

One Room Shelter - ORS - 2012 Program Manual













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1. Context

In line with the shelter strategy developed by the Shelter Cluster and endorsed by NDMA IOM is implementing the one room shelter program to provide durable shelter solutions to the most vulnerable of those affected by the 2011 rains.

IOM is targeting 22.000 beneficiary households for one room shelter construction in Sindh, specifically in Mirpur Khas, Umerkot, Badin, Tando Muhammad Khan, Tharparkar & Tando Allah Yar where houses have been partially or completely destroyed. The construction process is being supported through generous donor funding from United Kingdom Department for International Development (DFID) and The Office of U.S. Foreign Disaster Assistance (USAID/OFDA) and the Organization for Social Development Initiatives (OSDI)

Working through implementing partners and focusing in the most severely affected districts, assessments will be made in order to identify the villages where the [percentage of destroyed houses is above 20% of the total, and therefore their social coping mechanisms are stretched to the limit. Village Committees will identify the most vulnerable beneficiaries among all the households with completely destroyed shelters. Vulnerable households include:

- 1. Households with Female heads of household
- 2. Households with no adult male (Orphans)
- 3. Households with an elderly (above 60) member
- 4. Households with a disabled (blind, deaf, crippled) or chronically ill member
- 5. Households with extremely low income¹ and no livestock
- 6. Households with a dependency rate above 60%²

Village Committees in coordination with the beneficiaries appoint a Village Focal Person who is responsible for receiving and distributing the cash tranches to a group of maximum 25 beneficiaries. IOM transfers the

¹ Under 6000PKR monthly

² Dependency rate: The number of children (Under 15) and elderly (over 60) is higher than the number of persons between 15 and 60. Calculation: (People younger than 15 + people older than 60)/total Household members] > 0.6



first tranche of funds as an advance for the beneficiaries to construct the plinth. Once all the members of group have finished their plinths IOM transfers the next advance for the construction of the walls.

The process of advance and milestone construction repeats until the roofs are finished. This system of joint construction provides positive social pressure and encourages collaboration.

During the complete construction process Implementing partners and IOM staff provide technical support to ensure that safe practices and cost-effective disaster risk reduction techniques are incorporated at every construction stage and that the beneficiaries use it to the extent possible.

Progress is regularly reported to the Housing Early Recovery Working Group and coordinated with provincial and district government authorities including the Sindh Provincial Disaster Management Authorities (PDMA) and District Coordination Officers in the flood-affected districts.



2. Social Mobilization/Initial Community Talking Points

The text presented in this section has the intention of providing information about the process of the ORS program. The document should be used to explain the process to beneficiaries.

2.1 What is the program?

Introduction

- The governments of United Kingdom (DFID) and United States (USAID/OFDA) and the Organization for Social Development Initiatives (OSDI)have contributed with money to help some of the most vulnerable flood victims rebuild a One Room Shelter (ORS)
- The resources are managed by IOM and will be implemented in this district by the different Implementing partners.
- The main objective of the program is that all beneficiary households occupy their new ORS by the end of the program and that their ORS was built using disaster risk reduction/mitigation features demonstrated by technical staff
- Vulnerable households selected by the program according to the IOM criteria, will be provided with 26,000 PKR for the construction of an ORS
- o This program is using a "self help" approach and, as such, this amount may not cover all of the expenses of building an ORS; Beneficiaries will have to build their own houses, so they can save on the costs, and use salvage methods to produce new materials to make up the difference.
- o IOM and the IP will provide technical advice throughout the program to help beneficiaries and any other members of the community build back their houses in a safer way than before the flood
- No specific general house design will be promoted and IOM will encourage beneficiaries to use one
 of the specific sets of recommendations indicating details for building materials, and techniques.
 Local construction practices will be promoted and encouraged but a focus on the use of Disaster
 Risk Reduction construction techniques will be prioritized.

2.2 What households can benefit from the program?

For a household to be selected as beneficiary needs to have the following characteristics:

 Their vernacular house has been completely destroyed by the 2011 rains and floods (under revision to include poor quality emergency shelter or makeshift shelter)



- o The household has at least one of the following vulnerable criteria:
 - 1. Households with Female heads of household
 - 2. Households with all members under 15 years old (e.g. Orphans)
 - 3. Households with at least one member above 60 years old
 - 4. Households with at least one disabled member (blind, deaf, crippled) or at least one chronically ill confided to bed member
 - 5. Households with income level under 6000PKR and no livestock
 - 6. Households where the number of persons between 15 and 60 is less that the number of persons under 15 and older than 60
- Households that are not included in any other shelter support program

2.3 How will the program be work?

- All beneficiaries will receive a total of 26,000PKR
- The funds for will be divided in three tranches
- o Initially all beneficiaries will receive an advance of 6,000PKR for the construction of their plinths. When all of them finish the construction of the plinth, they will receive additional 10,000PKR for the construction of the walls. When all of them have finished the construction of the walls, they will receive additional 10,000PKR for the construction of the roof.
- o In order for the money to be transferred, All the beneficiaries must have reached the same group construction milestones
- Beneficiaries can construct as fast as they desire, nevertheless, if one household constructs faster his cash will still be delivered when ALL the beneficiaries reach the next group construction milestones
- The beneficiary households must function as a group and be encouraged to work together for the benefit of all in the group.

Village Committee

o If the village would like to participate in this program, a Village Committee (VC) of no less than 5 people and no more than 15 people will need to be set up. The members of VC should be people with different status and ages and strive for gender and ethnicity parity.



- The members of the VC will appoint a VC Manager to serve as a leader and moderators for the group.
- The VC will have to provide the names of a maximum of 25 households which have had their houses destroyed and who meet at least one of the vulnerability criteria mentioned above.
- o If the village has been badly affected by the floods and has more than 25 ORS program beneficiaries, another VC group will have to be formed and another VC Manager appointed. For example, a village with 40 households that comply with vulnerability criteria would need to create 2 VC groups with 20 households each and one Focal Point for each group.
- Once a final list of households has been obtained, the IP will fill in the Village Level Data Sheet and the Household Level Data Sheets for each household in the program. These forms will collect information such as name, CNIC, number of family members. This information will facilitate future follow up.
- The IP and IOM will verify that the selected households comply with the vulnerability criteria. If it's found that some of the households do not meet the program requirements, then it will be requested to the VC to kindly provide new names of other households that comply with the vulnerability criteria.

