

# United Nations Development Programme - Back to Office Report (BTOR)



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Name	Group/Unit	Tel No.	Distribution Copies to:
Mirian de los Angeles Lopez Fernandez	UNDP GF	+264 61204 6209	UNDP GF staff
<b>Itinerary:</b> Windhoek – Lüderitz (stop-over in Keetmanshoop) 19-23 February 2018 Visit TB Disease Prevalence Survey Operations in Lüderitz		<b>List of Annexes:</b> <ul style="list-style-type: none"> <li>● Pictures of the visit</li> <li>● Agenda for the visit</li> </ul>	
<b>Key counterpart (s) in each location:</b> <ul style="list-style-type: none"> <li>● Field Coordinator, enumerators and core team</li> </ul>			
<b>Purpose/Objective of Workshop: (specify the type of work which has/had to be accomplished)</b> <ul style="list-style-type: none"> <li>● Monitor and support operations of the Service Contractors (SC) and local Individual Contractors (IC) UNDP manages to ensure quality of service delivery to the MOHSS. Also, ensure compliance with Human Resources (HR) and finance UNDP rules and regulations.</li> <li>● Planned meetings and ad-hoc visit to field operations of enumerators and core team were conducted to gain inputs. A briefing and debriefing meeting with the field coordinator explaining the main objective of the visit and main findings was conducted. The visit intended to be a supportive supervisory visit to help UNDP personnel to solve the main problems in delivering quality of services. It focused on helping the UNDP SC holders and IC to improve their work performance.</li> <li>● It was carried out in a respectful and non-authoritarian way using it as an opportunity to improve knowledge and skills of the health staff engaged.</li> <li>● It encouraged, all the time, an open, two-way communication between the personnel and the project coordinator to help identify critical challenges and facilitate problem-solving.</li> <li>● It focuses on monitoring performance towards results, and the data resulting was immediately used for decision-making.</li> <li>● It followed-up staff processes, duties and responsibilities to ensure that tasks were being implemented correctly.</li> <li>● Monitoring crucial Outcomes:                             <ul style="list-style-type: none"> <li>○ <b>Leave:</b> No leave for January 2018 was submitted yet.</li> <li>○ One enumerator was on leave but no official request was put yet.</li> <li>○ <b>DSA:</b> DSA was not received yet by SC and IC</li> <li>○ <b>Contract Management:</b> They were not completely sure about their final date of service and are uncertain about their leave schedule</li> <li>○ <b>PMD:</b> They had not yet started to do it</li> <li>○ <b>Checklist:</b> The field coordinator said that she was not aware of the process</li> <li>○ <b>TRIP:</b> The field coordinator stated that she had not submitted his newly added IC DSA because she was not able to enter to UNDSS TRIP page</li> <li>○ <b>Identification:</b> Not all the enumerators were identified with name tags. They explained that the MOHSS was not able to provide for this year to those that lost it or got damaged due to budget constraints.</li> <li>○ <b>Asset management:</b> It was observed that other personnel than the assigned driver was driving one of the rented cars at the cluster site.</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li>● <b>Challenges</b> <ul style="list-style-type: none"> <li>○ DSA was not received in advanced by the SC.</li> <li>○ Internet connection and supplies, in some cases, were not enough or the most adequate, although this improved dramatically from last year.</li> <li>○ Leave management is not being actively monitored by supervisors and leave monitors on the field. It is mostly done only form UNDP country office mostly.</li> </ul> </li> </ul>			
<ul style="list-style-type: none"> <li>● Recommendations/Actions to be Taken and by Whom:                             <ol style="list-style-type: none"> <li>a. <b>Leave:</b> It was agreed to submit January leave the 26<sup>th</sup> of February when field coordinator returns to Windhoek. February leave is agreed to be submitted before the 5<sup>th</sup> of March 2018. It was explained to the field coordinator the importance for leave documents in the payroll and management process. She stated that increased her knowledge about SC management and after the explanation she understands the pressure we are having.</li> <li>b. She will discuss with leave monitors and the staff the importance of planning leave in advance and submitting any necessary documents beforehand.</li> <li>c. <b>DSA:</b> the team was recommended to fill the F10s and hand them in UNDP the first day they return so the office can immediately reconcile the first DSA paid and process the DSA requested for Khomas region. The process, rules and regulations to ensure check and balances was explained to some personnel that indicated better understanding of the process, after the visit.</li> <li>d. <b>Contract Management:</b> The project coordinator recommended field coordinator to request confirmation of final date of contract from immediate supervisor (survey manager) and HR UNDP office.</li> </ol> </li> </ul>			

