MONITORING REPORT OF THE UTILIZATION OF THE RECOVERED ABACHA FUNDS IN THE AUGUST SEPTEMBER 2018 PAYMENT ROUND OF THE CONDITIONAL CASH TRANSFER PROGRAMME

JANUARY 1, 2019

ABBREVIATIONS

ACORN   Anti-Corruption in Nigeria
ANEEJ   Africa Network for Environment and Economic Justice
CBTT   Community Based Targeting Team
CCT   Conditional Cash Transfer
CSO   Civil Society Organization
CTF   Cash Transfer Facilitator
DFID   Department for International Development
FGD   Focus Group Discussion
FGN   Federal Government Of Nigeria
FMOJ   Federal Ministry of Justice
GRM   Grievance Redress Mechanism
GRO   Grievance Redress Officer
HH   Households
HUP   Household Uplifting Programme
IMF   International Monetary Fund
KII   Key Informant Interview
LGA   Local Government Area
LGA   Local Government Authority
LGGRO   Local Government Grievance Redress Officer
M&E   Monitoring and Evaluation
MANTRA   Monitoring of Recovered Assets Through Transparency and Accountability
MERL   Monitoring Evaluation Research and Learning
MOU   Memorandum of Understanding
NBR   National Beneficiary Register
NBS   National Bureau of Statistics
NGO   Non-Governmental Organization
NSIP   National Social Investment Programme
PERFMIS   Performance Monitoring
PIM   Project Implementation Manual
SCTU   State Cash Transfer Unit
SDG   Sustainable Development Goals
TOR   Terms of Reference
UNCAC   United Nations Convention Against Corruption
UNDP   United Nations Development Programme
UNODC   United Nations Office for Drugs and Crime

Executive summary

Corruption is a problem that hinders the development of Nations. In 2018 the global loss to corruption was estimated at US$ 3.6 trillion annually and $140 billion is reported to be stolen annually from Africa with Nigeria reported to have lost $40 billion in 2001-2010 (Africa Union/ECW Conference (2015). According to World Bank President, Jim Yong Kim, corruption is '*public enemy no.1*' in the developing world, and 'every dollar that a corrupt official or corrupt business person puts in his or her pockets is a dollar stolen from a pregnant woman who needs healthcare, or from a girl or boy who deserves an education, or from communities that need water, roads and schools'' (Oginni, 2018)

In recognition of the significance of corruption on development, the 2015 Sustainable development Goals (SDG) identifies the need for the prevention of illicit financial flows and the recovery of stolen assets as essential for development (UN, 2015)[1]. The SDG further recommends that funds recovered in asset recovery interventions is invested in social safety net programmes in the country of origin (UN, 2015).

Nigeria has had successes in asset recovery efforts with the successful repatriation of $505.5 million of the Abacha loot from Switzerland to Nigeria in 2005 and 2006 (World Bank ,Federal Minstry Of Finance, December 2006).The Swiss authorities also returned $322.5 Million dollars of the Abacha Loot to Nigeria in 2017. In 2005 the Swiss MOU with Nigeria mandated recovered assets was to be spent on MDG based interventions and this was spent on 5 sectors (Health, Education, Water, Electricity and Roads) and this was monitored by CSOs in Nigeria led by ANEEJ under the auspices of the World Bank and the Federal ministry of Finance. (World Bank ,Federal Minstry Of Finance, December 2006). In 2017, the MOU specified the funds should be spent on the poor through social safety net programmes and monitored by Civil Society Groups and the World Bank.

The FMOJ in January 2017 signed an MOU with the African Network for Economic and Social Justice (ANEEJ) for the monitoring of the $322.5 million recovered Abacha Loot. In carrying out its Mandate ANEEJ established the Monitoring of Recovered Assets through Transparency and Accountability (MANTRA) project in 2017 with funding from the UKAID under the Anti-Corruption in Nigeria (ACORN) programme to carry out the monitoring of the disbursement of the recovered assets in Nigeria's social safety net investment programme.

MANTRA was designed to address issues of corruption within the broader objectives of the Anti-Corruption in Nigeria (ACORN) programme of the British Government's Department for International Development (DFID) which aims to strengthen the anticorruption regime in Nigeria. The MANTRA project aims to ensure that assets recovered are disbursed or invested in programmes for the poor and vulnerable in line with the SDGs.

