

MODULE 3.6 ANALYSIS AND MONITORING



- In this module:
 - Cost Efficiency
 - Risk Analysis
 - Risk Mitigation
 - Financial Control
 - Quality Control
 - **Monitoring**

WHAT IS MONITORING?



- A way in which we check that we are meeting our objectives.
- A way in which we check that we are meeting the needs of the beneficiaries
- A way in which we validate that we made the correct modality / mechanism selection
- A way in which we control & mitigate the risks that are present in our programme
- A way in which we measure our own and our partners performance
- A way in which we are able support making adjustments to our programmes.

WHAT DO YOU NEED BEFORE YOU CAN MONITOR?



- You need to know what you are monitoring
- You need to monitor against something – a baseline – a contract – a log frame.

TYPES OF MONITORING

Post-Distribution

Lead: Program

Objective: Monitor beneficiaries as to continued need for support and whether aid provided meets needs

Markets

Lead: Multiple

More to follow!

Supplier

Lead: Supply Chain

Objective: Monitor suppliers to ensure effective delivery and performance of duties per contract terms

Lead: Security

MARKET MONITORING

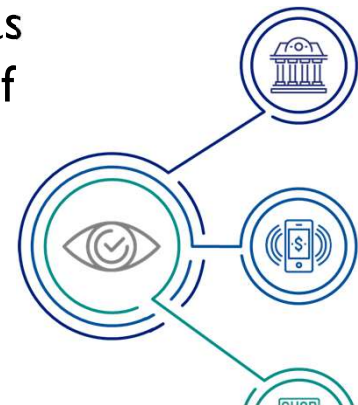


Objective: Monitor markets for changes in availability, quality and prices of commodities as well as interaction of suppliers with beneficiaries, if required

R:

A:

C:



QUESTIONS TO BE ANSWERED...

(with respect to market monitoring)

■ Related to PROGRAM



- Are program objectives being achieved? To what extent?
- Did the items (or services) provided meet beneficiaries' needs (and preferences)?
- Do the beneficiaries continue to have access? Are they being effectively serviced with dignity?
- Can beneficiaries access the services/markets easily and safely? Are they being targeted in any undesirable ways?
- What has the impact been to the local economy?

■ Related to SUPPLY CHAIN

- Is the program being delivered effectively and efficiently?
- Can the retail market and its supply chain continue to be relied on to deliver on the agency's behalf?
- Has there been any change to supply: availability, price, competition, etc.?
- Are suppliers meeting their contractual obligations? Are they providing the goods/services to beneficiaries effectively?

PRICE MONITORING AND ANALYSIS

Why monitor prices?

- Helps determining the transfer modality and the value
- Helps to keep track of cost efficiency
- Provides information on the supply / demand conditions

What can be causes for price changes?

- Our intervention
- Seasonality
- Supply and demand shocks
- Trader capacity / actions
- Global food prices
- Policies

PRICE MONITORING AND ANALYSIS

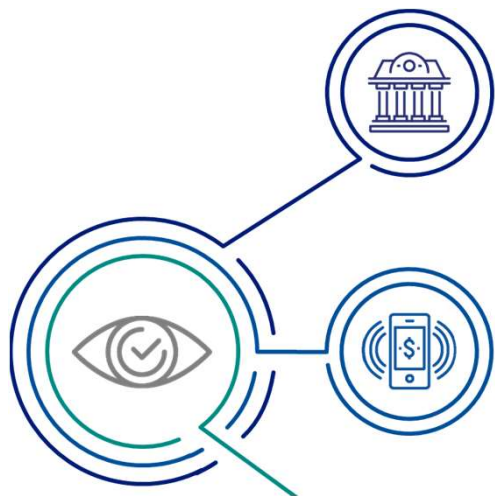
How to react to price changes?

- Adjust transfer amount
- Change approach and/or modality
- Market support interventions
- Advocacy

Tips for price monitoring:

- Select market/s beneficiaries are using
- Select items beneficiaries buy (MEB)
- Select different parts of the same market
- Focus on retail prices (what beneficiaries pay)
- Collect prices on the same day and at same time of day

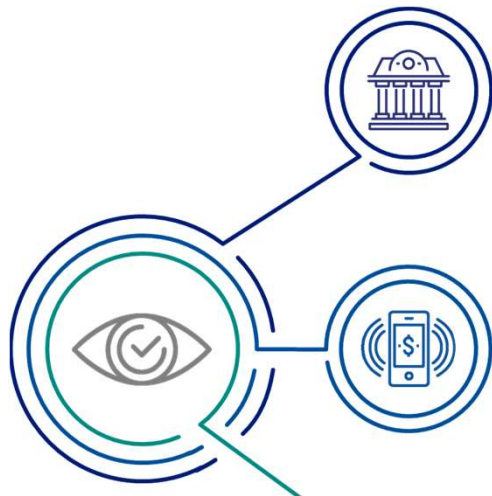
SUPPLIER MONITORING



**Financial Service Providers
Payment or Technology Service
Providers:**

How is the contracted service provider doing? Do we need to make any changes to

SUPPLIER MONITORING



Retailers or Retail Agents:

How are the retailers (incl. wholesalers, traders, etc.) doing?
Is there still sufficient numbers and capacity to effectively support the program requirements?

ACTIVITY: Responding to monitoring



...anonymous beneficiaries have complained to the telephone hotline that some shops are providing sub-standard items in return for vouchers.

What should be done?

ACTIVITY: Responding to monitoring

... the reports provided by the mobile company reveal that several hundred families have not yet used / encashed the mobile money that was sent to their phone 3 weeks ago.

What should be done?



FINANCIAL MONITORING

Objective: Reconcile payments after each distribution cycle to ensure appropriate financial tracking and minimize fraud



R:

A:

FINANCIAL MONITORING

ACTIVITIES

- After each distribution cycle (and prior to initiating next cycle), reconcile actual cash flow(s) to distributions
- Investigate problems and variances
- Resolve issues, if identified



PREPAREDNESS

- none identified -

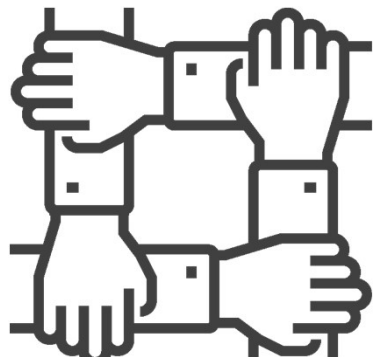
FINANCIAL MONITORING

WHY is it important?

- Accountability of funds disbursed
- Beneficiary impact
- Risk mitigation measure
- How funds can be reconciled relates to planning encashment processes and also the



TASK: DEFINING MONITORING CRITERIA



Please split into your technical groups:

What do we need to monitor?

Why do we need to monitor it?

How are we going to monitor it? (inc. tool)

TIME:



TASK GROUPS

INSTRUCTIONS

Groups	Group 1	Group 2	Group 3
Mechanism	E-vouchers	Remittance	Bank
Programme	Cash Vouchers restricted to Food Items – for a value of between \$20	Unconditional Cash Grants of \$100 in a country with a dual currency	Using ATM cards for unconditional cash – regular monthly payments of

KEY TAKEAWAYS

- Monitoring is NOT an after thought and starts with your assessments and set-up
- Monitoring doesn't only mean going to the field to collect peoples opinions we can do some of it from our desks!
- All types of monitoring can allow us to adjust our programmes for the better – so support services monitoring is just as important as operations.

