



Project Document

Cover page

Country: Eritrea

UNDAF Outcome: Planning, implementation, monitoring and evaluation capacities are improved at national, regional and local levels to address shortfalls towards attainment of MDG targets and implementation of the MD.

Expected CP Outcome(s): By 2011, development planning, budgeting process, monitoring and evaluation in the Ministry of National Development (MND) and key national stakeholders are strengthened.

Expected CP Output(s): Capacity of the Department of Immigration and Nationality (DIN) strengthened.

Expected Outcome Indicator: Services of the Department of Immigration and Nationality strengthened

Expected Outputs:

1. System design and quality control mechanisms developed
2. 250 staff trained in different areas to strengthen their capacities
3. New technologies such as computers, passport readers, and forgery and counterfeit detectors introduced
4. Study tour to expose managers and senior staff to new technological developments and experiences organized

Expected Outputs Indicators:

- Number of staff trained
- IT and office equipment provided
- Divisions (HQ) and branch offices computerized
- Central database system established

Implementing partner: Department of Immigration & Nationality

Programme Period: 2007-2011
Programme Component: Achieving the MDGs and reducing human poverty
Project Title: Capacity Building of the Department of Immigration and Nationality (DIN)
Project Code: 00054832
Project Duration: 2007 - 2009

Estimated annualized budget: 1,500,000

Allocated resources: 1,500,000

Government _____

Regular 1,500,000

Other:

Donor _____

Donor _____

Donor _____

Unfunded budget: _____

Signature/Seal _____ Date _____

Agreed by (Dept. of Immigration & Nationality): *[Signature]* **DEPARTMENT HEAD** **IMMIGRATION & NATIONALITY** 09-05-2007
Bartholomew Nyarko-Mensah

Agreed by (UNDP): *[Signature]* **Resident Representative a.i.** 09-05-2007



Government of the State of Eritrea

United Nations Development Programme

Capacity Development of the Department of Immigration and Nationality (DIN)

Narrative

The project aims to strengthen the institutional and human capacity of the Department of Immigration and Nationality (DIN) to serve the public effectively and efficiently. The UNDP support will focus on enhancing the skills of staff and modernize the existing systems, promoting good working relationship with stakeholders and customers, exchange of experience and information with other countries, etc. The major components of the project will be conducting IT and work related staff training programmes and workshops, provision of equipment and supplies, organizing work and study tours, computerizing and networking the Department and its branch offices, development and implementation of a central database system which will provide a good linkage among the divisions/units of the Department and with all its exit and entry ports.

Part I: Situational Analysis

At independence, the Government of the State of Eritrea inherited a destroyed service sector and physical infrastructure and its human resources base was left with little or no institutional capacity .

The Government of the State Eritrea places a high priority on the development of its human and institutional resources. The objectives of the National Human and Resources Development (HDR) strategy stress the need for developing the nation's intellectual and creative power, equipping every citizen with the necessary skills and ensuring vibrant, highly motivated and dynamic youth ready and efficient to lead the Country to progress and development.

National security issues have however affected the processes of institutional development so critical to the newly emerged State. Notwithstanding the fact that Eritrea has made much headway since independence in establishing national institutions, there is need to deepen the gains achieved especially in ensuring the public service institutions at national, regional and local levels function efficiently. Capacity development programmes and activities will henceforth be of critical importance, both to the enhancement of national development process and the achievement of the MDGs.

So far, since its inception as an institution from scratch, the Department of Immigration and Nationality (DIN) has done its level best in setting up its operational activities, extending its services through out the country and developing its internal capabilities.

This intervention aims to strengthen the institutional and human capacities of the Department of Immigration and Nationality in order to carry out its duties and responsibilities effectively and efficiently. The Department is working hard to provide efficient services to the public with its available resources. However, it is facing major constraints in rendering its services due to lack of skilled manpower, and technologically aided systems.

