Annual Project Progress Report

January – December**2015** Date Submitted: 2/3/2016
Asia Youth Volunteer Project ID (Award): 00045014**Tanzania, United Republic of**

1. Project Information

Focal point at UNV HQs:; Sarah ANYOTI   Project Manager:Geoffrey Philip Mwesigwa

Project Start Date: 1/1/2006Original End Date: 12/31/2015Extended to: 3/31/2016

Management Arrangement[1]: Stand-alone project   Implementation Modality: NIM

Funding Modality: Pass-through*(applicable to joint projects only)*   Implementing Partner:Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA)

2. Relevance

Country-level Outcomes/Outputs (UNDAF/CPAP/Gov't Strategy):*Provide relevant extract.*

Strategic Framework 2014-2017 Outcome: Outcome 2: Countries more effectively integrate volunteerism within national frameworks enabling better engagement of people in development processes

Global Programme: (Basic Social Services)

3. Progress

Project aimed to achieve

Project Output		Status:
Project Output Capacity of local entrepreneurs enhanced and small business helped to secure seed capital **Output Number:** 1 **Baseline:** - No mentorship Initiatives - Limited Advocacy **Targets:** - Mentorship Initiatives developed - Increase advocacy partnerships /collaborations. **Indicators:** -# of Mentorship initiatives - # of policies / regulations developed with TCCIA involvement,	Global Programme Outcome: UNV_Outcome_11 VI Outcome 1: Member States increasingly integrate volunteerism into national development strategies, plans, and policies, to engage citizens in peace and development processes Project Outcome: Improved policy and infrastructure support for SME development. **Achieved Results (UNV Specific)** *Mentorship of local entrepreneurs: TCCIA Mentorship Manual developed. Collaboration established for mentoring youth with Kijana Jiajiri Program. Roster of Mentors developed, Over 70 mentors identified and oriented in mentorship and Over 220 youth mentored in business development in 3 regions Dares salaam, Mtwara and Lindi. **Morogoro Sunflower cluster** mentored on establishing sunflower Oil processing enterprise, 22 sunflower farmers developed business mindset and established business name and setting up oil processing enterprise. (selection of mentors and mentees also deliberately targeted inclusion of women i.e. 10 women mentors and 45 women mentees)* *Improved business environment: Increased advocacy and participation in development of policies and regulations: New commodity market exchange regulation **Improved trade promotion facilitation:** UN volunteers provided technical support in the organizing and management of the Mwanza East Africa trade fair, and 57 SMEs supported in marketing at the tradefair, out of which 25 enrolled membership to chamber, increasing the Chambers income base.*	**Status:** ☐Achieved ☐Partially✓ Achieved ☐Not Achieved Percentage % *insert If applicable* **Beneficiaries Reached:** Over 300 Entrepreneurs
Project Output Small and Medium	Global Programme Outcome: UNV_Outcome_11 VI Outcome 1: Member States increasingly integrate volunteerism into national development strategies, plans,	**Status:** ☐Achieved ☐Partially✓

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enterprises assisted and process knowledge disseminated **Output Number:** 2 **Baseline:** -Lack of events supporting SMEs with business knowledge. **Targets:** Regular Business forums **Indicators:** *-#of business forums organized* *insert indicator*	and policies, to engage citizens in peace and development processes Project Outcome: Enhanced capacity of TCCIA leading to increased business support services to SMEs in Tanzania and contributing to growth of SMEs. **Achieved Results (UNV Specific)** ***SMEs increase business knowledge and productivity:*** *Two Business forums organized in Mwanza and Arusha. Over 220 SMEs acquired knowledge on Intellectual property rights, quality & standards of products, SME & Export guarantee scheme and business formalization. Of which, 27 enrolled in TCCIA membership.*	Achieved ☐Not Achieved Percentage % *insert If applicable* **Beneficiaries Reached:** Over 220 SMEs
Project Output Networking among local enterprises promoted **Output Number:** 3 **Baseline:** - No Online business directory in place. - No Tanzania Exporters Directory **Targets:** -SMEs access e-directory and networking portal - Tanzania Exporters Directory published periodically. **Indicators:** - # of SMEs listed in the e-directory - # of Exporters listed in Exporters Directory	Global Programme Outcome: UNV_Outcome 9 Youth_ Youth better able to contribute to sustainable peace and development outcomes through volunteering at global, national and local levels Project Outcome: Increased networking among local enterprises **Achieved Results (UNV Specific)** ***TCCIA Online Business Directory and Networking Portal Established:*** *SMEs increase business promotion, information sharing and networking. Platform for increasing SMEs publicity established, over 300 businesses listed in the e-directory at activation.* ***Tanzania Exporters Directory developed:*** *Tanzania Exporters Database established and exporters directory developed. Over 400 Tanzania Exporters listed in the first edition of the Exporters Directory. Increased exposure and networking of Tanzania exporters.*	**Status:** ☐Achieved✓ ☐Partially Achieved ☐Not Achieved Percentage % *insert If applicable* **Beneficiaries Reached:** - Over 300 SMEs listed in e-directory, - Over 400 Exporters listed in Tanzania Exporters Directory
Project Output Governments sensitized on the impact of volunteerism in achieving the MDGs (SDGs)	Global Programme Outcome: UNV_Outcome 9 Youth_ Youth better able to contribute to sustainable peace and development outcomes through volunteering at global, national and local levels Project Outcome: Volunteerism Promoted **Achieved Results (UNV Specific)**	**Status:** ☐Achieved ☐Partially✓ Achieved ☐Not Achieved Percentage %