- e. Letters informing about the contract termination will be sent by UNDP as well.
- f. **PMD:** PMD importance and process was explained to the field coordinator who indicated that will finalized them by before the 15<sup>th</sup> of March 2018
- g. **Checklist:** After a detailed explanation the field coordinator understood the checklist process and importance so she will inform her team on the requirements and process related to it.
- h. **TRIP:** The project coordinator went through the TRIP request with the field coordinator and the issue was solved
- i. **Identification:** The project coordinator recommended the field coordinator to inform the survey manager about the lack of identification tags and its importance. It MOHSS does not have funds, the MOHSS through the Survey Manager can request UNDP for it and work it out together.
- j. **Asset management:** A small and brief meeting was conducted with two representative drivers, a few personnel and the field coordinator to discuss the importance of not having anybody else but drivers driving the assigned cars. This can be extrapolated to any type of equipment. Each person that is responsible for specialized equipment such as laboratory, radiology or logistic equipment should not allow other personnel to handle or use the equipment unless approved exceptional circumstances to avoid further issues.

**Summary of Mission Findings and Outcomes Expected:**

The monitoring supportive supervisory visit was very useful for UNDP administrative team and the field operations team because it allowed us to identify some challenges and together identify the impact. We focused on how to solve the problems before they became issues and focus on the root causes rather than the individuals. The challenges, impact and solutions were discussed in an inclusive manner with the personnel to ensure they owned the proposed solutions. When possible, solutions were implemented and action points were agreed through a common awareness of what needed to be done and by whom.

Feedback was immediately given to ensure the constructive character of the visit.

During the whole visit the project coordinator highlighted the positive aspects and strengths of the personnel to motivate staff.

Outcomes:

- Challenges were identified, corrected or planned to be improved;
- Personnel increased their knowledge and understanding on UNDP rules and regulations.

ANNEX I: Pictures



Picture 2: Field Coordinator and Project Coordinator revising performance of personnel, understanding of UNDP rules and regulation and actions to be taken.



Picture 1: Field Radiographer performing x-ray services at the cluster site in Lüderitz.



Picture 3-6: Project Coordinator joining enumerators and field coordinator in the enumerating process. While walking from household to household the project coordinator took time to understand better the enumerator's challenges, agree on actions to be taken and discuss UNDP rules and regulations at the cluster site in Lüderitz..



Picture 7: Field laboratory technician and assistant preparing to receive people at the cluster site in Lüderitz.



Picture 8: HIV counsellor and TB promoter from the regional health office doing inventory while preparing at the cluster site in Lüderitz.

ANNEX II: Agenda

First Monitoring Visit for Project coordinator Luderitz cluster					
Activity	Place	Day	To do	Date	Designated Person
Travel	Travel day	Monday	travel	19/02/2018	Project Coordinator
Meet with Field coordinator	Lüderitz	Tuesday	Monitor/Spot checks	20/02/2018	Project Coordinator
Meet with Enumerators	Lüderitz	Wednesday	Monitor/Spot checks	21/02/2018	Project Coordinator
Visit operations	Lüderitz	Thursday	Monitor/Spot checks	22/02/2019	Project Coordinator
Travel	Travel day	Friday	F10s/travel	23/02/2020	Project Coordinator