Focal Point

- The next step is for the VC and the beneficiaries to agree on a responsible and respected member of the community who is willing to assume the role of village Focal Point (FP).
- This FP has the following responsibilities:
 - Open a bank account in IOM indicated bank (currently MCB) in order to receive all of the money for the selected beneficiary households
 - Receive the bank transfer from IOM in that bank account
 - Withdraw the cash of all beneficiaries and transport it to the cash distribution site
 - With the support of the IP, hand out the cash to beneficiaries according to their construction progress
 - Motivate beneficiaries in the construction process
- If requested IOM and IP can support the process of opening bank accounts issuing letters of recommendation to the bank



- The FP will be compensated with 15,000 PKR after the houses have been finished and occupied all the funds have been distributed to beneficiaries.
- 0.30% will be added to each of the first 3 tranches to cover bank charges associated with the ORS program money transfer process.
- o After the bank account is open, the FP will need to provide
 - Photocopy of his/her CNIC
 - Photocopy of bank statement or a signed and stamped letter from the bank confirming the account number and branch information, the information has to be clearly readable.
- The FP's name, contact information, bank account details and CNIC information will be entered on the Village Level Data Sheet.

2.4 Agreements

- Endorsement of the MOU between the IP and the Beneficiaries: The heads of the beneficiary households will be asked to sign an Agreement expressing that they accept to be part of the ORS program and that they accept to have their money transferred through the FP's bank account.
 FP and IP will endorse the MOU
- o **Endorsement of the MOU between the FP and IOM:** The IP ORS Program Manager will submit two originals of the MOU between the FP and IOM for final endorsement by IOM. One original will be returned to the FP by the IP

2.5 When would the cash arrive? When can the construction being?

- After the head of household has signed the agreement you are officially part of the program and your 26,000PKR will arrive through the focal point in tranches. Your construction can begin immediately.
- As soon as the bank account is working the first cash transferred will be made, and the remaining two will arrive as your construction progresses and is verified.



2.6 Dealing With Irregularities and Promotion of Transparency

Stolen funds

- Once the money has been transferred to the FP, the money is under the control of the FP, not the IPs or IOM.
- o Likewise, once the money has been transferred from the FP to the beneficiary heads of household, the money is under the control of the beneficiary heads of household, not the IP, the FP or IOM.
- o In the case of stolen cash from FP or beneficiary household, it will not be replaced. All beneficiary households are still responsible for the completion of the milestones set for each tranche in order to get the advance of the next tranche
- o If a FP has not performed according to the MOU between IOM and the FP and has not delivered money to beneficiaries according to the signed agreement, a new FP will be selected and an MOU can be signed between IOM and the new FP. However, any money that was not delivered by the previous FP will not be paid a second time to the new FP.

Complaints

- o There is no cost of fee to be included in the program
- o If your household has been selected as beneficiary and you construct your shelter you have the right to receive the complete 26,000PKR. No body from the community, IP, or IOM has the right to request any part of these funds for any reason
- o If any person is requesting any cash from you please communicate to a IOM staff or call the IOM Call Centre number (0322-555-5737, 0-8004-4422). All complaint related information will be anonymous and confidential.



3. Cash Transfer To Focal Points

This section presents the documentation that needs to be collected by the IP and submitted to IOM in order to request for the different tranches to be transferred to the Bank account of the focal points. This information has to be presented for every BHHs.

IOM will conduct verification process of information reported before transferring the funds (see chapter M&E process).

3.1 1st Tranche Process - 6000PKR

IP will present the following documentation

- 1. Village Level Data Sheet of the respective village
- 2. Household Level Data Sheet for all beneficiaries
- 3. 1 Original of signed MOU between IP and Focal Point with the beneficiary list and all requested attachments (Copy of Focal point banking documents containing complete name and bank account number, Copy of the CNIC of focal point). Document will be verified by IOM and will be returned later to the program.
- 4. Original two copies of signed MOU between IOM and the FP attached. Document will be signed by IOM and one copy will be returned.
- 5. Photo: one picture of every beneficiary standing in front of the empty plot of the new shelter or the ruins of the destroyed shelter.

Additionally IP will send an email with payment approval to PM with the list and details of FPs that are requesting tranches.

3.2 2nd Tranche Process – 10,000PKR each

- 1. 1st tranche Cash Receipt Verification Form with signatures or finger prints of all beneficiaries
- 2. Village Monitoring Checklist with the following photos:
- Photo: one picture of each beneficiary receiving the 1st tranche
- o Photo: one picture of each beneficiary standing in front on their finished plinth



Additionally IP will send an email with payment request to PM with the list of FPs that are requesting tranches.

3.3 3rd Tranche Process – 10,000PKR

- 1. 2nd tranche Cash Receipt Verification Form with signatures or finger prints of all beneficiaries
- 2. Village Monitoring Checklist with the following photos:
- Photo: one picture of each beneficiary receiving the 2nd tranche
- Photo: one picture of each beneficiary standing in front on their finished walls.

Additionally IP will send an email with payment request to PM with the list of FPs that are requesting tranches.

3.4 4th Tranche Process – 15,000PKR each

- 1. 3rd tranche Cash Receipt Verification Form with signatures or finger prints of all beneficiaries
- 2. Village Monitoring Checklist with the following photos:
- o Photo: one picture of each beneficiary receiving the 3rd tranche
- o Photo: one picture of each beneficiary household occupying the shelter

Additionally IP will send an email with payment request to PM with the list of FPs that are requesting the cost.



4. Photograph Management System

Photos will be used to verify beneficiary identity, vulnerability, GPS location, and progress of the structure across the construction process.

