engaged, with a priority focus on the discriminated and marginalized, to ensure the project remained relevant for them?

- ☐ 3: Systematic and structured feedback was collected over the project duration from a representative sample of beneficiaries, with a priority focus on the discriminated and marginalized, as part of the project's monitoring system. Representatives from the targeted groups were 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)
- ☒ 2: *Targeted groups were engaged in implementation and monitoring, with a priority focus on the discriminated and marginalized. Beneficiary feedback, which may be anecdotal, was collected regularly to ensure the project addressed local priorities. This information was used to inform project decision making. (all must be true to select this option)*
- ☐ 1: Some beneficiary feedback may have been collected, but this information did not inform project decision making. This option should also be selected if no beneficiary feedback was collected
- ☐ Not Applicable

#### Evidence:

En el marco del seguimiento al proyecto, se realizó una observación constante relacionada con la confianza de los participantes de las actividades hacia la Defensoría del pueblo. Esta observación permitió conocer que el proyecto en el tiempo se mantuvo en un nivel de confianza medio – alto, principalmente debido a la ampliación de la cobertura generada por el impulso de la financiación. (ver anexos, visitas de monitoreo )

Así mismo, el proyecto ha ajustado el alcance geográfico y por tanto poblacional de la estrategia descentralizada de la DP incluyendo 4 departamentos. El resultado de apoyo al SAT de la DP realizó ejercicio sistémico de focalización el cual aumenta la pertinencia y relevancia de las acciones. En este marco, el proyecto permitió realizar 102 actividades en el marco de nuevas estrategias basadas en derechos y con perspectiva de género que impulsan la cultura de DDHH y de transformación de conflictos las cuales hacen referencia a: Jornadas de atención especializada, encuentros nacionales de formación de equipos del Grupo Móvil de Atención – GMA, Producción de informes analíticos sobre situación de derechos humanos, documentos como insumo para notas de prensa o pronunciamientos del señor Defensor, misiones humanitarias y/o Actividades de formación en zonas focalizadas.

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| 2 | <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/MicrosoftWord-visitamonitoreobuenaventura_6553_303.pdf">MicrosoftWord-visitamonitoreobuenaventura_6553_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/MicrosoftWord-visitamonitoreobuenaventura_6553_303.pdf)</a> | nicolas.gutierrez@undp.org | 12/14/2020 11:12:00 PM |

4. Did the project generate knowledge, and lessons learned (i.e., what has worked and what has not) and has this knowledge informed management decisions to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk?

- ☐ 3: Knowledge and lessons learned from internal or external sources (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) backed by credible evidence from evaluation, corporate policies/strategies, analysis and monitoring were discussed in project board meetings and reflected in the minutes. There is clear evidence that changes were made to the project to ensure its continued relevance. (both must be true)
- ☒ 2: *Knowledge and lessons learned backed by relatively limited evidence, drawn mainly from within the project, were 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)*
- ☐ 1: There is limited or no evidence that knowledge and lessons learned were collected by the project team. There is little or no evidence that this informed project decision making.

### Evidence:

El proyecto generó lecciones aprendidas que han sido de utilidad para el diseño de otros proyectos con la defensoría del pueblo y acciones internas de la defensoría (ver informe SAT p 20- MPTF)

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| 1 | <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/InformefinalSAT2020V4_6553_304.docx">InformefinalSAT2020V4_6553_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/InformefinalSAT2020V4_6553_304.docx)</a> | nicolas.gutierrez@undp.org | 12/14/2020 11:22:00 PM |

5. Was the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change?

- ☒ 3: *There was credible evidence that the project reached 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 was not considered 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 was not at scale, and there are no plans to scale up the project in the future.

**Evidence:**

El proyecto logró la participación de 13.631 personas, desarrollar acciones en 94 municipios o Espacios Territoriales de capacitación y reincorporación, articuló el trabajo de las Unidades móviles de la Defensoría, a las acciones que desplegaron las defensorías delegadas para: a) Derechos de la población en movilidad humana (antes de atención a la población desplazada) b) Derechos de la mujer y asuntos de género c) Infancia Juventud y adulto mayor d) Orientación y asesoría a víctimas e) las oficinas regionales de la DP y en especial al trabajo de los defensores comunitarios. En este sentido se puede afirmar que el proyecto fue suficiente en escala de acuerdo a lo planeado (ver informe SAT pregunta 4 y UE)

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| 1 | MicrosoftWord-Formato_informeFinalDP_6553_305 ( <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/MicrosoftWord-Formato_informeFinalDP_6553_305.pdf">https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/MicrosoftWord-Formato_informeFinalDP_6553_305.pdf</a> ) | nicolas.gutierrez@undp.org | 12/14/2020 11:41:00 PM |

**Principled****Quality Rating: Satisfactory**

6. Were the project's measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and produced the intended effect? If not, evidence-based adjustments and changes were made.