| Output Number: 4 **Baseline:** Low Volunteerism **Targets:** Increased Volunteerism **Indicators:** -# of Businesses embracing volunteerism | **Enhanced Voluntary action at the Chamber:** The business membership in TCCIA is voluntary hence the Chambers growth has largely been boosted through innovative business support services provided and deliberate outreach actions by the Chamber to the business community. Through UNV support to TCCIA, outreach to businesses and service delivery has increased, this has enhanced voluntary registration of membership at the Chamber.

This was demonstrated in the collection of data using local volunteers, a practice that has now been adopted by the Chamber. Over 35 local volunteers were mobilized for data collection and demonstration in the 7 regions visited, of these 18 were women.

Increased awareness on volunteerism: Awareness of 200 youth raised on UNV at the National Youth week and Uhuru touch race.
Engagement of National UN Volunteers (NUNVs)in the project: built capacities of NUNVs in many ways that include data collection techniques, management of business database system, advocacy skills, member recruitment techniques, events management etc, and also enabled them to articulate the volunteer ethos and live the volunteer experience. It is expected that the NUNVs will continue promoting volunteerism in their societies.
Sharing and Transferring of Skills and Knowledge by UN Volunteers stationed at TCCIA Headquarters with counterparts e.g. skills and knowledge in ICT applications, advocacy, work planning, budgeting, coordination of events, member recruitment, information management, marketing etc, was transferred to TCCIA staff by the 5 UN volunteers. Women given equal chance in recruitment of volunteers and encouraged to engage in volunteerism. 2 women and 1 male National UN Volunteers at TCCIA Headquarters. | *insert If applicable*

Beneficiaries Reached: 25 TCCIA regional chamber secretariats, Over 2500 SMEs. |
| **Project Output** Enhanced Capacity of the National Chamber of Commerce (TCCIA) **Output Number:** 5 **Baseline:** - Lack of ICT infrastructures - Lack of Members Database - Lack of business support services. - Lack of TCCIA Manuals & Guidelines **Targets:** - Increased Number of ICT based innovations - Active Members Database - Increased Membership - Increased services to members **Indicators:** # of ICT based | Global Programme Outcome: UNV_Outcome_11 VI Outcome 1: Member States increasingly integrate volunteerism into national development strategies, plans, and policies, to engage citizens in peace and development processes

Project Outcome: Enhanced capacity of TCCIA leading to increased business support services to SMEs in Tanzania and contributing to growth of SMEs.

Achieved Results (UNV Specific)