IPs will take the following pictures of each household:

- Registered beneficiary standing in front of the empty plot were to construct the new shelter +
 Beneficiary Information chart
- 2. Registered beneficiary receiving 1st tranche + Beneficiary Information chart
- 3. Registered beneficiary standing in front on their finished plinth + Beneficiary Information chart
- 4. Registered beneficiary receiving the 2nd tranche + Beneficiary Information chart
- 5. Registered beneficiary standing in front on their finished walls + Beneficiary Information chart
- 6. Registered beneficiary receiving the 3rd tranche + Beneficiary Information chart
- 7. Registered beneficiary and family occupying the shelter + Beneficiary Information chart

4.1 Beneficiary information chart

In the moment of taking a photo include a chart containing the following information:

- o Number of the photo
- Beneficiary number

4.2 Hardcopies vs. softcopies

- Hardcopies of the all the photos must be submitted to IOM office as established in the section Cash Transfer to Focal Points.
- o Soft copies of all photos must be stored in the hard drive provided by IOM for that purpose. IOM teams will regularly collect the soft copy of the pictures. Hard drive must be returned to IOM with all photos at the end of the project.

4.3 Photo Labeling

The 7 photos listed above should be clearly labeled according to labeling conventions. The first 10 digits are the "Unique Beneficiary Code" that identifies each beneficiary household (it is generated automatically



when filling in the "ORS Database Sheet"), followed by an underscore, and followed by a 2 digit code indicating the number of the photo.

For example, the code for the 1st photo, which is the Head of Household standing in front of the empty plot where they are going to build, the code would be

	2000360101		_01
l		I	
	1		1

10-digit Unique Beneficiary Code 2-digit Photo Number

4.4 Extraordinary cases

The following is not an exhaustive list but as situations arise, they should be brought to the attention of the IOM Program Officer in the hub-office and will be dealt with on a case by case basis incase they are not covered in this section.

a. What to do if the Head of Household does not have a CNIC?

As mentioned in the previous section, in the case that one head of household has no CNIC the document should be replaced by the GPS – North" location numbers.

b. What to do when a woman is reluctant to have their photos taken?

When the head of household is a woman there may be difficulties to get the required photo especially in the case that the woman is wearing the veil. In these cases there are two possible strategies:

- Ask another member of the household to be part of the photo process. Photos of children will be accepted
- o If there are no other family members capable of replacing a covered woman, a female IP team member should kindly explain to the beneficiary importance of the photo process, and request for the woman to show her face briefly while the photo is taken.

It should be noted that there must be a beneficiary photo associated with every ORS.



c. What to do if pictures were not taken during the initial steps of the construction?

There might cases where photos were not taken when they should have been. Since the program requirement is that 7 photos be taken for each beneficiary household, following is how these photos should be replaced:

- o No plinth completion photo: take close ups of the plinth level, even if the wall has already been built above it and insert "replacement photo" after the photo number (see Photo Labeling section below)
- o All tranches distributed have to have photos under condition of the next trance not being approved.

In all cases there should be 7 photos for all beneficiaries and in each case that the original process is not followed is necessary to communicate with the IOM team.

4.5 Examples of photos

1. Registered beneficiary standing in front of the empty plot of the new shelter + Beneficiary Information chart







2. Registered beneficiary receiving 1st tranche + Beneficiary Information chart







Registered beneficiary standing in front on their finished plinth

3. Registered beneficiary receiving the 2nd tranche+ + Beneficiary Information







Registered beneficiary standing in front on their finished walls



4. Registered beneficiary receiving the 3rd tranche + Beneficiary Information chart







Registered beneficiary standing in front on their finished roof

5. Registered beneficiary and family occupying the shelter + Beneficiary Information chart





Further details in addendum 1 – show as an attachment to this manual.



Village Feedback Mechanism

4.6 Complaints mechanism session

Timing: Before the implementation of the ORS program, IPs must have a meeting with all the beneficiaries, FPs, and IP representatives to present the complaints mechanism.

Session: In the sessions the following factors have to be stressed:

- 1. All households have the right to present a complaint if they identify a misconduct such as:
- Beneficiaries not receiving the full amount of the funds allocated to them
- IP or FP are requesting cash from beneficiaries
- Households that meet the selection criteria are being marginalized in favor of Households who don't
- Discrimination on the basis of ethnicity, religion or gender
- Any other misconduct
- 2. In case of any complaint please
- Report to IP staff
- IOM teams or
- Call the IOM support line: 080044422 or 03225555737
- 3. The information provided to an IOM staff or to the IOM support line will be completely confidential and IOM staff will take corrective actions if needed
- 4. IOM staff will verify all the complaints through a complaints committee, comprised of three IOM field staff. The complaints will be shared with the IP if necessary and appropriate action will be taken accordingly.

Additional activities

- 5. Distribute Complaints mechanism information Cards among all households.
- 6. Field teams will conduct role play with the beneficiaries to reinforce concept that the complaints mechanism has been put in place to be used.
- 7. Reinforcement: before finishing the session ask the following questions to all attendees:



- Can anybody take any part of your tranche from you?
- What you should do in case anybody tries to do so?
- What kind of things you should denounce in the IOM support line?

4.7 Complaints mechanism information Cards

"Business Cards" size cards with the following Sindhi text should be distributed to all beneficiaries, IP Representatives and focal points before the first payment. In the moment of distribution the Social mobilizer should stress the complaints process.



Urdu text:





4.8 Complaints process reinforcement text:

The following text in Sindhi has to be slowly read to all households at least once a week and before the conducting the cash distribution process:

- 1. You are entitled to your tranche; don't let anyone take it from you You do not have to pay anyone to receive your money Everybody who has been selected is treated equally, no preferential treatment for anyone will be accepted.
- 2. In case of any complaint please
 - Communicate with an IOM staff or
 - call the IOM support line: 080044422 or 03225555737
- 3. The information provided to an IOM staff or to the IOM support line will be completely confidential and IOM staff will take corrective actions if needed



5. IP Information Management responsibilities

The databases will be used as the main reporting tool between IP and IOM. These instruments will be used to follow up beneficiary selection, baseline information, construction progress and technical activities conducted. Given the importance of the databases as reporting tools it's necessary for the IP to verify the information thoroughly before sharing it to IOM.