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[1] SDG *16 places emphasis on the need for* "effective, accountable and inclusive institutions at all levels" Target 16.4 specifies ''*by 2030, significantly reduced illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crimes*''

ANEEJ conducted its first monitoring exercise in December 2018, in conjunction with 6 regional CSO partners and 35 CSO in 5 of the 6 geo-political zones in Nigeria. Over 500 monitors and 66 Supervisors were eventually deployed for the exercise

The specific objectives for the August September 2018 payment were:

i.   To verify that the data reported for the August September 2018 payment period (Number of Households enrolled, Number of households benefiting from CCT, total funds disbursed and the proportion of grievance reported that was resolved).

ii. To verify that the data generated are fit for decision making and cannot be manipulated for personal interest.

iii. To assess and identify potential challenges to data quality that the data management and reporting systems may create at all levels.

iv. To develop recommendations to improve the gaps identified.

The methodology utilized the data quality assessment process which is a mixed methods form of assessment. It reviewed data generated and the M&E systems on the data set. The monitoring exercise conducted spot checks on the Funds disbursed in the August to September payment cycle to 30,778 beneficiaries in 11 states across 5 Geo political zones of Nigeria. The exercise spanned for 2 weeks and was conducted across reporting levels of the National Cash Transfer Office and the National Social Safety Net Coordinating offices at the National, L.G.A and Ward level. Data was reviewed from the CBN, World Bank, Cash Transfer programme, and the National Beneficiary register.

The data set assessed by the MANTRA monitoring exercise were:

• Number of households enrolled for the August September 2018 payment round
• Proportion of grievances resolved for the August September 2018 payment round
• Total funds disbursed for the August September 2018 payment round
• Total Number of Households benefiting from the CCT programme in the August September 2018 payment round

The most common occupation of the beneficiaries were, business (interpreted as petty trading) 57.6%, farming 29.3%, 0.8% were artisans and 11.8% were unemployed. Findings on total amount of funds disbursed to the beneficiaries revealed 974,478,000 million naira was the total funds released from the Abacha loot to the beneficiaries for payment in 16 States for the August September Payment cycle. The funds disbursed from the Abacha loot comprise 80% of the funds paid at the August September payment cycle. Data retrieved from the NCTO report that 33 million dollars (3, 786, 063,783 billion naira) was released for 6 months from the Abacha loot and converted at an exchange rate of 305.45 Naira to a dollar. Bank charges of 28,560 naira was deducted.

State level data on total funds disbursed and total individuals paid was available at National and 6 States, however, 5 out of the 11 states assessed could not provide the required information. Only 1 out of the 6 states had 100% verification factor with National reported data on total funds disbursed, while 1 out of 5 states had a 100% verification factor on total individuals paid. The

discrepancies however, were less than 1% and no state reporting on the verification factor had a difference of less than 95% or 105%. However, the exact reasons for the disparity needs to be clarified. Enrollees reported receiving at least the base amount 5000 naira

Findings on grievances or feedback from beneficiaries revealed 29,722 (96.4%) of beneficiaries were satisfied with the grievance redress process. However grievances in the programme is underreported and the L.G.A level team report delays in the feedback timeline from NCTO and The SCTO on grievances reported. A software application is being designed to address these challenges.

Key challenges to data quality and reporting identified include:

- Absence of standardized process for State Cash Transfer Offices to collate and report on total funds disbursed and total persons paid at each round in the State, delay in National level reconciliation process on total individuals paid, underreporting on grievances. Non disaggregation at NCTO data in its financial report on funds disbursed in the Cash Transfer programme as at the time of the monitoring

- Others are sharing of timely information to the general public on program data to improve transparency and accountability of the institution and ensure improved public trust in the programme, delay in the onset of payment which sometimes delays payment till late at night, updates to beneficiary information resulting in removal of beneficiaries from the beneficiary list should be communicated to the beneficiaries on time. 4,214 (13.7%)of respondents were not informed on time of the August September payment. Marking of beneficiary household violates confidentiality standards

Key recommendations for improving the programme include improved timeliness of information to the beneficiaries on the timing of disbursement and eligible beneficiaries, electronic payments, mechanism for reporting at State and Ward level on total funds paid in the programme at the SCTO and L.G.A.; standardized process should be designed for State Cash transfer Offices to collate and report on total persons paid at each round in the State.; A reporting format on the total amount of funds and beneficiaries paid in each State to be designed with info graphic for dissemination to CSO and the general public to increase confidence in the process. This can be done quarterly, reflecting data for each payment round and till date including information on total funds disbursed from the Abacha loot should be reflected in the report described above. Delay in National level reconciliation process on total individuals paid to be addressed.