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

#### Evidence:

El proyecto permitió realizar 102 actividades en el marco de nuevas estrategias basadas en derechos y con perspectiva de género que impulsan la cultura de DDHH y de transformación de conflictos las cuales hacen referencia a: Jornadas de atención especializada, encuentros nacionales de formación de equipos del Grupo Móvil de Atención – GMA, Producción de informes analíticos sobre situación de derechos humanos, documentos como insumo para notas de prensa o pronunciamientos del señor Defensor, misiones humanitarias y/o Actividades de formación en zonas focalizadas

La articulación interinstitucional apalancada por el proyecto permitió desarrollar acciones que contribuyen al empoderamiento de las mujeres y la equidad de género, tales como:

- Estrategia nacional “Píntalo Como quieras liderada por la delegada de Infancia, juventud y al adulto mayor, la cual se implementó 15 actividades en 13 regionales: Caquetá, Cauca, Cesar, Chocó, Meta, Urabá, Córdoba, Guaviare, Magdalena, Norte de Santander, Antioquía, Pacífico y Tumaco” .
- “Sentimientos de Colores, actividad liderada por la delegada para los derechos de la población desplazadas, esta actividad se realizó en 3 regionales: Antioquía, Cauca y Pacífico” .
- Taller Derechos de las mujeres y rutas de atención en violencia sexual y violencia intrafamiliar, esta actividad se implementó en 7 regionales: Córdoba, Magdalena, Putumayo, Antioquia, Caquetá y Cauca.
- Diagnósticos de las violencias Basadas en Género en San Andrés de Tumaco
- Estrategia Semilleros de la Diversidad, , esta se implementó en la regional de Valle del Cauca: Con el fin de documentar la situación de derechos se creó una estrategia de fortalecimiento conforme al documento orientador para el fortalecimiento comunitario de la delegada para los derechos de la población de

splazada, denominada Semillero de la Diversidad para la Participación e Incidencia en Políticas Públicas Inclusivas-“Semillero de la Diversidad”, este proceso se desarrolló para población en riesgo y desplazamiento forzado con OSIGD, algunas (os) de ellas (os) líderes y lideresas comunitarias, académicas o pertenecientes a Organizaciones Defensoras de Derechos LGBTI de la región de Valle del Cauca.

Se diseñó una estrategia de comunicación que permite instalar conceptos, categorías y sensibilizar a analistas a cargo de las Alertas Tempranas para la incorporación del enfoque de prevención y la producción de alertas con enfoque de género.

(ver informe DP - UE , pregunta 5)

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7. Were social and environmental impacts and risks successfully managed and monitored?

- ☐ 3: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed for identified risks through consultative process and implemented, resourced, and monitored. Risks effectively managed or mitigated. If there is a substantive change to the project or change in context that affects risk levels, the SESP was updated to reflect these changes. (all must be true)
- ☒ *2: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed, implemented and monitored for identified risks. OR project was categorized as Low risk through the SESP.*
- ☐ 1: Social and environmental risks were tracked in the risk log. For projects categorized as High or Moderate Risk, there was no evidence that social and environmental assessments completed and/or management plans or measures development, implemented or monitored. There are substantive changes to the project or changes in the context but SESP was not updated. (any may be true)

**Evidence:**



Se han agregado riesgos identificados para la intervención del Sistema de Alertas Tempranas que complementan el análisis, lo anterior en el marco de:

La construcción de construyeron cartografías sociales de identificación de escenarios de riesgos y promoción de la participación en los espacios institucionales derivados de la implementación de los acuerdos de paz en el marco de 26 talleres con comunidades y sus organizaciones.

una metodología para la identificación de riesgos y vulnerabilidades que enfrentan las mujeres y personas OSIGD lideresas y sus impactos multidimensionales

Específicamente 6 las alertas tempranas emitidas durante el proyecto que advirtieron riesgos y amenazas específicas contra la participación y la representación política, social y comunitaria de las mujeres.

se actualizó durante 2018 y en 2019 se pone a disposición de los servidores públicos los Lineamientos sobre Comportamientos Seguros en la Actuación Institucional en Terreno, con el fin de contar con herramientas que permitan preservar sus vidas y minimizar los riesgos y efectos negativos que se deriven de situaciones adversas en desarrollo de sus funciones misionales.