Reported information will be used by IOM teams to develop monitoring activities described in the IOM Monitoring and Evaluation processes section.

The implementing partner will conduct the following IM activities:

5.1 Information Management responsibilities during the Village and Beneficiary selection:

- Data collection: Apply the Village Level Data Sheet and Household Level Data Sheet form all the beneficiaries
- Data entry: Upload the collected information from villages and beneficiaries to the ORS database
- Reporting: Weekly basis

5.2 Information Management responsibilities regarding Construction Progress:

- Data entry: Update construction progress in the ORS beneficiary database
- o Reporting: Weekly basis

5.3 Information Management responsibilities regarding the Technical trainings:

- Data entry: Update on the ORS Trainings database the technical trainings conducted to the beneficiaries.
 Database includes location, date, presence of IOM (yes/no), total number of attendees, number of beneficiaries that attended, number of female and male, topic of training and method of technical training
- o Reporting: COB Friday of every week to IM team



6. Databases for internal use of IOM

- o ORS village selection database: conditions of village in selection moment
- o ORS beneficiary database: vulnerability, baseline and impact, construction progress
- o IP Payment database: documentation and payment (*Source of information:* Financial staff in the sub-Office)
- o FP payment database: documentation and payment (*Source of information:* IOM field teams report to IM. IM consolidates information and reports to PM)
- Technical training database: Conducted by IOM to IPs or beneficiaries (Source of information: update the ORS Trainings database and report to the Sub-Office)
- Monitoring database: checklist with information founded during monitoring (Source of information:
 IOM field team collect the information and conduct data entry)



7. IOM Monitoring and Evaluation processes

This document describes procedures and tools used to monitor the following program processes:

- o Beneficiary selection process: beneficiaries meet vulnerability criteria
- Construction progress
- Cash distributions
- Technical activities: DRR trainings done by IOM and IPs
- o Administrative processes: POs, Focal point and IP payment
- Construction quality: construction includes DRR practices
- Misconducts and complaints: Complaints presented by beneficiaries
- Team field activities
- o Assessing the direct and indirect impacts of the intervention thru a base line and evaluation process.

Additionally establishes information collection, guidelines and timing for the development of the program impact evaluation.

7.1 Monitoring the Program

7.1.1 Monitoring the Beneficiary selection process

Objectives:

- Verify the selection of beneficiaries strictly follows the program vulnerability criteria
- Collects baseline information

Monitoring process: IOM teams will verify 50% of the total population of selected beneficiaries

Tool: HOUSEHOLD LEVEL DATA SHEET verification form

Sample: Random sample of 50% of the beneficiaries

Responsibilities:

- IM unit randomly selects 70% of the beneficiaries and transfer the list to field teams for them to visit directly at least 50%. IM also shares the information with M&E in order to follow up progress against the target of 50%
- IM produces the HOUSEHOLD LEVEL DATA SHEET verification form with beneficiary information reported collected by IPs
- Any incongruence between the information reported by the IP and found on the field is communicated directly to the PM



- Field teams report the number of monitored beneficiaries to M&E
- Field teams transfer all the HOUSEHOLD LEVEL DATA SHEET verification forms to M&E
- M&E conducts filling of documentation and reports on overall progress by IP to PM
- o Data entry of the HOUSEHOLD LEVEL DATA SHEET verification forms is not needed

7.1.2 Regular monitoring

Objective:

- o Follow IP construction support process through plinth, walls, roof and until reaches the occupied status
- Verification of inclusion of DRR techniques
- Verification of knowledge of complaints mechanism

Process: IOM teams will verify directly at least 5% of each milestone construction and at least 5% of the occupied shelters. The total percentage of shelters monitored in any stage of the process will be above 10%.

Tool: Household Monitoring Checklist is collected

Sample: 5% of the shelters reported as plinth finish, 5% of the shelters reported as walls finish, 5% of the shelters reported as roofs finish, 5% of the shelters reported occupied

Responsibilities:

- o IM unit randomly selects 15% of the beneficiaries and transfer the list to field teams for them to visit directly at least 5%. IM also shares the information with M&E in order to follow up progress against the target of 5%
- IM produces the HOUSEHOLD MONITORING CHECKLIST verification forms with beneficiary information reported collected by IPs
- Any incongruence between the information reported by the IP and found on the field is communicated directly to the PM
- Field teams report the number of monitored beneficiaries to M&E
- Field teams conduct data entry in the Monitoring database
- Field teams transfer all the HOUSEHOLD LEVEL DATA SHEET verification forms and database to M&E
- M&E conducts data quality control of hard copies vs database
- M&E conducts filling of documentation
- M&E reports on overall progress by IP to PM



7.1.3 Cash distributions:

Objective:

o Verify that the cash distributions are conducted according to IOM procedures

Verify that pictures process is being conducted according to IOM procedures

Process: IOM teams will visit as much cash distributions as possible

Responsibilities: IOM field teams

7.1.4 Field activities of the teams:

Objective: follow up activities conducted by IOM field teams, produce concise reporting

Process: Field teams: All field teams will report activities and daily bases to PM. Report will be submitted

daily using template

Tools: Daily reporting template

7.2 Administrative monitoring

7.2.1 IP payment and contract status

Objective: follow up contractual status, documentation and timing of IP payment process

Process: Financial team at Sub-Office will update IP payment data and report to the PM at his/her

convenience

Tools: Documentation check list for each IP payment

Database: IP payment database

7.2.2 FP payment

Objective: Follow up documentation and timing of FP payment process

Process: IM in coordination with field teams will update FP payment data sheet and report PM at his/her

convenience

Tools: Field teams FP documentation and payment database, Sub-Office FP documentation and payment

database



7.3 Impact evaluation:

Objective:

