



Project Document

United Nations Development Programme

Country: SURINAME

Project Document

Project Title: Reducing disparities in access to information and services among hinterland communities in Suriname through the use of ICTs

UNDAF Outcome(s):

By 2011, pro-poor policies are in place to ensure that vulnerable groups in society benefit from growth and have equitable access to opportunities, assets and resources

Expected CP Outcome(s):

National authorities have the capacity to articulate, implement and monitor evidence-based pro-poor policies and strategies for sustainable human development

Expected CPAP Output(s):

(Those that will result from the project and extracted from the CPAP)

Implementing partner:

Ministry of Transport, Communication and Tourism

Responsible Parties:

Ministry of Transport, Communications & Tourism (TCT) ,
Ministry of Health, Ministry of Social Affairs and Public Housing, Ministry of Regional Development, and the
Ministry of Education

Narrative

Suriname is divided into a more developed northern belt along the Atlantic coast which accounts for 20% of the country's area and 90% of its population of 481,000; and the southern interior belt covered by rainforest, home to a multitude of ethnic, tribal communities. Much of the country's interior is largely inaccessible by road, lacks basic access to adequate water and sanitation facilities, adequate educational opportunities for children, and there is limited provision of government services. The national net primary school attendance rate is 96% compared to 55% for the interior¹. Poor availability and quality of pre-schools and the sudden switch from local languages to Dutch in first grade are the main factors resulting in high repetition rates (19%) and poor net completion rates (46%) , especially in the interior (34% and 1.2 % respectively¹). In the interior only 5% of children aged 12-18 attend secondary school, 58% still attend primary school and 37% are out of school. For basic government services such as registering births, information regarding voting, permits etc. villagers have to travel all the way to Paramaribo. To participate in the systems and decision processes that affect their lives, people need relevant, timely information on the issues at stake and how to get involved. To protect their interests, people require the facilities to calculate, preserve and express their ideas, and in a manner understood by those that affect their livelihoods. Improved education delivery and access to information will help the rural Surinamese defend their interests, participate meaningfully in the processes that affect them, and sustainably improve their livelihoods. This project aims to facilitate this access to information, making use of the following methods: (1) Digital Doorways (these consist of multiple computer terminals, powered by solar energy, resistant to humidity and weather elements); (2) internet kiosks and (3) also the more traditional methods of radio broadcasting.

UNDP will partner with UNICEF and relevant Government ministries in this project, for which the expected outputs are as follows: (1) A strategy for service provision to difficult to reach hinterland communities using ICTs as a delivery modality; (2) 5 pilot community access points established in selected communities equipped to inform and educate the community with basic information on education, sanitation, health and government service information;; (3) 20 community members trained to manage the 5 pilot community access points and trained to disseminate information to the communities (in their own language) as needed; (4) 20 service providers in health, education, sanitation, government services trained to package information for transmission through various ICTs; and (5) 50 hinterland communities benefitting from improved access to health, education and public information services through the use of ICT.

The project supports achievement of the MDGs, more specifically MDG 1, 2, 3, 4, 5, 6 and 7 by aiming to provide access to information to hinterland communities so as to promote poverty reduction, gender equality and empowerment of women, increasing primary enrolment, reducing child mortality, reducing maternal mortality, reducing the spread of HIV and other diseases, and promoting environmental sustainability. Under this project cooperation is envisaged of government, non-government and private sector partners.

Agreed by (Implementing Partner):

Agreed by UNDP:

Programme Period:	2011-2013	Estimated annualized budget:	100,000
CPAP Programme Component:	_____	Total resources required	150,000
Project Title:	_____	Total allocated resources:	150,000
Atlas Award ID:	_____		
Start date:	April 2011	• Regular	50,000
End Date	December 2013	• Other:	
		○ Donor	100,000
PAC Meeting Date	28 February 2011	○ Government	_____
		Unfunded budget:	_____
		In-kind Contributions	

