## **Project Performance Monitoring Meeting (PPMM)**

COAST Trust Principal Office, Dhaka; Date: 14-15 September, 2019

The PPMM was held on 14<sup>th</sup> September, 2019 at COAST Principal Office in Dhaka. Participants were the project leaders and monitoring officers from different projects. The Director, Deputy Directors, Assistant Directors and Heads were present in the meeting and assisted to take decisions while AD-MEL&HA moderated the meeting.

## Agenda:

- 1. Last meeting minutes review.
- 2. HQAI audit 10-14 November, 2019.
- 3. Beneficiary feedback and Report presentation.
- 4. Complaint and Response Mechanism (CRM) registering and reporting.
- 5. Protection of complainant.
- 6. Newsletter content and inclusion of feedback.
- 7. Plan of Operation (PoP) and project quarterly plan.
- 8. Leadership training.
- 9. GPRS System and using of corporate SIM.
- 10. Project progress report and PPT presentation by PC/PM.
- 11. AoB.

## **Discussion and Decisions**:

SL	Agenda	Discussion and Decision	Deadline	Responsibility
01	Last meeting minutes review	<ul> <li>With reference to COAST Code of Conduct, all staff are responsible to keep the program participants informed about project services they are entitled to and demonstrate their expected behavior.</li> <li>Staff expected behavior means not to discriminate, disrespect or assault anyone or abuse, exploit, misbehave or misconduct, etc. with anyone. Beneficiary should know it.</li> <li>Emergency contact numbers e.g. police station, hospital, camp in-charge, etc. will be displayed in every centers. So that a visitor or beneficiary can easily find and receive emergency services, when necessary.</li> <li>Appropriate planning is a must needed thing. We have to do segregate our day to day work plan including the setting of work priorities.</li> <li>As reminded the moderator requested to buy a tab to learn</li> </ul>	Ongoing 20 September	PC/PM/ M&E
		English and read newspaper as a process of self- development within 20 <sup>th</sup> September 2019. Only Konika Rani from Radio Meghna will get subsidy from office to buy it. Instructions from the Director:	2019	
		<ul> <li>The Director said everyone should read the new HR policy of COAST Trust. A post-test will took place in next PPMM and those who will get less than 40% marks will not get TA/DA.</li> </ul>		
02	HQAI audit 10-14 November, 2019	<ul> <li>The Mid-term Audit from HQAI will be conducted from 10- 14 November, 2019. So, everyone is requested to be prepared for this Audit. Especially UNICEF-Child protection (ERPERA), UNICEF-Education, Dry fish, Crab fattening and CJRF project are requested to be ready for facing this audit.</li> </ul>	10-14 November, 2019	All Staff

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03	Beneficiary feedback collection & Report presentation	<ul> <li>Under every project, a Focus Group Discussion (FGD) will be arranged for (a) beneficiary feedback collection and to measure the (b) unintended negative impacts on the beneficiaries. PC/PM will send the report in prescribed format before 22th September 2019 to AD-MEL&amp;HA and CC to Head-MEAL&amp;SD. These reports along with a quality photograph will have to send to AD-MEL&amp;HA.</li> <li>Beneficiary feedback will be discussed in the staff monthly meeting for learning and sharing, and necessary steps will be taken to address those feedbacks as an improving tool in the project implementation process.</li> <li>Staff with beneficiary will also discuss and take necessary initiative to prevent sexual exploitation, abuse and harassment in implementing their programs. In monthly meeting minutes, discussion on beneficiary feedback and decisions will be documented.</li> <li>Project annual report should contain a learning section of the project.</li> </ul>	Quarterly/ Ongoing	PM/PC
04	Complaint and Response Mechanism (CRM) registering & reporting	<ul> <li>Monthly CRM compilation report should be sent by putting scanned signature before 10<sup>th</sup> of each month.</li> <li>Beneficiary should know about the organizational complaint and response mechanism and the way they could submit complaints and get response. Mobile number of the following respective (1) PC/PM, (2) DD-A&amp;SR and (3) AD-GT&amp;CR will be available to all centers and PIUs immediately in this regard.</li> <li>All complaints should be recorded and try to be resolved at the base, if possible.</li> <li>Critical complaints e.g. financial corruption, etc. related complaints report should be sent to the secretary of Central Complaint and Response Management Committee.</li> <li>Only complex complaint that remains unresolved, will be shared with the next levels.</li> <li>Complaints that doesn't fall within the scope of COAST, will be recorded and initiative will be taken to resolve by following the policy instructions.</li> <li>Sexual Exploitation and Abuse (SEA) related complaints will be dealt directly by the Gender Focal and Central CRM Committee secretary. The Executive Director would be involved, if necessary.</li> </ul>	Ongoing	PM/PC/M&E
05	Protection of complainant	<ul> <li>The organization will ensure full protection of the complainant.</li> <li>By no means the name of the complainant will be disclosed but could do it only taking the approval from the</li> </ul>	Ongoing	All
06	Newsletter content and inclusion of feedback	<ul> <li>Complainant.</li> <li>We need to focus impact oriented news in the newsletter. Newsletter will be written by following the mentioned contents:</li> <li>Brief Introduction (2-3 lines) of project must be added on top of the newsletter</li> <li>2-3 Impact related news in a precise form. It will be</li> </ul>	Ongoing	PM/PC/M&E