Objectives:

- Identify variations in the baseline information collected at the beginning of the project for all beneficiaries
- Identify any additional direct and/or indirect impacts the project may have had on the beneficiaries and the community
- o Identify lessons learned or recommendations for future implementations

Process:

- o IP teams apply the HOUSEHOLD LEVEL DATA impact form to all beneficiary households once the shelter has been occupied. The form collects identifies the current status of the information collected in the baseline and any additional impacts the program may have in the beneficiaries
- o IOM teams held round tables with IP selected social mobilizing and technical staff to identify lessons learned and recommendations

Tool: HOUSEHOLD LEVEL DATA impact form, HOUSEHOLD LEVEL DATABASE

Sample: Data to be collected from all beneficiaries

Responsibilities in data collection:

- IP collects and conducts data entry of HOUSEHOLD LEVEL DATA impact form
- o IP report the information to IOM for consolidation

Responsibilities in round tables: IOM team coordinates the round tables and the production of report

7.4 Evaluation

Mid-term evaluation

- Purpose: Assess program activities, improve ongoing operational decision making by analysis of the performance of the current operations and capture the experience and share of the field staff
- Timeframe: 2 months after beginning construction process
- Audience: ORS program staff at all levels
- Fieldwork: two weeks
- Reporting: Program manager and M&E officer. The team should deliver its report, or a substantive early draft of it, in the field before leaving the field.



Final evaluation

- Purpose: Evaluate the effectiveness of the program identify lessons learned, recommendations to improve and inform future response
- Timeframe: Five months after beginning ORS activities
- Audience: IOM will use the evaluation to improve future deployments. Cluster partners, donors, and other humanitarian actors will use if for general information.
- Field work: two weeks
- Reporting to: HQ and program management





ORS III Manual - Addendum 1Project Pictures
Presentation Procedure Details
22 May 2012

Dear ORS Implementing Partners,

IOM Project Management is pleased to send you the Photo Management Guidelines, as already discussed in ORS- III Orientation Workshop conducted for IP's staff.

This management guidelines are intend to assist all IP's with the proper managing and maintaining the photo record of ORS beneficiaries, as per indicated in the ORS-III Manual.

(Detailed instructions and examples on how to present the photos exist at the end of this document)

Guidelines/Requirements for Photo Management – Please follow the 07 steps accordingly.

- 1. A picture of Beneficiary standing on the area of destroyed existing shelter + Beneficiary Information Chart (B.I.C).
- 2. A Picture of 1st Tranche at distribution time (Thumbprint on documentation) + B.I.C photo
- 3. A Picture of Beneficiary on Plinth level completion.
- 4. A Picture of 2nd Tranche at distribution time (Thumbprint on documentation) + B.I.C photo
- 5. A Picture of Beneficiary on Walls level completion.
- 6. A Picture of 3rd Tranche at distribution time (Thumbprint on documentation) + B.I.C photo
- 7. Final Picture of Beneficiary and family Occupying the ORS

Hard Copies Submission Procedures / Timeline:

- (Pic: 1st photo on 1 page 6 beneficiary, Submit at the time of submitting each village MOU's, with attach H. Hold forms)
- (Pic: 2nd & 3rd photos on <u>1 page 2 beneficiaries</u>, Submit at the time of request 2nd tranche with Cash acknowledgment of 1st tranche / VMC form)
- (Pic: 4th & 5th photos on <u>1 page 2 beneficiaries</u>, Submit at the time of request 3rd tranche with Cash acknowledgment of 2nd tranche / VMC form)
- (Pic: 6th & 7th photos on <u>1 page 2 beneficiaries</u>, Submit at the time of request FP Payment with Cash acknowledgment of 3rd tranche / VMC form)

Soft Copies Saving Procedure:

Please save all project photos in the IOM hard drive using separate folders under the system

1. UC Folder

a. Village Folder

i. Individual Beneficiary number code

IOM will require the hard drive with all photos and project documents at the end of the project, also during the implementation period IOM will do period monitoring of the content of the hard drives and of the status of the Photo Management.





ORS III Manual - Addendum 1Project Pictures
Presentation Procedure Details
22 May 2012

Beneficiary Information Chart:

BIC has to be presented with each set of required photos, to show the identification of that HH. The household number corresponds to that HH registration number in the database (cell C21 in the village sheet) and the village code (cell D8 in database village sheet).

Photo Presentation Examples:

For 1st photo with <u>1 page for 6 beneficiaries</u>, each picture size is approximately 3'x1.5' and IP can present it as below:







ORS III Manual - Addendum 1Project Pictures
Presentation Procedure Details
22 May 2012

For all other sets of photos with <u>1 page for 2 beneficiaries</u> (2/3, 4/5 and 6/7 respectively) each picture size is approximately 3.5 'x 3' and IP can present it as below:



If you have any confusion regarding any of this topics or any other please refer to the ORS-III Manual or feel free to contact IOM teams and supporting staff at our Hyderabad Office. Thanks.





ORS III Manual - Addendum 2 Beneficiaries replacement Mandatory replacement form 17 July 2012

Dear Implementing Partners,

IOM ORS Project Management is would like to explain to you the Extraordinary Beneficiary Replacement Guidelines.

This management guidelines are intend to assist all IP's with the proper managing of the extraordinary ORS beneficiaries replacement.

IOM field teams proceeded with the verification and cancelation of beneficiaries that didn't fulfill IOM program selection criteria, as so this HH need to be replaced in the database but also on the registration documents.

HH replacement procedures

- 1. For each beneficiary replaced fill a new HH datasheet and submit it to IOM
- 2. For each beneficiary replaced fill the addendum form and submit it to IOM
- 3. Request IOM to correct the beneficiary information in the database in writing via email with all the details for the new beneficiary

If you have any confusion regarding any of this topics or any other please refer to the ORS-III Manual or feel free to contact IOM teams and supporting staff at our Hyderabad Office. Thanks.