<p>Output 2 5 pilot community access points (Kiosks, Digital Doorways e.g.) established in selected communities enabling access of the communities to basic information regarding education, sanitation, health and government service information</p> <p>Baseline:</p> <ul style="list-style-type: none"> • Many of the residents in the interior do not have a school located in their village or a nearby village. • Lack of access of the village communities to health, education, sanitation and government service information <p>Indicators:</p> <ul style="list-style-type: none"> • Digital Doorways used by villagers, who will provide feedback to the trainers/government • Increased demand for information by the communities <p>Targets:</p> <ul style="list-style-type: none"> • Community access points established in selected hinterland communities 	<p>Community Access Points established (5)</p> <ul style="list-style-type: none"> • Selection of pilot communities by the relevant government ministries and the communities based on the outcomes of the stakeholder hearings and the national ICT strategy. • Procurement of Digital Doorways • Set-up, programming and pre-testing of the digital doorways and establishment of the kiosks 				X	<p>Ministry of Education, Ministry of TCT, Ministry of Social Affairs and Housing, Ministry of Health, Ministry of Regional Development</p>	<p>Government/UN Agencies</p>	<p>Digital Doorways Workshop Short term consultants (local and international)</p>	<p>30,000</p>
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<p>Output 3 20 community members trained to manage the 5 pilot community access points and trained to service local residents and disseminate information (via radio, standard training sessions e.g.) to the communities in their own languages as needed. The method to be used will largely depend on the content/technology available</p> <p>Baseline:</p> <ul style="list-style-type: none"> • Lack of access to information in the interior • Lack of information on education, health, sanitation and government services in local languages <p>Indicators:</p> <ul style="list-style-type: none"> • 20 community members trained, managing the access points and able to provide needed and relevant information to their communities <p>Targets: capacity strengthening programme in place and under implementation for training of community members</p>	<p>20 community members trained to manage the access points and to disseminate information to the communities</p> <ul style="list-style-type: none"> • Conduct capacity building needs assessment for the 20 persons • Develop targeted training material and pre-packaged material (messages, presentations) in local languages • Conduct training events • Provide technical support through UNDP/UNICEF global knowledge and expertise • Establish a mechanism of community dialogue to provide feedback regarding the experiences and the need of the local users 				X	Ministry of TCT, Ministry of Regional Development, Ministry of Education, Ministry of Social Affairs and Housing, Ministry of Health	UN Agencies	Training Short term consultants (local) Printing and production Travel/Video conference	15,000
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<p>Output 4: 50 hinterland communities benefitting from improved access to health, education and public information services through the use of ICT</p> <p>Baseline:</p> <ul style="list-style-type: none"> • Lack of access to information in the interior • Lack of information on education, health, sanitation and government services in local languages <p>Indicators:</p> <ul style="list-style-type: none"> • Periodic follow-up surveys on access of targeted communities to improved information and services • Reports of community sessions to disseminate pre-packaged information <p>Targets Capacity of the people living in the 50 hinterland communities enhanced/built through improved access to information</p>	<p>Information and services provided to selected 50 interior communities</p> <ul style="list-style-type: none"> • Identify target communities and conduct outreach activities to sensitize them on services available in the 5 access points • Consult with community leadership structures, members and community-based service providers on information and service needs • Acquire pre-packaged information for use in the 5 community access points and for direct use in the 50 target communities • Disseminate pre-packaged information in the target communities through schools, health centres, faith-based organizations, traditional leadership structures and other available modalities • Establish a mechanism of community dialogue to provide feedback regarding the experiences and the need of the local users 				X	Ministry of TCT, Ministry of Education, Ministry of Health, Ministry of Social Affairs and Housing, Ministry of Regional Development	UN Agencies	Outreach activities and consultations with communities, information needs assessments, training local level service providers, local travel, printing and production of pre-packaged materials	20,000
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<p>Output 5 20 service providers in health, education, sanitation, government services trained to package information in an user-friendly manner to facilitate an adequate access to official information at the selected communities through various ICT methods such as: packaged information on CDs, information for radio broadcasting and information to be uploaded on the digital doorways</p> <p>Baseline:</p> <ul style="list-style-type: none"> Limited capacity among government agencies for the effective packaging of information for transmission through ICTs specifically for the interior communities. Limited pre-packaged, relevant and user-friendly information available for use in interior communities <p>Indicators:</p> <ul style="list-style-type: none"> 20 service providers trained and information for the interior communities packaged specifically for the interior communities <p>Targets: Capacity strengthening programme in place and under implementation specifically for service providers</p>	<p>20 service providers in health, education, sanitation, government services trained to package information for transmission through various ICTs</p> <ul style="list-style-type: none"> Conduct capacity building needs assessment for the 20 persons/service providers Develop targeted training material in local languages Conduct training events for service providers in effective packaging of information suitable for low-literacy interior communities Provide technical support through UNDP/UNICEF global knowledge and expertise 				X	Ministry of Education, Ministry of Health, Ministry of TCT, Ministry of Social Affairs, Ministry of Regional Development	UN Agencies	Training Short term consultants (local for the content) Printing and production Travel/Video conference	10,000
TOTAL 2011									100,000