UNDP will support the Department of Immigration and Nationality to enhance the skills of staff and modernize the existing systems in order to better serve the public. The major components of the capacity development will include internal and external training and workshops, provision of equipment and supplies, development and implementation of data entry module and communication networks.

The mandates of the Department as stated in the Immigration and Nationality Acts, 24/1992 and 21/1992, among others , are the following:

- The Department ensures the certification of Eritrean Nationality, including those who could be naturalized by law,
- It ensures the lawful residence of foreigners,
- Based on local and international laws, the Department receives and handles alien refugees,
- Furthermore, the information accumulated by virtue of its nature of work, serves as a rich source of information for healthy users,

- As a law enforcement Agency, it prohibits the movement of criminals, interdicted individuals and others.

Part II. STRATEGY

This project is in alignment with United Nations Development Assistance Framework (UNDAF), Country Programme Document (CPD) and Country Programme Action Plan (CPAP). The Department of Immigration as a member of the International Civil Aviation Organization has certain obligations to fulfil of which serving the customers fast and efficiently is one among others.

At this stage, the Department is not fully supported by computers and skilled manpower due to lack adequate technical and professional support. As a result, the Department is not in a position to fulfil its mandate more efficiently and effectively.

As the Department has massive amount of data at hand, there is a need to computerize the data so that maximum efficiency and effectiveness could be achieved.

Therefore, the overall objective of the project is to develop a modern and fully functional institution ready and efficient to serve the public.

The strategies to realize these objectives will mainly focus on three areas of interventions.

1. Meet the standards of the developing world by introducing new technology such as computers, passport readers, and forgery and counterfeit detectors.
2. Institutionalize the Department fully in order to better serve the public. The Department has a clearly defined organizational structure with distinct rules and regulations. However, it needs to refine its rules and regulations in line with the realities prevailing in the country and the ever-changing world.
3. Train its staff in different areas to strengthen their capabilities in serving the public more efficiently.

Specifically, the project would support:

- To build adequate capacity in computer and related fields at lower and advanced levels.
- To develop staff capacity through vocational training to effectively provide efficient service to customers. This is intended to provide staff with additional skill and knowledge to fit to the advanced and higher levels of jobs/activities and new developments.
- To promote good working relationships with its stakeholders and organizations interested and/or affected by its services
- To create a central database system, which will provide a good linkage among each unit of the Department including all its exit and entry ports.

This will help the Department to retrieve quality and up-to-date information on time.

- To establish a network communication to ease exchange and access of the data and information at any point in time and place.
- To organize work tours to expose managers and senior staff to new experiences. This creates opportunities for widening experience and help in improving the over all working condition.
- To participate in regional and international workshops. Such kinds of workshops enable to introduce performance standards, revised procedures for passenger clearances, improve management communication skills, and help develop skill in tackling document abuses.

The gender dimensions will be taken into account in implementing this project. Measures will be taken to encourage women to have equal participation in all training aspects and activities.

Part III – Results and Resources Framework - Annex I

Part IV - Management Arrangements

The Ministry of Finance as the Government's Coordinating Authority assumes responsibility on behalf of the Government for the overall management of the project and is ultimately accountable to UNDP for the programming of resources under Government management within the framework of the National Execution (NEX) Modality.

The Department of Immigration and Nationality (DIN) is designated to manage the project's implementation. The UNDP rules and procedures for NEX modality will apply to the execution and implementation of this project. The DIN will be responsible for achieving the results expected from the project, and in particular for ensuring that the outputs are produced through effective use of UNDP funds.

The DIN will appoint a senior person as National Project Coordinator (NPC) for this project.

Part V - Monitoring and Evaluation

a) Monitoring

Monitoring must be undertaken through out the lifetime of this project in order to determine whether or not the project continues to be relevant, to identify and assess potential problems and success. It provides the basis for corrective actions, both substantive and operational, to improve the project design, manner of implementation and quality of results through a continuous and systematic process of collecting and analysing data. The focus will be on realizing the objectives of the UNDP-funded support as measured by the indicators as stated in the attached Results Framework. This will be monitored through Annual Project

internal controls and record keeping.

