

Closure Stage Quality Assurance Report

Form Status: Approved

Overall Rating:	Satisfactory
Decision:	
Portfolio/Project Number:	00082423
Portfolio/Project Title:	Supporting NTRA Phase II
Portfolio/Project Date:	2014-07-01 / 2021-12-31

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:

The project has promoted strong/healthy competition principles in the telecommunication market:

- Increase telecom partnership by renewing 10 licenses and issuing 5 new licenses
- Signed an agreement with ECA, to develop the free competition protection regulations within the Egyptian market.
- Market analysis procedures in the wholesale market segments
- Competition policy for vertical integration relations
- Resolved dispute between 4 Mobile operators regarding Interconnection fees

NTRA project has also promoted international cooperation through:

- Participated 91 Regional and international events (physical or virtual) to ensure the efficient engagement of NTRA in the International level
- Hosted 3 regional/international events (physical or virtual) in cooperation with various international organization i.e. ITU, IGF, LAS
- NTRA inaugurates the Egyptian African Center (EG-ATRC) to prepare and enable African cadres to confront emerging challenges in Telecom Sector. (2 trainings were provided till date)

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No documents available.			

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 settings1 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:

The project is aligned to sustainable development pathways since access to the internet allows access to information, capacity development opportunities and e-commerce. It also allows access to telemedicine opportunities. Moreover, the national ownership and capacity development are two of 5 key principles underpinning the 2013-2017 CPAP. These principles are mainstreamed throughout the six outputs.

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No documents available.			

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:

The project has provided new/innovative service to target group:

- "Mobile Networks Benchmarking (BM) for NTRA" project
- Launching a sign language complaint resolution service for people with disabilities
- Introduced VOLTE Voice calls via 4G technologies
- Extended working hours in call center to include official holidays and feasts.
- Monthly drive test measurement to perform Benchmarking to cover 81 areas, main roads and strategic regions for 4 Mobile Operators.
- Total pure measurements of 32000 kilometers (on monthly basis)
- QoS monthly reports (include KPIs for voice and data) published on NTRA website for the 4 mobile operators (12 complete reports has been Published so far)

As for the services in NTRA itself (as part of the organizational restructure):

- Automating all NTRA services
- Launched My NTRA App, and thus facilitating access for all users to all Telecom related information.
- ATM Machines: introducing modern services to improve quality of services for NTRA customers especially import and importing licenses for Importers.
- Launched New Website
- Launched New Communication Strategy on Social Media, and accordingly enhancing and increasing the participation rates to reach 250.000.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	QoSreport-Q3_11372_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QoSreport-Q3_11372_303.pdf)	lujain.ramadan@undp.org	12/21/2021 11:16:00 AM
2	QoSreport-Q22021_11372_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QoSreport-Q22021_11372_303.pdf)	lujain.ramadan@undp.org	12/21/2021 11:17:00 AM
3	NTRAIssuesMobileServiceCustomerSatisfactionSurveyReport-H12021_11372_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/NTRAIssuesMobileServiceCustomerSatisfactionSurveyReport-H12021_11372_303.pdf)	lujain.ramadan@undp.org	12/21/2021 11:18:00 AM

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:

The project initiated an information center to collect data from licensees, to issue periodical reports to be used in market assessment and development plans. As a result of the project (which will continue in the new project), currently NTRA is:

- Conducting preparatory studies and issuance of action plan to reduce the digital divide and cover all rural areas with telecommunication services, for example, Hayah Karima
- Issuing National Plan to covering strategic, national, and main roads with mobile services

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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:

The project has contributed the telecommunication s
ervices in Egypt:

- New service to enabled to empower users, free sh
ort number for inquiries and services control” *155#”
- Issued new instructions to facilitate the procedures
of fixed internet contracts for the elderly “Contracting
from home” free of charge
- Enhanced the judicial seizures related to illegal repe
aters.
- Increased inspection companies on operator shops
and POS.
- Signed a contract with an international company to
proceed with field surveys to measure the quality of
services.

Also, NTRA has undergone organization restructure
through:

- Designing a new booklet for employees describing
all organizational rules procedures.
- Issuing New criteria for design and implementing an
nual training plan.
- Evaluated and analyzed the current organizational
structure and its suitability to NTRA functions and op
erations
- Introducing New Organization Structure to achieve
NTRA strategic objectives
- Designed a career path and promotions criteria for a
ll different jobs in the organization for both expert an
d managerial paths including a talent review process
- ISO 9001: succeeded in obtaining the ISO 9001 ce
rtificate related to managing the organizational qualit
y of services.

- Establishing New Business units to facilitate institutional work flow, example Contracts management , Regulatory Compliance, Integrated Systems, Digital portal for importers, IoT Lab
- Automating all NTRA services
- Launched My NTRA App, and thus facilitating access for all users to all Telecom related information.
- ATM Machines: introducing modern services to improve quality of services for NTRA customers especially import and importing licenses for Importers.
- Concluded leadership training to top and middle management .
- Provided a market compensation / benefits survey in accordance with the recommended organizational chart

As for legislative impact, the project Drafted Cyber law and Telecom Law amendments.