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1.0   Introduction

Corruption is a problem that hinders the development of Nations. In 2018 the global loss to corruption was estimated at US$ 3.6 trillion annually and $140 billion is reported to be stolen annually from Africa with Nigeria reported to have lost $40 billion in 2001-2010 (Africa Union/ECW Conference (2015).This challenge with corruption and money laundering, in Nigeria[2] and other developing countries, has been identified by diverse authors as the reason for stalled growth and development of the country since her independence in 1960 (Oginni, 2018).

The relationship between corruption, underdevelopment and poverty is well documented by diverse authors. This relationship was noted by Chetwynd et al to be as a result of the consequence of corruption on *"Economic and Governance factors, as well as other intermediaries that in turn produce poverty"* (Eric Chetwynd, 2003). According to World Bank President, Jim Yong Kim, corruption is '*public enemy no.*1' in the developing world, and 'every dollar that a corrupt official or corrupt business person puts in his or her pockets is a dollar stolen from a pregnant woman who needs healthcare, or from a girl or boy who deserves an education, or from communities that need water, roads and schools" (Oginni, 2018).

Figure 1: Image showing Linkages between Corruption and Poverty
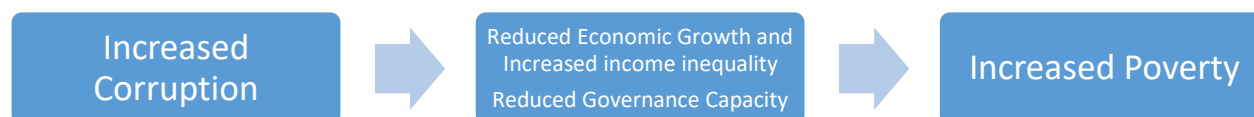
Source-Chetwynd et al 2003 Corruption and Poverty a review of recent literature

In recognition of the significance of corruption on development, the 2015 Sustainable development Goals (SDG) identifies the need for the prevention of illicit financial flows and the recovery of stolen assets as an essential for development (UN, 2015)[3]. The SDG further recommends that funds recovered in asset recovery interventions is invested in social safety net programmes in the country of origin (UN, 2015). This goal is supported by the International Monetary Fund (IMF) reports which *notes that increasing the income share of the bottom 20% (the poor) is associated with a higher GDP growth ,the poor and the middle class matter the most for growth via a number of interrelated economic, social and political channels*, (IMF, 2015)[4]

The importance of asset recovery and other anticorruption efforts was backed by a United Nations mechanism (The United Nations Convention Against Corruption[5] (UNCAC) that allows prosecutors to cause legal proceedings to be instituted either by a domestic or foreign court in line with its provisions[6]. Despite the UNCAC convention, diverse Nations have had challenges recovering looted assets back to the country of origin, however Nigeria has had successes in asset recovery efforts with the successful repatriation of $505.5 million of the Abacha loot from

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[2] Adebanjo. A. The Economic and Financial Crimes Commission and Nigeria's Comliance with the African Union Convention Against Corruption (AU Convention) and the United Nations Against Corruption (UNCAC): Nigerian Journal of Economic and Financial Crimes , Volume 1, No. 2 January - April 2019 p. 106.

[3] SDG *16 places emphasis on the need for* "effective, accountable and inclusive institutions at all levels" Target 16.4 specifies ''*by 2030, significantly reduced illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crimes*"

[4] Retrieved at Investing in our people N-SIP October 2018
[5] The Convention was adopted by the General Assembly of United Nations and opened it for signature in December, 2003.
[6] Article 55, UNCAC

Switzerland to Nigeria in 2005 and 2006 (World Bank ,Federal Minstry Of Finance, December 2006). The Swiss authorities also returned $322.5 Million dollars of the Abacha Loot to Nigeria in 2017. The repatriated Abacha loot was successfully achieved through a political/administrative process between Nigeria (Country of origin of the Abacha Loot) and Switzerland.

In Line with the UNCAC 2003 which states that parties to the convention are mandated to involve CSOs in the recovery, repatriation and management of recovered assets[7] and for each state party to take appropriate   measures to promote transparency   and accountability in the management of public finances[8] (FMOJ , 2017). The MoU signed by the Nigerian, Swiss Governments and the World Bank mandated CSO involvement in the monitoring the utilization of the recovered assets.