II. MANAGEMENT ARRANGEMENTS

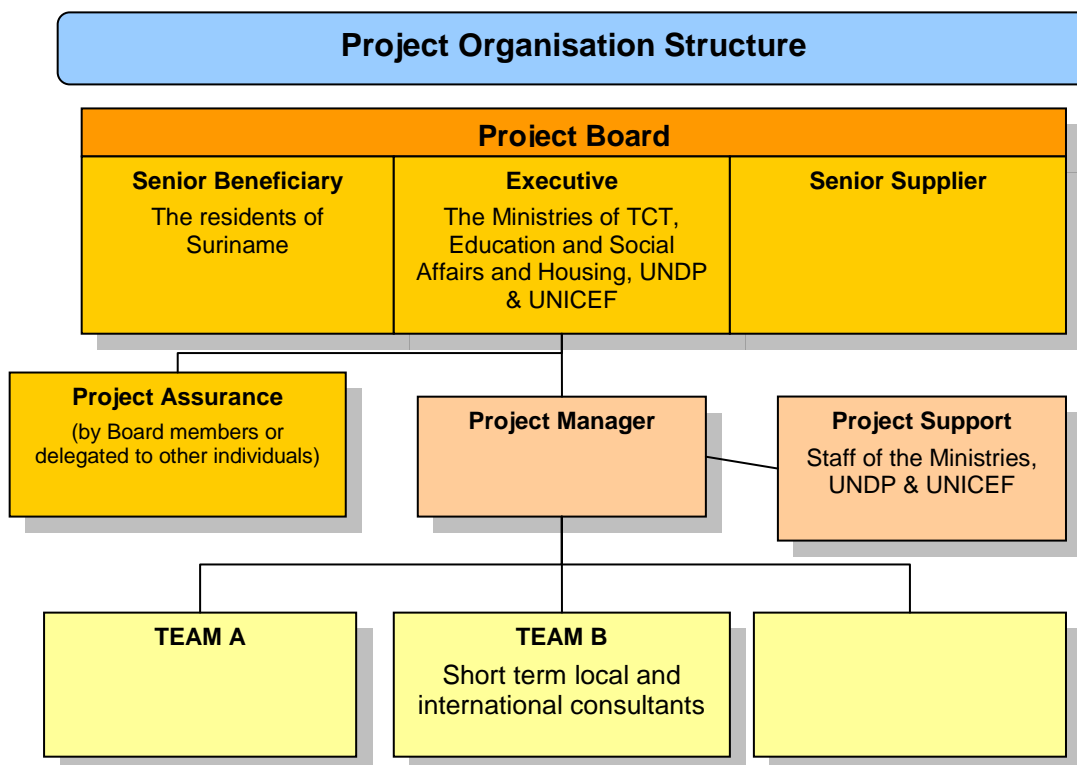
The project will be executed by the Ministry of Transport, Communication and Tourism using the National Execution (NEX) Modality. The NEX modality is subject to rules and regulations as laid down in the UNDP's Results Management User Guide. Overall responsibility for project implementation and reporting lies with the Ministry of TCT which will be responsible for coordinating with the various partners under the project.

The Project Board

The activities of this project cover several government agencies and these government agencies will be represented in the project board by their senior-level representatives (the Minister or the Permanent Secretary). The project board will be chaired by the Minister or Permanent Secretary of the Ministry of TCT. A senior level representative of the UN will also be a member of the project board.

The Project Team

As is the case with the project board, the project team will also consist of one staff of each of the various agencies involved in the project. Day to day monitoring of the project will be done by the project team. The terms of reference of the project board will be drawn up by the project team at the start of the project.



III. MONITORING FRAMEWORK AND EVALUATION

In accordance with the programming policies and procedures outlined in the UNDP User Guide, the project will be monitored through the following:

Within the annual cycle

- On a quarterly basis, a quality assessment shall record progress towards the completion of key results, based on quality criteria and methods captured in the Quality Management table below.
- An Issue Log shall be activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
- Based on the initial risk analysis submitted (see annex 1), a risk log shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.
- Based on the above information recorded in Atlas, a Quarterly Progress Reports (QPR) shall be submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot.
- a project Lesson-learned log shall be activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project
- a Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events

Annually

- **Annual Review Report.** An Annual Review Report shall be prepared by the Project Manager and shared with the Project Board and the Outcome Board. As minimum requirement, the Annual Review Report shall consist of the Atlas standard format for the QPR covering the whole year with updated information for each above element of the QPR as well as a summary of results achieved against pre-defined annual targets at the output level.
- **Annual Project Review.** Based on the above report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year. In the last year, this review will be a final assessment. This review is driven by the Project Board and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs, and that these remain aligned to appropriate outcomes.