Amendment to original MOU between the Implementing Partner and Beneficiaries $\underline{\textit{REPLACEMENT OF BENEFICIARY}}$

The pr	esent amendment to the original MOU bet	ween the im	plementing parti	ner and the beneficiaries of	:	
the vil	lage	represented by their focal				
point	Mr/Ms				_	
Intend	ds to certify the replacement of the origina	l beneficiary	with the details	bellow		
No	Beneficiary Name		CNIC No.			
a) Dea b) Mo c) Not	eneficiary will be replaced by the following of the ved to other village willing to continue with the program ter specify		oss the unused re	easons)		
• • • • The roorigin:	that this information is correct and the distribution to the replacement beneficial. That the identification information of the the signature of these addendum. That the new HH data sheet was filled a crossed. That the database updated with the new eplacement beneficiary with the bellow all MOU, this amendment after signature a correspondent information.	ery e original be nd a copy se beneficiary details ackr	neficiary in the one of the following the fo	original MOU will be void and the original HH data sheet requested to IOM in writing the original or contained in	fte was g the	
No	NEW Beneficiary Name	CN	IC No.	signature/thumbprint		
Name	of implementing partner:	Focal	ooint			
Repre	sented by:	Name	Name:			
Signat	ure:	Phone	Phone No			
Signed	d on// 2012	CNIC	CNIC No.			



Memorandum of Understanding - IOM, IP and Focal Point

	(hereinafter, legalementing Deutsch), and the
Daint of	(hereinafter, Implementing Partner) and the Focal
	_ (hereinafter Focal Point). This MoU is concluded in the
framework of the One Room Shelter Program that is	s implemented by IOM.
The Parties have agreed on the following:	
The Village Council formed for the purposes of	f the One Shelter Program has elected the below named Focal
Point to act on behalf of the beneficiaries under	this MoU.
Village Name:	Tehsil
Union Council	District
Province of Sindh In Pakistan	
Focal Point:	
Name	CNIC no
Phone number	

Responsibilities of the Focal Point

- Provide a legitimate banking account into which funds may be transferred by IOM.
- 2. Be responsible for receiving, withdrawing and distributing the funds to each beneficiary as instructed by the Implementing Partner and approved by IOM.
- 3. Be responsible for filling in of all the Cash Receipt Verification Forms during fund distribution as instructed by the Implementing Partner and approved by IOM.
- 4. Be honest in his dealings and comply with the instructions of the Implementing Partner in distributing the funds
- 5. Return to IOM any funds spent in non-compliance with the instructions of the Implementing Partner or not supported by the relevant construction progress report.
- 6. Support the IP in the monitoring and supervision of the construction process of the village beneficiaries.
- 7. Communicate to the IP when a landmark has been achieved by the group of beneficiaries in order to proceed with validation necessary for IOM to approve the next fund distribution.
- 8. Act as a representative of the group of beneficiaries when dealing with IPs and IOM.

Responsibility of IOM

9. Upon completion of his/her responsibilities to the satisfaction of IOM and when all funds that have been transferred to his/her account have been distributed as instructed by the Implementing Partner, IOM shall compensate the services of the Focal Point with the sum of 15,000 RPs. Payment shall be done by bank transfer.

Responsibilities of the Implementing Partner

- 10. Provide training and support to the Focal Point and monitor his/her work in accordance with the One Room Shelter Program and the Agreement signed between the Implementing Partner and IOM.
- 11. Supervise fund distribution and support the FP in filling in of the Cash Receipt Verification Form, verify and validate the achievement of each milestone.

- 12. Confirm that the Focal Point acts in good faith on behalf of the affected beneficiaries.
- 13. Report to IOM details regarding the selected beneficiaries and progress reports which will be countersigned and confirmed by the Focal Point prior to the release of subsequent payments.

General Provisions

The Implementing Partner and the Focal Point on behalf of the Village Council acknowledge and agree that

- 14. IOM is not responsible for loss or theft of any monies after transfer to the bank account of the Focal Point.
- 15. IOM is not responsible for any losses, costs, damages and expenses (including legal fees and costs), claims, suits, proceedings, demands and liabilities of any kind or nature to the extent arising out of or resulting from acts or omissions of the Focal Point or the Implementing Partner or its employees, officers, agents or subcontractors, in the performance of this MoU.
- 16. Nothing in this MoU affects the privileges and immunities enjoyed by IOM as an Intergovernmental Organization.

MOU Termination

- 17. IOM may terminate this MoU by one week written notice to the other Parties. However, where the Implementing Partner or the Focal Point is in breach of any of the terms and conditions of this Agreement, IOM may terminate the Agreement with immediate effect.
- 18. In the event of termination, IOM will only pay costs expended or legally committed in accordance with this MoU up to the date of receipt of notice of termination, unless otherwise agreed. Other amounts paid in advance will be returned to IOM within 7 days from the date of termination.
- 19. In case of termination of this MOU and depending on the reasons IOM reserves the right not to compensate any services of the FP .

Disputes

20. Any dispute, controversy or claim arising out of or in relation to this MoU, or the breach, termination or invalidity thereof, shall be settled amicably by negotiation between the Parties. In the event that such negotiation is unsuccessful, either Party may submit the dispute to arbitration. The arbitration will be carried out in accordance with the UNCITRAL arbitration rules. The arbitral award will be final and binding.