DIN will, whenever required; ensure that the books of accounts are readily available for monitoring by UNDP.

f) Procurement

Procurement of goods and services for the project will be done using Government Procurement Procedures so long as these are consistent with UNDP procurement policies, which relate to competitiveness, transparency and multilateralism. Otherwise, UNDP procedures will be employed.

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g) Sources of funding

UNDP will fund this project from core resources. However, UNDP in collaboration with the Government will make every effort to mobilize additional resources from other partners and sources.

Part VI - Legal Context

This Program Document shall be the instrument referred to as such in the Agreement between the United Nations and the Government of the State of Eritrea signed on 11 June 1994.

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Part VII – Annual Work Plan

Annual Work Plan (AWP) ❖ Annex II-III.

ANNEX I

III. Results and Resources Framework

Intended Outputs	Output Targets	Indicators	Indicative Activities	Responsible parties	Inputs
1.1 System design and quality control mechanisms developed	<p>1.1.1 Modern IT and office equipment, passport reader machines, counterfeit detectors, etc. provided</p> <p>1.1.2 Sound quality control mechanisms developed</p> <p>1.1.3 Defined organisational structure along with refined rules and regulation developed</p>	<ul style="list-style-type: none"> ▪ Number of staff trained ▪ IT and office equipment Provided ▪ Divisions (HQ) and branch offices computerized ▪ Central database system established 	<ul style="list-style-type: none"> ▪ Preparation of TOR ▪ Recruitment of consultant ▪ Designing system, & quality control, recommending procedures, rules and installing IT equipment, machine readers, etc 	<p>Department of Immigration and Nationality.</p> <p>UNDP will provide funding.</p>	<ul style="list-style-type: none"> ▪ Local consultant ▪ Project coordinator ▪ Travel to branch offices ▪ Vehicle operation and maintenance

<p>1.2 Staff trained to strengthen their capacity</p>	<p>1.2.1 150 staff trained in computer operation 1.2.2 100 staff completed advanced computer operation training, 1.2.3 Two staff upgraded their knowledge in PC maintenance 1.2.4 Three staff trained in Programming & system design</p>		<ul style="list-style-type: none"> ▪ Identification of Trainers ▪ Training of 150 computer operators ▪ Training of 100 advanced computer operators ▪ Training two staff abroad in PC maintenance ▪ Training three staff in programming & system design 		<ul style="list-style-type: none"> ▪ Trainers ▪ Trainees ▪ Venue ▪ Stationery ▪ Travel (Local & int'l) ▪ Materials and goods ▪ Rental and maintenance-premises ▪ Rental & maintenance Equipment
<p>1.3 New technology such as computers, passport readers, and forgery and counterfeit detectors introduced</p>	<p>1.3.1 Modern IT and office equipment and supplies provided 1.3.2 Twenty passport reader machines, and counterfeit detectors procured</p>		<ul style="list-style-type: none"> ▪ Offer analysis of required IT, office, other equipment and supplies ▪ Provision of IT and office equipment and supplies ▪ Procurement of 20 passport reader machines ▪ Procurement of computer tables ▪ Procurement of scanner, etc 		<ul style="list-style-type: none"> ▪ Computers ▪ Passport readers ▪ Forgery and counterfeit detectors ▪ Computer tables ▪ Office equipment ▪ Office supplies