Financial Reporting

The project will be subject to internal and external auditing procedures of UNDP Suriname

Quality Management for Project Activity Results

OUTPUT 1: A strategy for service provision to difficult to reach hinterland communities using ICTs as a delivery modality		
Activity Result 1 (Atlas Activity ID)	<i>Short title to be used for Atlas Activity ID</i> ICT Strategy	Start Date: April 2011 End Date: November 2011
Purpose	<i>What is the purpose of the activity?</i> Designing a strategy for service provision to the interior using ICT's to enable the hinterland communities to also benefit from increased levels of necessary information.	
Description	<i>Planned actions to produce the activity result.</i> <ul style="list-style-type: none"> • Existing national legislation to be reviewed • Discussions to be held between the project partners on the content of the strategy • Provide technical support to the responsible ministry for the design of the strategy taking into account Suriname's geographical challenges and best practices in the region and elsewhere. 	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. What method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
<ul style="list-style-type: none"> • National ICT Strategy agreed and circulated among Ministries • Report on the design of the strategy including recommendations 	Review by Project Board	November 2011

OUTPUT 2: 5 pilot community access points (Kiosks, Digital Doorways e.g.) established in selected communities enabling the education of the community on basic information regarding education, sanitation, health and government service information		
Activity Result 1 (Atlas Activity ID)	<i>Short title to be used for Atlas Activity ID</i> Community Access Points	Start Date: December 2011 End Date: June 2012
Purpose	<i>What is the purpose of the activity?</i> The community access points will be established in selected villages to enable the communities to benefit from the access to information re sanitation, education, health and government services. The government will also benefit through information provided by the communities regarding the abovementioned issues and can use this for monitoring and future planning	
Description	<i>Planned actions to produce the activity result.</i> <ul style="list-style-type: none"> • Selection of pilot communities by the relevant government ministries and the communities. Selection of location and information based on the needs of the communities (incl in the national ICT strategy) • Procurement, pre-testing, programming of Digital Doorways and establishment of kiosks 	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. What method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
Frequency of use of the community access points	Report on implementation of the access points; reports from the hinterland	June 2012

	communities	
Increase in demand for additional information by the community	Reports from the hinterland communities and the managers of the access points	June 2012

<p>OUTPUT 3: 20 community members trained to manage the 5 pilot community access points and trained to service the local public and disseminate information (via radio, standard training sessions e.g.) to the communities in their own languages as needed. The delivery method to be used will largely depend on the content/technology available in the community.</p>		
Activity Result 1 (Atlas Activity ID)	<i>Short title to be used for Atlas Activity ID</i> Training Community Managers	Start Date: November 2011 End Date: June 2012
Purpose	<i>What is the purpose of the activity?</i> Training community members will secure ownership and sustainability of the programme. The local public can be informed in their own language.	
Description	<i>Planned actions to produce the activity result.</i> <ul style="list-style-type: none"> • Conduct capacity building needs assessment for the 20 persons • Develop targeted training material and pre-packaged material (messages, presentations) in local languages • Conduct training events • Provide technical support through UNDP/UNICEF global knowledge and expertise • Establish a mechanism of community dialogue to provide feedback regarding the experiences and the need of the local users 	
Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i>	Quality Method <i>Means of verification. What method will be used to determine if quality criteria has been met?</i>	Date of Assessment <i>When will the assessment of quality be performed?</i>
Feedback from the trainees and the trainers on the content of the training and the applicability of this content for the target communities	Midterm reports, interviews, discussions	February 2012
The extent to which the training plans, materials and modules respond to the capacity and training needs assessment will be used to measure the quality of this activity result	Feedback from stakeholders and trainees	June 2012