Signed in two copies in English:

Focal Point Name on behalf of Village Council	Implementing Partner		
Signature	Signature		
Date	Date		
Manuel Marques Pereira	Muhammad Qasim Ashraf		
IOM ORS Program Manager	IOM Sub-Office Senior Finance Officer		
Signature Date	Signature Date		

Attachments:

- 1. Copy of Focal point banking documents (bank statement) containing complete name and bank account number
- 2. Copy of the CNIC of focal point

Focal Point
 Responsibilities of the Implementing Partner 8. Provide technical training and project support to the FP and the BHH and monitor the BHH work in accordance with the One Room Shelter Program 9. Support and supervise fund distribution and fill in of the Cash Receipt Verification Form 10. Report details regarding the selected BHHs MOU Termination 11. This MoU may be terminated with immediate effect if the Implementing Partner or the Focal Point are in breach of any of the terms and conditions of this Agreement. 12. All funds paid in advance of implementing activities to the FP have to be returned to the IP within 7 days from the date of termination. Disputes Any dispute, controversy or claim arising out of or in relation to this MoU, or the breach, termination or invalidity thereof, shall be settled amicably by negotiation between the Parties.
Implementing Partner
Signature
Date (dd/mm/yy)
S

ONLY MOUS PRINTED IN BOTH SIDES OF ONE PAGE WILL BE ACCEPTED - MOU IP and Focal Point

Annex 1 – List of Beneficiary Households (BHHs)

1. Name	Signature or Finger	2. Name	Signature or Finger
CNIC number print		CNIC number	print
3. Name	Signature or Finger print	4. Name	Signature or Finger print
CNIC number		CNIC number	
5. Name	Signature or Finger print	6. Name	Signature or Finger print
CNIC number		CNIC number	
7. Name	Signature or Finger print	8. Name	Signature or Finger print
CNIC number		CNIC number	
9. Name	Signature or Finger print	10. Name	Signature or Finger print
CNIC number		CNIC number	
11. Name	Signature or Finger print	12. Name	Signature or Finger print
CNIC number		CNIC number	
13. Name	Signature or Finger print	14. Name	Signature or Finger print
CNIC number		CNIC number	
15. Name	Signature or Finger print	16. Name	Signature or Finger print
CNIC number		CNIC number	
17. Name	Signature or Finger print	18. Name	Signature or Finger print
CNIC number		CNIC number	
19. Name	Signature or Finger print	20. Name	Signature or Finger print
CNIC number		CNIC number	
21. Name	Signature or Finger print	22. Name	Signature or Finger print
CNIC number		CNIC number	
23. Name	Signature or Finger print	24. Name	Signature or Finger print
CNIC number		CNIC number	
		CNIC number	



ONE ROOM SHELTER PROGRAM

Document No: IP 1

Document Version: 1.0

Version Dated: 05/03/2012

VILLAGE LEVEL DATA SHEET

	VILLAGE LEVE	L DATA SHEET			
IP Name:					
The objective of this form is	to:	- Assess the percentage of damaged shelters in the com - Identify targeting criteria in the community	munity	Ý	
Identification / Location		Please tick ($\sqrt{}$) on correct option :			
1 Date of survey (dd/mm/yy)		23 Were community members displaced as a result	Yes	No	
2 Province		of the 2011 floods?		1	
3 District		24 Are some members of the community still living	Yes	No	
4 Tehsil/Taluka		outside of the village because of the 2011			
5 Union Council Name		25 Is the immediate food assistance critical for the	Yes	No	
6 Village Number		community?		Į.	
7 Village Name		26 Do flood-affected people have difficulty	Yes	No	
8 Village GPS N		accessing potable water?			
(Write Number) E		27 Are sanitation and hygiene a concern?	Yes	No	
9 Moza Code					
10 IP Team Leader Name		28 Has the vulnerability selection criteria been explained to the community?	Yes	No	
11 IP Team Leader Phone No 12 IP Social Mobilizer		29 Do the beneficiaries know the total amount of		Π	
		money they will receive?	Yes	No	
13 IP Technical Expert		⊒l ```			
Village information		30 Do the beneficiaries understand that this is a self	Yes	No	
14 Number of total households in the Village:		help project?			
15 Number of total Beneficiaries Households in the	village	31 Do the beneficiaries understand that nobody has the right to take the program money away from them?	Yes	No	
Floods Destruction:		Tight to take the program money away from them:			
16 Total number of houses PARTIALLY destroyed in	the village	Flood information (please write number)			
by 2011 flood 17 Total number of houses COMPLETELY destroyed	in the	32 What is the percentage of the village that is flooded?		%	
village by 2011 flood	iii tile	33 What is the percentage surrounding area that is			
18 Total number of houses in the village before 201	1 flood	flooded?			
Village Council:		34 How high is the standing water?		Ft	
19 Number of Village council members	Male:	35 What is the expected time (No. Days) for the		Days	
	Female:	water to recede?			
Village Focal Point :		36 Name of organization /department			
20 Name		working on dewatering, if any?			
21 Phone number					
22 CNIC No.		37 Land Ownership			
		S. Zana G. Meismp			
38 Comments / Remarks :					



ONE ROOM SHELTER PROGRAM

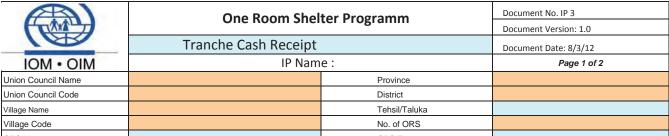
Document No: 04

Document Version: 1.0

Version Dated: 04/4/2012

HOUSEHOLD LEVEL DATA SHEET

IP Name:					
The objective of this form is to:	Confirm the vulnerability criteria of each one of the households of the beneficiary group				
Beneficiary Identification / Location	Questions for Head of Households				
1 Beneficiary Name:	12 Was your shelter destroyed by the 2011 floods? Yes No				
2 CNIC:	13 Has your household selected for Shelter support of Yes No another organization?				
3 Gender Male	Who?				
(tick (V) on option) Female	14 Have you or anybody in your household ever Yes No received technical training on Shelter construction?				
4 Beneficiary level N	Who?				
GPS (write number)	15 Family Members by age (Write numbers)				
5 District	Male Male				
6 Tehsil/Taluka	Female				
7 UC Name	0-5 6-17 18-40 41-59 60+ Total Members Pictures				
8 Village Number	16 Have the following pictures been collected?				
9 Village Name	A picture of close up of CNIC of beneficiary				
10 Moza Name	A picture of the beneficiary standing In front of the empty plot.				
11 IP Team Leader Name					
Household with Female head of household Household with all members under 15 years old (e.g. Orphans) Household with at least one member above 60 years old					
N 25 Did your walls colapsed?	more than one option if necessary) Mud brick shelter Mud shelter Loh Kaat / light frame shelter Other 21 Who built your previous house Mason Yourself Others,				
28 How many girders did you had? what material how many purlins? what material? 29 Did your roof had a plastic sheeting?					