El manejo de riesgos generados por la Baja participación de las comunidades aledañas a las ETCR. Al inicio de las acciones, la Defensoría no contó con una robusta participación de miembros de las comunidades focalizadas, como consecuencia de una pobre implementación de los acuerdos por parte de las instituciones de gobierno, provocando un debilitamiento de la confianza de las comunidades frente al Estado y a las iniciativas para la implementación del acuerdo final de paz. Frente a esto la delegada para la Población Desplazada ahora DDPMH implementó una estrategia que permitió promover la participación de comunidades víctimas de desplazamiento forzado en las regionales en las cuales se conformaron las ETCR

(ver informes UE y MPTF, pregunta 4)

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8. Were grievance mechanisms available to project-affected people and were grievances (if any) addressed to ensure any perceived harm was effectively mitigated?

- ☐ 3: Project-affected people actively informed of UNDP's Corporate Accountability Mechanism (SRM/SECU) and how to access it. If the project was categorized as High or Moderate Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were effectively addressed in accordance with SRM Guidance. (all must be true)
- ☒ 2: *Project-affected people informed of UNDP's Corporate Accountability Mechanism and how to access it. If the project was categorized as High Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were responded to but faced challenges in arriving at a resolution.*
- ☐ 1: Project-affected people was not informed of UNDP's Corporate Accountability Mechanism. If grievances were received, they were not responded to. (any may be true)

**Evidence:**

Se maneja a través de la política del defensoría del pueblo como parte responsable

(ver documento parte responsable)

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|---|---|----------------------------|------------------------|
| 1 | <a href="https://intranet.undp.org/apps/ProjectQA/QAFo rmDocuments/DOC211218-21122018131823_6553_308.pdf">DOC211218-21122018131823_6553_308 (https://intranet.undp.org/apps/ProjectQA/QAFo rmDocuments/DOC211218-21122018131823_6553_308.pdf)</a> | nicolas.gutierrez@undp.org | 12/15/2020 11:33:00 PM |

**Management & Monitoring****Quality Rating: Satisfactory**

9. Was the project's M&E Plan adequately implemented?

- ☒ 3: *The project had a comprehensive and costed M&E plan. Baselines, targets and milestones were fully populated. Progress data against indicators in the project's RRF was 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, included during evaluations and/or After-Action Reviews, were used to take corrective actions when necessary. (all must be true)*
- ☐ 2: The project costed M&E Plan, and most baselines and targets were populated. Progress data against indicators in the project's RRF was collected on a regular basis, although there may be some slippage in following the frequency stated in the Plan and data sources was not always reliable. Any evaluations conducted, if relevant, met most decentralized evaluation standards. Lessons learned were captured but were used to take corrective actions. (all must be true)
- ☐ 1: The project had M&E Plan, but costs were not clearly planned and budgeted for, or were unrealistic. Progress data was not regularly collected against the indicators in the project's RRF. Evaluations did not meet decentralized evaluation standards. Lessons learned were rarely captured and used. Select this option also if the project did not have an M&E plan.

#### Evidence:

El proyecto, bajo el liderazgo de PNUD, desarrolló una herramienta de Monitoreo en Tiempo Real, bajo la cual se sintetizan los resultados, la cual es accesible desde panel de control:

<https://app.powerbi.com/view?r=eyJrJoiMjc2YTRiMUYtZjA3YS00OTJILWEzMzEtZmNhNDIwMzZkYjJmIiwidCI6ImIzZTVkYjVILTl5NDQtdNDgzNy05OWY1LTc0ODhhY2U1NDMxOSIsImMiOjh9>

Esta herramienta fue construida gracias a la implementación de un método de monitoreo y seguimiento innovador (plataforma Kobo), que les permite a los equipos en terreno desarrollar el reporting de las actividades del proyecto en tiempo real. Lo más importante de la implementación de estas nuevas herramientas, es la posibilidad de incidir al interior de las instituciones, para generar nuevas formas de trabajo, que transfieren y/o fortalecen capacidades y permiten la construcción de confianzas; todo lo cual redundará en mejores resultados para el proyecto y para las personas beneficiarias del mismo.