<p>1.4 work tours to managers and senior staff organized</p>	<p>1.4.1 Managers and senior staff conducted work tour to learn from experiences of other countries</p>		<ul style="list-style-type: none"> ▪ Assessment and identification of relevant countries ▪ Identification of officials and senior staff ▪ Arrangement of travel 		<ul style="list-style-type: none"> ▪ Managers ▪ Senior staff ▪ International travel
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<ul style="list-style-type: none"> ▪ Training on improving the services of the Department conducted. ▪ Equipment & supplies for facilitating services provided 	<ul style="list-style-type: none"> • Training and workshops • Identification of Trainers • Training of 150 computer operators. • Training of 100 advanced computer operators • Training two staff abroad in PC maintenance • Training staff in programming & system design 	X	X	X	X	X	X	Department of Immigration and Nationality (DIN)	04000	72100	Contractual services – Training	104,000.00									
													<ul style="list-style-type: none"> • Recruiting staff for data Entry. 	X	X						71400
	<ul style="list-style-type: none"> • Provision of equipment and supplies • Procurement of 20 reader machines. • Procurement of computer tables • Procurement of scanner. 	X	X	X	X	X	X	Department of Immigration and Nationality (DIN)	04000	72200	Office Equipment & Furniture	97,100.00									
													<ul style="list-style-type: none"> • Procurement of IT equipment 	X							
													<ul style="list-style-type: none"> • Assessment, and offer analysis of required IT equipment • Purchase of IT equipment 	X	X						
								Department of Immigration and Nationality (DIN)	04000	72800	IT Equipment	319,000.00									

	• Provision of goods and materials.		X			Department of Immigration and Nationality (DIN)	04000	72500	Materials and goods	7,340.00
	Project management		X	X	X	Department of Immigration and Nationality (DIN)	04000	73100	Rental and maintenance premises	15,600.00
			X	X	X	Department of Immigration and Nationality (DIN)	04000	73400	Rental & maintenance Equipment	7000.00
			X	X	X	Department of Immigration and Nationality (DIN)	04000	74500	Miscellaneous	3,000.00
Total Budget										901,107.00

The Annual Work Plan (AWP) Monitoring Tool

Year 2007

CP Component: Achieving the MDGs and reduce human poverty
 Implementing Partner: Department of Immigration and Nationality

EXPECTED CP OUTPUTS AND INDICATORS INCLUDING ANNUAL TARGETS	PLANNED ACTIVITIES <i>List all the activities including monitoring and evaluation activities to be undertaken during the year towards stated CP outputs</i>	EXPENDITURES <i>List actual expenditures against activities completed</i>	RESULTS OF ACTIVITIES <i>For each activity, state the results of the activity</i>	PROGRESS TOWARDS ACHIEVING CP OUTPUTS Using data on annual indicator targets, state progress towards achieving the CP outputs. Where relevant, comment on factors that facilitated and/or constrained achievement of results including: <i>Whether risks and assumptions as identified in the CP M&E Framework materialized or whether new risks emerged</i> <i>Internal factors such as timing of inputs and activities, quality of products and services, coordination and/or other management issues</i>
Capacity of the Department of Immigration and Nationality (DIN) strengthened. Indicators: <ul style="list-style-type: none"> ▪ Number of staff trained ▪ Number of national IDs, passports, and visas processed Targets: <ul style="list-style-type: none"> ▪ Modern and fully functional system established ▪ Training on improving the services of the Department 	Development of system design and quality control <ul style="list-style-type: none"> • Preparation of TOR • Recruitment of consultant • Designing system, quality control, recommending and installing IT equipment, machine readers, etc Recruiting staff for data Entry			

<ul style="list-style-type: none"> ▪ conducted. Equipment & supplies for facilitating services provided 	Travel (International & local		Provision of equipment and supplies <ul style="list-style-type: none"> • Procurement of 20 reader machines. • Procurement of computer tables • Procurement of scanner. 			
	Provision of IT equipment		<ul style="list-style-type: none"> • Assessment, and offer analysis of required IT equipment • Purchase of IT equipment 			
	Provision of goods and materials					
	Project management					
	Tracking status of activities every month					
	Assessing project progress every quarter through Financial Reports					

	Conducting monitoring visits every two weeks				
	Reviewing and revising AWP				
TOTAL					