- *ICT Innovations developed, applied and maintained*: 5 ICT innovations were continuously upgraded and maintained with UN Volunteers technical support these include, the NTB SMS and online reporting system, Membership database, Exporters database, Electronic issuance of Certificate of origin. The Online Business Directory was developed and in addition to the other innovations, added to creating communication & networking platforms for enhancing dynamism in supporting business development in Tanzania, contributing to increased services to members and business community. Increased collaboration with business supporting agencies, currently working on a proposal to collaborate with Tantrade on application TCCIA SMS reporting system.
Database established: Activated database and increased number of business members data in the membership database, from o to over 2500 in the 25 regions. Increased communication with businesses and improved planning for business support services. 25 Executive Officers improved data management and business information sharing skills. SMEs increased access to business information.. *Improved Chamber Visibility and Image*: increased advocacy with technical support provided by the UN Volunteers at TCCIA. Increased outreach to business community, over 2000 businesses visited and made of aware of chamber services. Chamber Branding Manual developed and branding demonstrated on Singida Regional Chamber. *Regional Chambers service delivery capacity enhanced*: 10 regional chambers (Arusha, Manyara, Kilimanjaro, Singida, Kagera, Mwanza, Geita, Mara, Shinyanga, Morogoro) supported and mentored in database enrichment and demonstrated membership recruitment, whereby more than 2000 businesses visited and 1,446 business data collected. Over 800 businesses expressed interest in joining TCCIA membership and more than 100 members recruited straightaway.. *Improvement of Chamber Management:* Observations and recommendations on leadership & management of regional chambers shared to TCCIA executive management and Board of Directors. Some action on the recommendation has been taken such as streamlining management | **Status:**
☐Achieved✓
☐Partially Achieved
☐Not Achieved

Percentage % *insert If applicable*

Beneficiaries Reached: more than 2500 SMEs |

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innovations Developed -# of Services developed - # of new members recruited	*of regional secretariats, improving communication with members, providing networking portals, leading to improved chamber .* **TCCIA Management & Operation Manuals & Guidelines developed:** *TCCIA management & operation and Service delivery to SMEs shall improve with application of manuals and guidelines put in place. 6 manuals with over 20 guidelines are in progress of being developed and shall be applied.* **Increased Membership:** *Overall number of active members has increased by over 20% contributing to increased income and sustainability of the chamber. At TCCIA Hq the number of registered corporate members has increased from 23 to 27.Overall, advocacy, membership satisfaction and retention have improved through the interventions contributed by UNV support. SMEs have increased access to business support services through the chamber.*	

4. Challenges/Risks and Mitigation

- Delayed implementation of project activities, long process of approving and releasing of funds assigned to project activities. Possible solution is to approve and release funds for project activities way in advance, at least two weeks in advance to avoid stressful moments of following up on approvals and delaying implementation of activities.

- TCCIA Institutional weaknesses. The chamber often experienced power cuts, internet connection disruptions that affected the operation of the database. At the moment the chamber is working on securing funds to acquire a stable solar power supply to maintain high speed internet connection. In some of the regions supported, the Executive Officers have been limited by resources to carry forward best practices shared in management of the their regional chambers.

-TCCIA is experiencing high staff turnover especially with regard to regional executive officers, resulting in lost resources developed through the given mentorship and training programmes and loss of acquired skills and knowledge especially on membership database management and other ICT innovations.

- Dependency on UNVs in the staffing of the Chamber: The host agency is dependent on UNVs to fill up the gap on chamber staff inadequacy. The situation portrays a level of sustainability risk after the withdrawal of the volunteer technical support. This is a huge challenge as it leaves behind worries as to what might happen after the end of UNV projects. Self reliance remains an important element and a challenge to TCCIA offices, to enhancing its efficiency in the near future.

5. Partnership and Resource Mobilization

Main partners: UNDP, UNCDF on capital development for SMEs, UNIDO, TMEA, SIDO, MITI, Tanzania Business Councils (TBC), Corporate Volunteers Nexlaw Advocates, Total, TECC.

6. Volunteer Mobilization

National UN Volunteers	**International UN Volunteers**	**Other Volunteers** (if mobilization was attributed to UNV Support)
6	2	20

7. Knowledge

Database management and enrichment, Membership visit feedback tools, marketing tools, Online business directory, exporters directory, Intellectual property assets, Trade fairs management

8. Lessons Learned

- Volunteerism contributes significant support to SMEs business growth and has great relevance to the Chamber in sustaining provision of business support services to SMEs.

- As the project is winding up in March 2016, developed TCCIA manuals /guidelines, and user guides or tools will remain invaluable achievements of UNV supporting development of the Chamber and service delivery to SMEs in Tanzania.

- National UN Volunteers with the experience gained out of volunteering (skills& knowledge enhancement), if integrated in the Chamber, shall remain invaluable support to the chamber, and shall be able to carry forward the progress achieved in the

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9. Financial Delivery

Output	Year Budget USD	Delivery (%)
	332,113.00	*38*

10. **Annexes:** *(Include as links, or if not available as attachments, any publications, articles, relevant photographs with captions and videos related to the project during the reporting period. Also share documentation of field visits and/or quotes from UN partners, local counterparts and/or community members for use in advocacy and communication materials.)*