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10. Was the project's governance mechanism (i.e., the project board or equivalent) function as intended?

- ☐ 3: The project's governance mechanism operated well, and was a model for other projects. It met in the agreed frequency stated in the project document and the minutes of the meetings were all on file. There was 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 reviewed and used 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 met in the agreed frequency and minutes of the meeting are on file. A project progress report was submitted to the project board or equivalent at least once per year, covering results, risks and opportunities. (both must be true to select this option)*
- ☐ 1: The project's governance mechanism did not meet in the frequency stated in the project document over the past year and/or the project board or equivalent was not functioning as a decision-making body for the project as intended.

**Evidence:**

El proyecto desarrollo las actividades previstas en el mecanismo de gobernanza, como se evidencia en las actas adjuntas.

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| 1 | Anexo1-Actasdereunión_6553_310 ( <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Anexo1-Actasdereunión_6553_310.pdf">https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Anexo1-Actasdereunión_6553_310.pdf</a> ) | italo.velasquez@undp.org | 12/16/2020 9:37:00 PM |
| 2 | DOC120218_6553_310 ( <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/DOC120218_6553_310.pdf">https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/DOC120218_6553_310.pdf</a> )                                     | italo.velasquez@undp.org | 12/16/2020 9:38:00 PM |

11. Were risks to the project adequately monitored and managed?

- ☐ 3: The project monitored risks every quarter and consulted with the key stakeholders, security advisors, to identify continuing and emerging risks to assess if the main assumptions remained valid. There is clear evidence that relevant management plans and mitigating measures were fully implemented to address each key project risk and were updated to reflect the latest risk assessment. (all must be true)
- ☒ 2: *The project monitored risks every year, as evidenced by an updated risk log. Some updates were made to management plans and mitigation measures.*
- ☐ 1: The risk log was not updated as required. There was may be some evidence that the project monitored risks that may affected the project's achievement of results, but there is no explicit evidence that management actions were taken to mitigate risks.

**Evidence:**

Se encuentran monitoreados en el sistema de seguimiento a tiempo real, ver link: <https://app.powerbi.com/view?r=eyJrljoiMjc2YTRiMWYtZjA3YS00OTJILWEzMzEtZmNhNDIwMzZkYjJmliwidCI6ImIzZTVkYjVI>  
LTI5NDQtNDgzNy05OWY1LTc0ODhhY2U1NDMxO  
SIsImMiOjh9

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**Efficient****Quality Rating: Highly Satisfactory**

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

- ☒ Yes  
☐ No

**Evidence:**

El proyecto ha optimizado la implementación de los recursos, lo que conllevó a la reformulación sustantiva del presupuesto para optimizar los recursos, ampliar la llegada a territorios adicionales (4) y realizar énfasis en el desarrollo de capacidades comunitarias.  
  
(ver revisiones).

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13. Were project inputs procured and delivered on time to efficiently contribute to results?

- ☐ 3: The project had a procurement plan and kept it updated. The project quarterly reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true)
- ☒ 2: *The project had updated procurement plan. The project annually reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true)*
- ☐ 1: The project did not have an updated procurement plan. The project team may or may not have reviewed operational bottlenecks to procuring inputs regularly, however management actions were not taken to address them.

#### Evidence:

Los planes de trabajo se ajustaron en el marco de las revisiones presupuestarias

(ver revisiones pregunta 12)

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14. Was there regular monitoring and recording of cost efficiencies, taking into account the expected quality of results?

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

**Evidence:**

Las compras se realizan bajo las políticas y procedimientos de PNUD para garantizar la eficiencia.

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**Effective****Quality Rating: Satisfactory**

15. Was the project on track and delivered its expected outputs?

- ☒ Yes
- ☐ No

**Evidence:**

Los indicadores del proyecto se cumplieron en su mayoría al 100% de cumplimiento. En el caso de las metas no alcanzadas, se explica que fue debido a motivos de orden público que no posibilitaron el acceso a las comunidades para realizar las acciones planeadas (ver informes MPTF y UE, preguntas 4 y 5)

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16. Were there regular reviews of the work plan to ensure that the project was on track to achieve the desired results, and to inform course corrections if needed?

