**UNDP Management Response Template**

**Management Response to the Terminal Evaluation of**

Project Title: Parliamentary Development UNDP Project ID: 00101884

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Evaluation Completion Date: Date of Issue of Management Response: 18 December, 2017

Prepared By: Sangay Wangmo, Programme Implementation Analyst, UNDP Bhutan

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**Overall comments**

The evaluation reports the Virtual Zomdu (VZ) initiative as highly relevant to the national priorities- it is aligned to the 11th Five Year Plan (FYP), 12th FYP and Strategic Development Plans of the National Council and National Assembly. While 89 Community Centers covering 69 Gewogs have been integrated with Videoconferencing facilities, both qualitative and quantitative data analysis points towards underutilization of the VZ platform, caused mainly by absence of advocacy, internet fluctuation and absence of clear guidelines. The report also notes that the capacity development programme has provided the CC Operators with necessary knowledge and skills to organize the VZ effectively.

The Management agrees with the assessment on the value of VZ initiative in strengthening democracy and on underutilization of the platform. In this respect, management agrees with the Evaluation recommendations as outlined below:

It is recommended that the VZ facility to be scaled to all the remaining 116 Gewogs. However, to upscale this initiative and for the opportunities it offers to be harnessed, the key VZ implementing partners should invest in the following pathways:

* 1. **Strategic pathway**- for VZ to be used by the intended stakeholders it is necessary to:
* Implement the communication plan to create awareness on VZ
* Enhance Monitoring to ensure that the VZ is used and to provide timely backstopping.
* Get the agents of change on board to inspire change.
* Create need to use the VZ facility.
* Engage the Gewog functionaries to convince the community people to use this facility.
* Strengthen Institutional arrangements to ensure VZ initiative receives all round support.
* Use VZ for “delivering as one approach”.
  1. **Technological pathway**- to attract users and make VZ more convenient, the following recommendations could be considered:
* Connect VZ to WeChat to make VZ mobile based:
* Ensure good internet connectivity so that there are no disruptions and people are encouraged to use VZ platform.
* Install bigger screen in the CCs.
* Explore Multi user connectivity at a time.
  1. **Logistics pathway**- the following logistics could be considered:
* Finalizing the VZ operational guidelines
* Budgeting VZ Fee for conducting VZ.

At the UNDP Strategic Plan (SP) and Common Country Programme (CCP) levels, this project contributes to outcome level progress against Outcome 30 of CCP and Outcome 2 of the SP (Indicator 2.1.1b).

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| **Recommendation for Corrective Actions in project design and Evaluation of the Project (section 5.2)** | | | | |
| **Evaluation Recommendation or Issue 1:**  Recommendation 1: Advocacy gap- only few MPs and constituents who had used the existing facilities integrated in 89 CCs. |  |  |  |  |
| **Management Response:**  The management has taken up the need to advocate on use of VZ facility and in the 2018 AWP of Parliament, included plans on strengthening and enhancing the use of VZ through advocacy and demand generation.  The Parliament plans to include an agenda on VZ during the induction programme for new Member of Parliaments. |  |  |  |  |
| **Key Action(s):** | **Time Frame** | **Responsible Unit(s)** | **Tracking\*** | |
| **Status** | **Comments** |
| * Discuss during the Outcome 4 validation meeting | 15th December, 2017 | Parliament, UNDP | Completed |  |
| **Evaluation Recommendation or Issue 2:**  Recommendation 2: Need gap- The MPs as well as the constituents did not feel the need to use the VZ facility. |  |  |  |  |
| **Management Response:**  The management has taken up the need to advocate on use of VZ facility and in the 2018 AWP of Parliament, included plans on strengthening and enhancing the use of VZ through advocacy and demand generation.  The Parliament plans to include an agenda on VZ during the induction programme for new Member of Parliaments. |  |  |  |  |
| **Key Action(s)**  Discuss during the Outcome 4 validation meeting | **Time Frame**  15th December, 2017 | **Responsible Unit(s)**  Parliament, UNDP | **Tracking** |  |
| **Status**  Completed | **Comments** |
| **Evaluation Recommendation or Issue 3:**  Recommendation 3: Monitoring gap- There has been no monitoring after integrating the 89 CC with the facility from all the stakeholders such as UNDP, Parliament and BDBL. |  |  |  |  |
| **Management Response:**  The management agrees that there has been a gap. The management will inform the Parliament on this issue and encourage Parliament to take necessary action. |  |  |  |  |
| **Key Action(s)** | **Time Frame** | **Responsible Unit(s)** | **Tracking** | |
| **Status** | **Comments** |
| * To be discussed with Parliament and share this evaluation report. | January 2018 | UNDP |  |  |
| **Evaluation Recommendation or Issue 4:**  Recommendation 4:.Guidelines gap- the guidelines of using the VZ is still in its draft stage. The participants of the FGD and KII and the local level and the CC operators shared that the absence of a guidelines was one reason that no VZ had been initiated from their end. |  |  |  |  |
| **Management Response:**  The management has taken note of this recommendation. It was discussed that management will suggest/discuss with Parliament on finalizing the guideline. |  |  |  |  |
| **Key Action(s)**  To be discussed with Parliament and share this evaluation report. | **Time Frame**  January 2018 | **Responsible Unit(s)**  UNDP | **Tracking** |  |
| **Status** | **Comments** |
| **Recommendation for Proposals for future directions underlining main objectives** | | | | |
| **Evaluation Recommendation or Issue 5:**  Recommendation 5: |  |  |  |  |
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| **Key actions** | **Time Frame** | **Responsible Unit(s)** | **Tracking** |  |

\* The implementation status is tracked in the ERC.