

Project Performance Monitoring Meeting (PPMM)

COAST Trust Principal Office, Dhaka; Date: 13th July, 2019. Time: 10:00 am-5.00 pm

The Project Performance Monitoring Meeting was held on 13th July, 2019 at COAST Principal Office in Dhaka. Participants were the project leaders and monitoring officers from different projects. The Executive Director, Director, DD, ADs 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. Quarterly beneficiary feedback collection
3. Learning and documentation
4. Newsletter content and feedback
5. Complaint and response mechanism
6. Field visit findings sharing
7. Using onsite monitoring tools and visit findings sharing by PC/PM
8. Signing of Code of Conduct
9. Leadership and project review
10. Project report presentation by PC/PM
11. AoB

Discussion and Decisions:

SL	Agenda	Discussion and Decision	Deadline	Responsibility
01	Last meeting minutes review	<ul style="list-style-type: none"> • PC/PM needs to be sent their monthly reports on time to AD-MEL&HA and Head-MEAL&SD. Necessary measures could be taken to them who fails to meet the deadlines otherwise. • A visit register will be available at every center/field office and in PIU. PC/PM/M&E and visitors from Dhaka office will write down their findings in the register, so that next visitor could follow-up the progress of previous visitor's findings. AD-MEL&HA will send PC/PM a common format that will be drawn in the register for writing findings. • Referring to our Code of Conduct, staff are responsible to keep program participants informed about project services they are entitled to and demonstrate their expected behavior. • Staff expected behavior means not to discriminate, disrespect or assault anyone or abuse, exploit, misbehave or misconduct, etc. with anyone. Beneficiary should know it. • Regular communication and meeting are needed to keep a good relationship with the stakeholders. Stakeholder could be an important tool to monitor and feedback us for the improvement of our programs. • Staff advance will be adjusted following the recent circular. Staff salary will not be given if anyone doesn't adjust advance in time. <p>Instructions from the Executive Director</p> <ol style="list-style-type: none"> i. To measure the actual progress, beneficiary feedback is mandatory. So, we have to ensure their participation and receive feedback in our programs. ii. We need to categorize our project's direct, indirect and adolescent beneficiaries. iii. It is very important to maintain deadlines submitting of 	Ongoing	PC/PM/ M&E

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		<p>various reports and documents. Everyone should follow it.</p> <p>iv. For self-development, planning is a must. We have to have proper planning for every day including the setting of work priorities.</p> <p>v. We announced 8 days leave for the staff from other divisions in every 2-month interval. But staff should make a plan at least 1 month before about enjoying the leave.</p> <p>vi. Our website dashboard should be updated with the following project documents-</p> <p>a) Project Proposal</p> <p>b) Plan of Operations (PoP)</p> <p>c) FD 6/FD 7 and</p> <p>d) Monthly Newsletter.</p> <p>vii. We are here assigned for doing multi-tasks. We don't have much time to write a big report. Before preparing a report, we need to develop an outline first.</p> <p>viii. For self-development, staff should buy a tab to learn English and read newspaper. By September 19 all staff should buy it.</p> <p>ix. Konika Rani from Radio Meghna will be given a tab form office.</p>		
02	Quarterly beneficiary feedback collection	<ul style="list-style-type: none"> • Every project has to conduct FGD quarterly for collecting beneficiary feedback by following the prescribed format. There are two types of feedback to be collected—(a) On their level of satisfaction, (b) On unintended negative effects of projects. • One page report along a photograph will be sent to AD-MEL&HA. • Staff with beneficiary will also discuss and take necessary initiative to prevent sexual exploitation, abuse and harassment in implementing their programs. 	Ongoing	All Staff
03	Learning and documentation	<ul style="list-style-type: none"> • Beneficiary feedback will be discussed in the staff monthly and fortnightly meetings for learning and sharing, and necessary steps will be taken to address those feedback in the project implementation process. • In monthly meeting minutes, discussion on beneficiary feedback and decisions will be documented. • Project annual report should contain a section of learning from the project. 	Ongoing	PM/PC
04	Newsletter content and inclusion of feedback	<ul style="list-style-type: none"> • We need to focus impact oriented news in the newsletter. • Newsletter will be written by following this content: <ul style="list-style-type: none"> ➤ Brief Introduction (2-3 lines) of project on top of the newsletter. ➤ 2-3 Impact related news ➤ Monthly target and achievement ➤ Comments from the influential stakeholder about the implementation and impact of project ➤ Learning, if any ➤ Case Study, if any ➤ Contact information. 	Ongoing	PM/PC/M&E
05	Complaint and response mechanism documentation.	<ul style="list-style-type: none"> • Beneficiary should know about the organizational complaint and response mechanism and the way they could submit complaints and get response. Mobile number of respective (1) PC/PM, (2) DD-A&SR and (3) AD-GT&CR will be made available to all centers 	Ongoing	All