- ☐ 3: Quarterly progress data informed regular reviews of the project work plan to ensure that the activities implemented were most likely to achieve the desired results. There is evidence that data and lessons learned (including from evaluations /or After-Action Reviews) were used to inform course corrections, as needed. Any necessary budget revisions were made. (both must be true)
- ☒ 2: *There was at least one review of the work plan per year with a view to assessing if project activities were on track to achieving the desired development results (i.e., outputs.) There may or may not be evidence that data or lessons learned were 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 were delivered on time, no link was made to the delivery of desired development results. Select this option also if no review of the work plan by management took place.

**Evidence:**

Los planes de trabajo se ajustaron en el marco de las revisiones presupuestarias

(ver revisiones pregunta 12)

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17. Were the targeted groups systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results were achieved as expected?



- ☐ 3: The project targeted 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 were reached as intended. The project engaged regularly with targeted groups over the past year to assess whether they benefited as expected and adjustments were made if necessary, to refine targeting. (all must be true)
- ☒ 2: *The project targeted 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 was some engagement with beneficiaries in the past year to assess whether they were benefiting as expected. (all must be true)*
- ☐ 1: The project did 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 is some engagement with beneficiaries to assess whether they benefited as expected, but it was limited or did not occurred in the past year.
- ☐ Not Applicable

**Evidence:**

El proyecto ha ajustado el alcance geográfico y por tanto poblacional de la estrategia descentralizada de la DP incluyendo 4 departamentos. El resultado de apoyo al SAT de la DP realizó ejercicio sistematico de focalización el cual aumenta la pertinencia y relevancia de las acciones.

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**Sustainability & National Ownership****Quality Rating: Satisfactory**

18. Were stakeholders and national partners fully engaged in the decision-making, implementation and monitoring of the project?

- ☐ 3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) were used to fully implement and monitor the project. All relevant stakeholders and partners were fully and actively engaged in the process, playing a lead role in project decision-making, implementation and monitoring. (both must be true)
- ☒ 2: *National systems (i.e., procurement, monitoring, evaluation, etc.) were used to implement and monitor the project (such as country office support or project systems) were also used, if necessary. All relevant stakeholders and partners were actively engaged in the process, playing an active role in project decision-making, implementation and monitoring. (both must be true)*
- ☐ 1: There was relatively limited or no engagement with national stakeholders and partners in the decision-making, implementation and/or monitoring of the project.
- ☐ Not Applicable

#### Evidence:

Dado que en el proyecto la Defensoría actúa como parte responsable, el proyecto se apoya en sus sistemas de adquisiciones y monitoreo, sin embargo, desde el PNUD se contribuyó a fortalecer estas capacidades. La defensoría lidera en todo momento el proceso de toma de decisiones y es parte activa del proyecto. (ver documento parte responsable pregunta 8)

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19. Were there regular monitoring of changes in capacities and performance of institutions and systems relevant to the project, as needed, and were the implementation [arrangements](#)<sup>8</sup> adjusted according to changes in partner capacities?

- ☒ 3: *Changes in capacities and performance of national institutions and systems were assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources including relevant HACT assurance activities. Implementation arrangements were formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (all must be true)*
- ☐ 2: Aspects of changes in capacities and performance of relevant national institutions and systems were monitored by the project using indicators and reasonably credible data sources including relevant HACT assurance activities. Some adjustment was made to implementation arrangements if needed to reflect changes in partner capacities. (all must be true)
- ☐ 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:**

Se realizo una evaluación a la Defensoría como parte responsable (ver documento de micro evaluación)

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20. Were the transition and phase-out arrangements were reviewed and adjusted according to progress (including financial commitment and capacity).

- ☐ 3: The project's governance mechanism regularly reviewed the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan. The plan was implemented as planned by the end of the project, taking into account any adjustments made during implementation. (both must be true)
- ☒ 2: *There was a review of the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan.*
- ☐ 1: The project may have had a sustainability plan but there was no review of this strategy after it was developed. Also select this option if the project did not have a sustainability strategy.

**Evidence:**

El trabajo con la figura de Parte Responsable ha fortalecido la transferencia de las acciones, la Defensoría del Pueblo es la entidad que capitaliza las lecciones aprendidas y apropia los resultados de sus propias estrategias.(ver informes UE y MPTF pregunta 4)

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| 1 | BitacoraDP7pbix_6553_320 ( <a href="https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/BitacoraDP7pbix_6553_320.pdf">https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/BitacoraDP7pbix_6553_320.pdf</a> ) | nicolas.gutierrez@undp.org | 12/4/2020 6:18:00 PM |

**QA Summary/Final Project Board Comments**