SL	Agenda	Discussion and Decision	Deadline	Responsibility
		<ul> <li>better to have a One to One interview from the influential stakeholder/beneficiary about the received benefit/feedback from the project.</li> <li>&gt; Learning, if any</li> <li>&gt; Case Study, if any</li> <li>&gt; Monthly target and achievement</li> <li>&gt; Contact information</li> </ul>		
		<ul> <li>Feedback on newsletter:</li> <li>CEPI: If possible try to make short introduction. It will be better if one case study will be included.</li> <li>CJRF: There is no introduction title. Title were not clear.</li> <li>DAWN: Absence of photo credit.</li> <li>ECOFISH: Very good.</li> <li>UNICEF-Education: Title should be sorted. Extra introduction is</li> </ul>		
		not needed. ENRICH: Title should be in large font. Project brief should be included in introduction. ERPERA: Try to use better & innovative title in newsletter. IECM: Title is not quality full. IOM: Try to write two page. IPCP: News should be enrich.		
		<ul> <li>CRAB; DRY Fish: Introduction title should be needed.</li> <li>Radio-Meghna: Good.</li> <li>SFP: There is no contact information.</li> <li>Tear fund: Title should be short &amp; informative.</li> <li>YOUTH: Need to large font in title. Impact is absent. Page make up is not good.</li> </ul>		
07	Plan of Operation (PoP) and project quarterly plan	<ul> <li>Every Project Leader will follow the plan of operation (PoP) and prepare advance plan according to that.</li> <li>Every PC/PM will preserve the hard and soft copy of every reports by folder wise as a means of verification.</li> </ul>	ongoing	PC/PM/M&E
08	Leadership training	<ul> <li>A training on "Life skill, Human relation and Generic issues for Leadership development" will be held on 24-26<sup>th</sup> September 2019 at CfMTC.</li> </ul>	24-26 <sup>th</sup> September 2019	All participants
09	GPRS system & using of corporate SIM	<ul> <li>Management will provide corporate SIM to every staff.</li> <li>Staff have to use corporate SIM so that monitoring can be possible by using GPRS system.</li> </ul>	Ongoing	All concerned
10	Project progress report presentation by PC/PM	July & August'19 activity progress reports were presented. The feedback were- ECOFISH: This is an innovative idea to show the signboard & good presentation, will be circulated to all, so that everyone can make their PPT by following that in next PPMM. CEPI: Write in a way that show impact. DAWN- All activities were not focused and output related news need to be highlighted. Target achievement figure was absent. CJRF: - Presentation quality should be clear. NRC Youth– Good presentation.	Ongoing	PC/PM

SL	Agenda	Discussion and Decision	Deadline	Responsibility
		IECM- Good presentation.		
		UNICEF Education- Good presentation but impact should be		
		clearer.		
		Tear fund project: Good presentation.		
		SFP: Caption should be clear and photo credit is must. Learning		
		and challenge should be included.		
		PACE-Crab fattening – Good presentation.		
		<b>IOM:</b> Presentation must be focused on action oriented news.		
		Tanzira will help PC-IOM for recover this issues.		
		UNICEF Child protection- There are Impact of your work but		
		need to use effective information. Try to present shortly.		
		<b>UNHCR-PEACE:</b> Good & informative presentation. Learning &		
		challenge should be documented.		
		Hirondelle: Try to collect the real feedback from the		
		beneficiaries. Target achievement must be included.		
		CFTM: Presentation was good.		
		Radio Meghna: Awareness sessions needs to show quoting		
		stakeholder opinion.		
11	AOB	a. In PPMM presentation target-achievement and burn rate	Quarterly	PC/PM
		should be presented in one slide.		
		b. Risk assessment format is about to finalize. Everyone should		
		submit their project risk assessment report quarterly.		
		c. Direct cash payment at any form is prohibited by the		
		government. So, everyone will follow the rule.		