In terms of cybersecurity, NTRA has

- Maintained Egypt Ranking to be Ranked number 36 on 2020-Gsma’s Mobile Wallet Regulatory Index.
- Maintained Egypt Ranking in ITU GCI global cybersecurity index.
- Initiated Cyber Egy Shield Project

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No documents available.

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:

While this project does not have a particular focus on women, the project reaches out to teams at the ministry in order to better understand the role that can be played in the empowerment of women through ICT, and the building of their resilience.

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No documents available.			

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:

Risks were assessed on a regular basis on two levels:

- Through UNDP's assessment
- Through UNDP's assessment in partnership with the NTRA team in programme visits, meetings, board meetings.

In the board meeting in 2020, the project team assessed the risk of COVID19 on activities and successfully mitigated the risks with online courses and virtual events. Moreover, in the 2021 board meeting, the risks will be assessed in order to plan for the new project's launch

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	AnnexFour-NTRA_11372_307 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/AnnexFour-NTRA_11372_307.pptx)	lujain.ramadan@undp.org	12/21/2021 11:45:00 AM
2	BoardMeeting-presentation_Q4_2021_11372_307 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/BoardMeeting-presentation_Q4_2021_11372_307.pptx)	lujain.ramadan@undp.org	12/21/2021 11:46:00 AM

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:

Project-affected people were informed of UNDP's Corporate Accountability Mechanism and how to access it

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No documents available.			

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 was 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:

A progress report is submitted on a bi-annual basis, and this requires systematic collection of progress towards targets in accordance with indicators.

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No documents available.			

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:

There was an annual board meeting held to discuss previous year progress and results, current year work plan, potential opportunities and a risk identification and mitigation of risks. Also, programme visits are 4 times per year in addition to weekly communication/follow up with the project team.

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No documents available.			

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:

Risk log was updated regularly in addition to regular communication with the project team on the mitigation on risks. Also, a risk mitigation exercise was held in every annual board meeting

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No documents available.			

Efficient

Quality Rating: 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:

Mobilization of resources were analyzed on a monthly basis with clear plans to mitigate any potential inflations or deficits ahead of time.

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No documents available.			

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:

The procurement plan was submitted on an annual basis. This was to ensure that all procured items were planned for ahead of time because the procurement process takes time.

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No documents available.			

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:

Quarterly follow up with the project team (UNDP and NTRA) was held to discuss cost efficiency, delivery and analysis of past and future costs.

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No documents available.			

Effective

Quality Rating: Satisfactory

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

- Yes
- No

Evidence:

The project has successfully delivered its expected outputs:

For the telecom market restructure:

- the project promoted competition principles
- enhanced numbering system
- Set guidelines/criteria of selection of USO projects
- implemented data collection procedures

For the improvement of telecom services:

- The project has successfully developed their services with QoS reports published regularly since January 2021.

As for Organizational restructure:

- A communication strategy was launched
- Organizational restructure is in place with new procedures in place, new booklet for employees, establishment of new business units, capacity building for leadership, regular market compensation and benefits surveys in place, new NTRA app launched, and automated NTRA services.

For the telecom security"

- Maintained Egypt Ranking to be Ranked number 36 on 2020-Gsma's Mobile Wallet Regulatory Index.
- Maintained Egypt Ranking in ITU GCI global cyber security index.

Initiated Cyber Egy Shield Project

- Provided training and capacity building
- Draft Cyber law
- Draft Telecom Law amendments

The project has also contributed to international cooperations:

- Participated 91 Regional and international events (physical or virtual) to ensure the efficient engagement of NTRA in the International level
- Hosted 3 regional/international events (physical or virtual) in cooperation with various international organization i.e. ITU, IGF, LAS
- NTRA inaugurates the Egyptian African Center (EG-ATRC) to prepare and enable African cadres to confront emerging challenges in Telecom Sector. (2 trainings were provided till date)

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No documents available.			

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:

Workplan was submitted at the beginning of every year after evaluating project progress and previous workplan. Any changes in the workplan were discussed with the whole team (UNDP and NTRA) to assess the impact

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No documents available.			

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:

The main objectives of the project was to greatly enhance and increase accessibility to telecommunication services in Egypt among all levels of society, including men, women, adults, and people in rural/marginalized areas.

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No documents available.			

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:

The project board and steering committee are reflective of key stakeholders composed of The ministry of Foreign Affairs, The Ministry of ICT, NTRA and UNDP

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No documents available.			

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](#)⁸ 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:

HACT audit held every year

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#	File Name	Modified By	Modified On
1	Auditreport-2020_11372_319 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Auditreport-2020_11372_319.pdf)	lujain.ramadan@undp.org	12/21/2021 12:43:00 PM

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:

Lessons learnt from the project were used in the development of the new project document (which is expected to start in 2022).

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No documents available.

QA Summary/Final Project Board Comments

Based on the lessons learned, gaps in the telecom market, and analysis of this projects results, a new project has been developed. The project aims at supporting NTRA in implementing its strategy focusing on developing the telecommunication infrastructure to create an environment conducive to innovation and technological investments. It supports NTRA's efforts in collaborating with the Ministry of Communications and Information Technology (MCIT) and all the telecom companies operating in Egypt to enhance the internet quality and speed, which will in turn help in increasing the productivity, efficiency, and integration of the information communication technology (ICT) in all areas of life.