ANNEX III

Annual Work Plan

Year 2008

PLANNED ACTIVITIES <i>List all activities including M&E to be undertaken during the year towards stated CP outputs</i>	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET			
	Q1	Q2	Q3	Q4		Source of Funds	Budget Code	Budget Description	Amount
<p>EXPECTED CP OUTPUTS and indicators including annual targets</p> <ul style="list-style-type: none"> • Training and workshops • Identification of Trainers • Training of 150 computer operators. • Training of 100 advanced computer operators • Training two staff abroad in PC maintenance • Training staff in programming & system design 	X				Department of Immigration and Nationality (DIN)	04000	72100	Contractual services – Training	62,000.00
	X	X	X	X			71400	Contractual Service- Individual	24,000.00
	X	X							
Recruiting staff for data Entry.	X	X							
Travel (International & local	X	X	X	X	Department of Immigration and Nationality (DIN)	04000	71600	Travel	268,334.00
Provision of equipment and supplies		X			Department of Immigration and Nationality (DIN)	04000	72200	Office Equipment & Furniture	36,647.00
<ul style="list-style-type: none"> • Procurement of 20 reader machines. • Procurement of computer tables • Procurement of scanner. 	X								

	Procurement of IT equipment					Department of Immigration and Nationality (DIN)	04000	72800	IT Equipment	114,240.00
	<ul style="list-style-type: none"> Assessment, and offer analysis of required IT equipment Purchase of IT equipment 	X		X						
	<ul style="list-style-type: none"> Provision of goods and materials. 	X				Department of Immigration and Nationality (DIN)	04000	72500	Materials and goods	7340.00
	Project management	X	X	X	X	Department of Immigration and Nationality (DIN)	04000	73100	Rental and maintenance premises	12,667.00
		X	X	X	X	Department of Immigration and Nationality (DIN)	04000	73400	Rental & maintenance Equipment	7000.00
		X	X	X	X	Department of Immigration and Nationality (DIN)	04000	74500	Miscellaneous	2,000.00
Total Budget										534,228

The Annual Work Plan (AWP) Monitoring Tool
CP Component:- Achieving the MDGs and reduce incompetent service
Implementing Partner: Department of Immigration and Nationality

Year 2008

EXPECTED CP OUTPUT AND INDICATORS INCLUDING ANNUAL TARGETS	PLANNED ACTIVITIES <i>List all activities including M&E to be undertaken during the year towards stated CP outputs</i>	EXPENDITURES <i>List actual expenditures against activities completed</i>	RESULTS OF ACTIVITIES <i>For each activity, state the result of activity</i>	PROGRAMMES TOWARDS ACHIEVING CP OUTPUTS <i>Using data on annual indicator targets, state progress towards achieving the CP outputs. Where relevant, comment on factors that facilitated and /or constrained achievement of result including:-</i> <i>-Whether risks and consumptions as identified in the CP M&E Framework materialized or whether new risks emerged.</i> <i>-Internal factors such as timing of inputs and activities, quality of products and services</i> <i>, coordination and /or other management issues.</i>
<p>Capacity of the Department of Immigration and Nationality (DIN) strengthened.</p> <p>Indicators:</p> <ul style="list-style-type: none"> • Number of staff trained • Number of national IDs, Passports, and visas processed <p>Targets:-</p> <ul style="list-style-type: none"> • Modern and highly functional System established • Training on improving the service of the Department 	<p>Recruiting staff for data Entry.</p>			

<ul style="list-style-type: none"> Equipment and supplies for facilitating service provided 	Travel (international)			
Provision of Equipment and supplies	<ul style="list-style-type: none"> Procurement of 5reader machines.. Procurement of computer tables. 			
Provision of IT Equipment	<ul style="list-style-type: none"> Purchase IT equipment 			
Provision of goods and materials	Project management			
Tracking status of activities every month	Assessing project progress every quarter through Financial Reports			