GPS N			GPS	E	
Sr. No.	Unique Code	Beneficiary Name	CNIC NO	Amount(PKR)	Signature/Thumb print
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
	Gand Total :					
This is to declare that all beneficiaries listed above agree that the following name with the details will be the focal point to represent the beneficiaries Focal Point Information						
Focal Po	oint Name					Signature/Thumb print
Phone I	Phone Number					
CNIC#	NIC#					

Focal Point Name	Signature/Thumb print
Phone Number	
CNIC#	
Bank Name	
Branch Name	
Bank A/c #	

IP Representative Information

Name	Signature/Thumb print
Designation	
Phone Number	
Date	



ONE ROOM SHELTER PROGRAM

Document No: IP 4	
Document Version: 1.0	
Version Dated: 1/3/2012	

VILLAGE MONITORING CHECKLIST

	VILLAG	E MONITC	ORING CHECKLIST				
IP Name:							
The objective of this form is to:	- Determine	s of each one of the beneficiary group that each one of the milestones of the project f shelters effectively occupied					
Identification			Walls Verification				
			20 Have all the beneficiaries received the 3rd				
1 Date of survey (dd/mm/yy)			tranche? Yes	No			
2 Province			21 Have all the walls been completed? Yes	No			
3 District			22 Date Distribution (dd/mm/yy) 3 rd Tranche				
4 Tehsil/Taluka			23 What is the number of beneficiary households				
5 Union Council Name			that included at least one DRR practice in the				
6 Village Number			walls?				
7 Village Name							
8 Name IP Team Leader			Instruction: Attach to this form hardcopies				
9 Name IP Social Mobilizer			of the following pictures FOR ALL BENEFICIARIES:				
10 Name IP Technical Expert			a) Beneficiaries receiving the 2nd tranche				
11 Phone No of IP Team Leader			b) Beneficiaries standing in front of their finished walls?				
12 Number of Shelters to be constructed		Roof Verification					
by the Program		24 Have all the Focal Points received the 4th					
			tranche? Yes	No			
Selection Verification		25 Have all the Roofs been completed? Yes	No				
13 Have all the beneficiaries received the 1st Yes No							
tranche			26 Date verification (dd/mm/yy)				
14 Date distribution (dd/mm/yy) 1st	Tranche		27 What is the number of beneficiary households that				
15 Has the Build Back Better poster bee	n shared? Ye	es No	included at least one DRR practice in the roof?				
Plinths Verification	1		28 What number of beneficiary households				
16 Have all the beneficiaries received th	e 2nd Ye	es No	included at least one DRR practice in any part				
tranche?			of the shelter?				
17 Date of verification (dd/mm/yy)	_						
18 Have all the plinths been completed?	<u> </u>						
19 What number of beneficiary househo	olds included at	t least	Instruction: Attach to this form hardcopies				
one DRR practice in the plinths?			of the following pictures FOR ALL BENEFICIARIES:				
Instruction: Attach to this form hardcopies of the following		a) Beneficiaries receiving the 3rd tranche					
pictures FOR ALL BENEFICIARIES:		b) Beneficiary Households occupying the shelter					
a) Beneficiaries receiving the 1st tranche			, , , , , , , , , , , , , , , , , , , ,				
b) Beneficiaries standing in front on their finished plinth?		Comments					
	•						



ONE ROOM SHELTER PROGRAM

Document No: IP 5
Document Version: 1.0
Version Dated: 8/3/2012

IOW OIM												
	IP TECHI	NICAL	TRAININ	G FOLL	OW UP)						
IP Name:												
The objective of this form is to:	-For the IP s conducted t						reg	arding tech	nical tra	ainings		
1 Date (dd/mm/yy)				17 W	/hat was	the to	pic o	of the training	provide	d in this cor	mmunity?	
2 Province				(Т	ick more	e than	one i	if necessary)				
3 District				18 Appropriate Site Selection training Yes No No					No Ans			
4 Tehsil/Taluka				19 Appropriate Material Selection Yes No No Ans					No Ans			
5 Union Council Name				tr	aining							
6 Moza Name				20 W	/ater res	istant f	ound	dation upto	Yes	No	No Ans	
7 Moza Code				the Plinth training								
8 Village Name				21 Water resistant walls training Yes					No	No Ans		
9 Village Code				22 Strengthening the vertical & Yes No No A				No Ans				
10 Name of IP staff filling the form			h	orizontal	struct	ures	training					
11 Name IP Team Leader			23 Build light and water resistant Yes No No Ans									
12 Name IP Social Mobilizer			roofs training									
13 Name IP Technical Expert												·
14 Phone No of IP Team Leader												
				24 Was IOM present? (Tick only one option)								
				1	Yes							
Details of training attendees				2	No							
15 Total Attended by Gender		Male	Female									
16 Total attended by beneficiaries and Non beneficiaries	Beneficiaries		iciaries	IP	Staff Sig	gnature	<u>.</u>					

Document No. IP 6 **One Room Shelter Programme** Document Version: 1.0 Construction Progress Reporting Form Document Date: 2/4/12 IP Name Page 1 of 1 Union Council Name Province District Union Council Code Village Name Tehsil/Taluka No. of ORS Village Code GPS E GPS N Date Of Visit Visit Number

Sr. No.	Unique Code	Beneficiary Name	CNIC NO	Construction Status (Please Check One Option Per Beneficiary					
31.140.	omque code	belleficiary Name	CNIC NO	Not Started	Plinth	Walls	Roof	Finished	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

This is to declare that all the information filled above is correct to my knowledge.

IP Representative Information

Name	Signature
Designation	
Phone Number	
Date	