Having no other issues to discuss, the meeting was ended by closing remarks and vote of thanks by the AD-MEL&HA.

Notes taken By:

Taharima Afroj Tumpa Project Manager, YOUTH Project COAST Trust Reviewed By:

Md. Zahidul Islam Head-MEAL & Social Development COAST Trust

## Annex: Documents receiving matrix:

si	SI Project name Responsible Person		3 Months Adv. Plan. September- November 2019	PC/PM Plan review	Project Quarterly Plan	Monthly N	lews-letter	Meeting Minutes	Month Progress Review Report	CRM Compilation Report	РРТ	PPMM Progress
			PC/PM	PC/PM	Project	Bangla	English	Monthly	-	-	-	-
	FDMN Project		28-30/3	1 of each moi	nth	3 of eac	h month	6 of each m	5 of each month	10 of each month	2 Days before	
1	UNICEF Education	Jasim Uddin Molla 01716-361 087	29.8.2019	29.8.2019	29.8.2019	02.09.19	02.09.19	02.09.19	30.08.19	04.09.19	13.09.19	12.09.19
2	UNICEF Child Protection	Tajul Islam 01711-469 154	31.8.2019	31.8.2019	28.8.2019	01.09.19	01.09.19		03.09.19	04.09.19	12.09.19	12.09.19
3	Tear Fund	Razaul Karim 01708-120 331	31.8.2019	31.8.2019	31.8.2019	6.9.19	6.9.19	06.09.19	05.09.19	31.8.2019	13.09.19	13.09.19
4	NRC Youth	Tahrima Tumpa 01852-679 414	28.8.2019	28.8.2019	28.8.2019	03.09.19	03.09.19	7.9.19	05.09.19	04.09.19	12.09.19	12.09.19
5	Communication	Tanjir Uddin Roni 01708120418	31.8.2019	31.8.2019	31.8.2019				12.09.19		12.09.19	
6	UNHCR	Zahangir Alam 01713-328827	02.09.19		02.09.19	03.09.19	03.09.19	05.09.19		02.09.19	12.09.19	12.09.19
	Project i	n Cxb										
7	IOM	Md. Ziaur Rahman 01815-482147	01.09.19	01.09.19	01.09.19	02.09.19	02.09.19	08.09.19	05.09.19	05.09.19	12.09.19	
8	PACE- Dry Fish	Tanzira Khatun 01755-531 721	01.09.19	01.09.19	01.09.19	05.09.19			05.09.19	01.09.19	12.09.19	12.09.19
9	PACE- Crab fattening	Mizanur Rahman 01713-367 416	01.09.19	01.09.19	01.09.19	01.09.19		01.09.19	05.09.19	01.09.19	11.09.19	11.09.19
10	DAWN	Hasibur Rahman 01708120394	01.09.19	01.09.19	01.09.19	11.09.19				09.09.19	12.09.19	12.09.19
11	ENRICH	MD. Fazlul Haque 01713-367 444	07.09.19	07.09.19	07.09.19	07.09.19		08.09.19	08.09.19	07.09.19		
	Projects in	Bhola										
12	CFTM	Zahidul Islam 01713-367401	01.09.19	01.09.19	01.09.19		02.09.19	05.09.19	03.09.19	05.09.19	13.09.19	

13	IECM	Mizanur Rahman 01713-328 804	29.8.2019	29.8.2019	29.8.2019	02.09.19	02.09.19	03.09.19	03.09.19	29.8.2019	11.09.19	11.09.19
14	ECOFISH	Md. Jahirul Islam 01713-328 831	01.09.19	01.09.19		12.09.19	12.09.19	07.09.19	07.09.19	07.09.19	12.09.19	
15	Radio Meghna	Konika Rani	27.8.2019		27.8.2019	4.9.19			27.8.2019		13.09.19	
13		01708 120 390	27.0.2019		27.8.2019	4.9.19			27.8.2019		13.09.19	
16	CJRF	Abul Hasan, PD	02.09.19	02.09.19	31.08.19	02.09.19	02.09.19	05.09.19	05.09.19	05.09.19	12.09.19	12.09.19
10		01708120333										12.09.19
	SFP	Md. Dilder										
17		Hossain	31.8.2019	31.8.2019	31.8.2019	04.09.19	04.09.19	05.09.19	31.8.2019	05.09.19	12.09.19	
		01713-144196										
	СЕРІ	Thahazzud										
18		Hossain	31.8.2019	31.8.2019		03.09.19	03.09.19	06.09.19	31.8.2019	06.09.19	12.09.19	
		01708120407										