<p>OUTPUT 4: 50 hinterland communities benefitting from improved access to health, education and public information services through the use of ICT</p>		
<p>Activity Result 1 (Atlas Activity ID)</p>	<p><i>Short title to be used for Atlas Activity ID</i> Hinterland Communities</p>	<p>Start Date: November 2011 End Date: August 2012</p>
<p>Purpose</p>	<p><i>What is the purpose of the activity?</i> Information and services provided to selected 50 interior communities</p>	
<p>Description</p>	<p><i>Planned actions to produce the activity result.</i></p> <ul style="list-style-type: none"> • Identify target communities and conduct outreach activities to sensitize them on services available in the 5 access points • Consult with community leadership structures, members and community-based service providers on information and service needs • Acquire pre-packaged information for use in the 5 community access points and for direct use in the 50 target communities • Disseminate pre-packaged information in the target communities through schools, health centres, faith-based organizations, traditional leadership structures and other available modalities • Establish a mechanism of community dialogue to provide feedback regarding the experiences and the need of the local users 	
<p>Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i></p>	<p>Quality Method <i>Means of verification. What method will be used to determine if quality criteria has been met?</i></p>	<p>Date of Assessment <i>When will the assessment of quality be performed?</i></p>
<ul style="list-style-type: none"> • Periodic follow-up surveys on access of targeted communities to improved information and services 	<p>Surveys, discussions</p>	<p>March 2012/ August 2012</p>
<ul style="list-style-type: none"> • Reports of community sessions to disseminate pre-packaged information 	<p>Report of sessions in the communities</p>	<p>March 2012/ August 2012</p>

<p>OUTPUT 5: 20 service providers in health, education, sanitation, government services trained to package information in a user-friendly manner to facilitate an adequate access to official information at the selected communities through various ICT methods such as: packaged information on CDs, information for radio broadcasting and information to be uploaded on the digital doorways</p>		
<p>Activity Result 1 (Atlas Activity ID)</p>	<p><i>Short title to be used for Atlas Activity ID</i> Training Government</p>	<p>Start Date: November 2011 End Date: June 2012</p>
<p>Purpose</p>	<p><i>What is the purpose of the activity?</i> Training government counterparts at various Ministries to enable them to package the required information in ICT format (radio announcements, training sessions on CD, information to be uploaded on the Digital Doorways etc.)</p>	
<p>Description</p>	<p><i>Planned actions to produce the activity result.</i></p> <ul style="list-style-type: none"> • Conduct capacity building needs assessment for the 20 persons/service providers • Develop targeted training material in local languages • Conduct training events • Provide technical support through UNDP/UNICEF global knowledge and expertise 	
<p>Quality Criteria <i>how/with what indicators the quality of the activity result will be measured?</i></p>	<p>Quality Method <i>Means of verification. What method will be used to determine if quality criteria has been met?</i></p>	<p>Date of Assessment <i>When will the assessment of quality be performed?</i></p>
<p>Feedback from the trainees and the trainers on the content of the training and the applicability of this content for the target communities</p>	<p>Midterm reports, interviews, discussions</p>	<p>February 2012</p>
<p>The extent to which the training plans, materials and modules respond to the capacity and training needs assessment will be used to measure the quality of this activity result</p>	<p>Feedback from stakeholders and trainees</p>	<p>June 2012</p>

IV. LEGAL CONTEXT

This document together with the CPAP signed by the Government and UNDP which is incorporated by reference constitute together a Project Document as referred to in the SBAA [or other appropriate governing agreement] and all CPAP provisions apply to this document.

Consistent with the Article III of the Standard Basic Assistance Agreement, the responsibility for the safety and security of the implementing partner and its personnel and property, and of UNDP's property in the implementing partner's custody, rests with the implementing partner.

The implementing partner shall:

- a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
- b) assume all risks and liabilities related to the implementing partner's security, and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The implementing partner agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document".

ANNEX 1: RISK ANALYSIS

OFFLINE RISK LOG



Project Title: <u>Reducing disparities in access to information and services among hinterland communities in Suriname through the use of ICTs</u>	Award ID:	Date:
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#	Description	Date Identified	Type	Impact & Probability	Countermeasures / Mngt response	Owner	Submitted, updated by	Last Update	Status
1	National ICT policy not finalized in a timely fashion	February 2011	Organizational	P = 2 I = 2	Engagement sessions with the government, local communities and other stakeholders with intention of securing participation	Ministry of TCT, UNDP	UNDP		
2	Delays in project implementation	February 2011	Operational	P = 2 I = 2	Continuous monitoring, dedication of project personnel and ongoing dialogue with the stakeholders	Ministry of TCT, UNDP	UNDP		