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		<p>and PIUs immediately in this regard.</p> <ul style="list-style-type: none"> All complaints should be recorded and try to be resolved at the base, if possible. Critical complaints e.g. financial corruption, SEA, etc. related complaints report should be sent to the secretary of Central Complaint and Response Management Committee. Only complex complaint that remains unresolved, will be shared with the next levels. 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. 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. Monthly CRM electronic report should be sent by putting scanned signature and date. 		
06	Field visit findings sharing	<ul style="list-style-type: none"> Dry fish project's log book was identified different from other project and has some error. They need to correct it. Diary and plan should be maintained properly. When visit field, everyone needs to write movement khata. Staff offsite monitoring tools will be used to monitor staff in field by asking stakeholder. Child protection, Education, Tear Fund project have asset storing problem and need to be resolved. Every PC/PM and M&E of projects will visit field at least thrice in a week. To be proficient in English, PC/PM/M&E will share a one or half page report to the Head-MEAL&SD monthly and get feedback. Physical fitness need to ensure in UROC team. 	<p>30.07.19</p> <p>Ongoing</p> <p>30.07.19</p> <p>Ongoing</p>	<p>PC-Dry fish</p> <p>All</p> <p>Concerned PC/PM</p> <p>PC/PM/M&E</p>
07	Using of onsite monitoring tools and visit findings sharing	<ul style="list-style-type: none"> Onsite monitoring checklist format will be used by PC/PM during their field visit and report will be documented. Activity-wise checklist need to develop and AD-MEL&HA will assist new PC/PM for finalizing it, if requires. 	Ongoing	PM/PC
08	Signing of code of conduct.	<ul style="list-style-type: none"> After induction, staff need to sign and submit the Code of Conduct (CoC) to HR department. This signed CoC will be preserved in their personal file. Necessity of signing the CoC of Rohingya staff will be decided later on because some sections of CoC do not match with them. COAST will not provide ID card to its Rohingya staff. Every staff has to sign the Code of Conduct if anyone had not done yet. The original copy of Code of Conduct will remain in the personnel file at HR department in central office and the photocopy will remain in the personnel file, where the staff is base at. 	Ongoing	PC/PM/ Finance officer
09	Leadership and project review.	<ul style="list-style-type: none"> Every PC/PM will be reviewed bi-monthly for the betterment of their professional development. COAST initiated bi-monthly leadership and project review process to assess the progress of project performance and their leadership capacity. 	Ongoing	PC/PM, Focal
10	Project progress	May & June'19 activity progress reports were presented. Feedback	Ongoing	PC/PM

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	report presentation by PC/PM	were- CFTM: Presentation was good but the it doesn't contain explanation for causes of deviation. Radio Meghna: impact level that happened for broadcasting awareness sessions needs to show quoting stakeholder opinion. ECOFISH: This is a good presentation, will be circulated to all, so that everyone can make their PPT by following that in next PPMM. IECM- Good presentation. ENRICH- Good presentation. UNICEF Education- Good presentation. UNICEF Child protection- There are Impact of your work but need to explain in that way. CJRF: Good- Good presentation. Hirondelle: New concept. Next PPMM impact need to show, if any. Natural photo should be taken and photo credit needed to include. NRC Youth – Quality indicator need to be included. Burn rate need to be increased. CEPI: Write in a way that show impact. PACE-Dry Fish- Need to improve presentation skill. PACE-Crab fattening –Impact level required to show. UNHCR- Need to improve presentation skill. DAWN- Output related news need to be highlighted. Tearfund project: Good presentation. SFP: Need to make good presentation.		
11	AOB	a. As the Executive Director advised, to reduce the burden of huge reporting, a common format has been developed and that will cover the target, achievement, quarterly plan, etc. This format will be used as a trail basis by Rajaul (TL-UROC), Jashim Uddin (PM), Jahirul Islam (PC) and Sajedul Islam (PM). After gathering experience, it will be finalized and decision will be placed in the next PPMM by Jashim Uddin Molla (PM). b. New sections for Beneficiary feedback and money laundering will be added in Monthly meeting minutes format. c. Head-MEAL&HA will also receive CC of all monitoring reports.	Ongoing	H- HR, H-MEAL & SD and Project Head-CJRF, PM/PC

Sample format of visit register

Visitor's Information	Findings Identified	Possible solution	Responsible Person	Solution date	Comments on previous audit findings solution
Name: Designation: Base station: Date:					

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

Md. Tajul Islam
Project Manager, ERPERA Project,

Reviewed by

Md. Iqbal Uddin
AD- MEL&HA

10	CFTM	30.6.19	30.6.19	29.6.19		7.7.19		2.7.19		10.7.19	10.7.19
11	IECM	30.6.19	30.6.19	30.6.19	30.4.19	30.4.19	5.7.19	5.7.19	1.7.19	11.7.19	11.7.19
12	ECOFISH			9.7.19	9.7.19	9.7.19		9.7.19		11.7.19	11.7.19
13	Radio Meghna			3.7.19	3.7.19		6.7.19	3.7.19	3.7.19		11.7.19
14	CJRF	10.7.19	10.7.19	10.7.19	9.7.19	9.7.19	10.7.19	9.7.19	9.7.19	11.7.19	11.7.19
15	SFP	30.6.20 19		30.6.20 19	3.7.201 9	9.7.201 9	5.7.2019	3.7.2019	2.7.2019	11.7.20 19	10.7.20 19
16	CEPI	9.7.201 9		9.7.201 9	3.7.201 9	3.7.201 9	13.6.2019			11.7.20 19	11.7.20 19
17	DAWN				11.7.20 19					11.7.20 19	11.7.20 19