In 2005 the Swiss MoU with Nigeria mandated the recovered assets was to be spent on MDG based interventions and this was spent on 5 sectors (Health, Education, Water, Electricity and Roads) and this was monitored by CSOs in Nigeria led by ANEEJ under the auspices of the World Bank and the Federal ministry of Finance. (World Bank ,Federal Minstry Of Finance, December 2006). In 2017, the MoU specified the funds is spent on the poor through social safety net programmes and monitored by Civil Society Groups. The MoU also mandated World Bank monitoring

The FMOJ in January 2017 signed an MOU with the African Network for Economic and Social Justice (ANEEJ) for the monitoring of the $322.5 million recovered Abacha Loot. In carrying out its Mandate ANEEJ established the Monitoring of Recovered Assets through Transparency and Accountability (MANTRA) project in 2017 with funding from the UKAID under the Anti-Corruption in Nigeria (ACORN) programme to carry out the monitoring of the disbursement of the looted assets in the Conditional Cash Transfer Programme (also known as the Household Uplifting Programme).

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[7] Article 13 UNCAC 2003
[8] Article 9(2) UNCAC

2.0   Background

The Africa Network for Environment and Economic Justice (ANEEJ) is a non-governmental organization (NGO) in Nigeria, West Africa. ANEEJ has been in operations since 1997 and aims to *"amplify the voice of the weak, the less privileged and the marginalized groups in the society including women, youths, and People Living with Disabilities in order to increase their participation in the democratic decision-making process"*[9]. (ANEEJ, 2018). ANEEJ has been working on issues of assets recovery since 1996 and is the host of the MANTRA project and Nigerian Network on Stolen Asset(NNSA). MANTRA was designed to address issues of corruption within the broader objectives of the Anti-Corruption in Nigeria (ACORN) program of the British Government's Department for International Development (DFID) which aims to strengthen the anticorruption regime in Nigeria. The MANTRA project aims to ensure that assets recovered are disbursed or invested in programmes for the poor and vulnerable in line with the SDGs.

The Federal Government had implemented about 26 social protection programmes from 2000 till 2018 with varying levels of success (World Bank, 2016). By 2017, the Federal Government approved the National Social Protection Policy (July 2017) to guide as an umbrella framework for all social interventions (NCTO, 2017). The National Social Investment Office (NSIO) was the designated coordinating office and lead for the implementation of the National Social Investment Programme (NSIP) (NSIP , 2018).

The Household Uplifting Programme (HUP) is one of the four programme areas under the FGN Social Investment Programme. The HUP is focused on providing the poorest and most vulnerable households with a monthly stipend of N5000. (NCTO, 2018).With a National poverty rate of 72.5% in 2015 (NBS, 2015), the HUP was designed to pull 5 million individuals (1 million households) (NASSP) of the poorest and most vulnerable households in Nigeria out of absolute poverty (NSIP , 2018). This was expected to be achieved in a minimum of 24 States (NASSP). This goal was to be achieved through the provision of financial aid as a monthly stipend, while providing capacity building to enable beneficiaries provide for themselves. By the end of the programmme (2021) it is expected that a 100% of its participating households (HH) would have moved out of the last 2 poverty quintiles (NSIP, 2017).

The stakeholders in the project and their roles and responsibilities is seen in Figure 2

2: Stakeholders of the Cash Transfer Programme

STAKEHOLDERS THAT PROVIDE DIRECT SUPPORT	STAKEHOLDERS THAT PROVIDE POLICY SUPPORT	CORE STAKEHOLDERS THAT PROVIDE IMPLEMENTATION SUPPORT
- The Federal Government of Nigeria (NCTO) - The States Government (SCTU) - Local Government - Community and beneficiaries	- The World Bank - The Ministry of Budget and National Planning - Partner agencies (UNICEF, Save the Children, Catholic Relief Services, Caritas etc) - Independent Monitors/CSOs	- The Ministry of Education - The Ministry of Health - Ministry of Environment - State Universal Basic Education Board (SUBEB) - National Primary Health Care Development Agency (NPHCDA)

Source-NCTO HUP Manual December 2017

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[9] About ANEEJ retrieved at http://www.aneej.org/about-aneej/

The National Social Safety Net Coordinating Office (NASSCO) and the National Cash Transfer Office (NCTO) are the agencies directly involved in the implementation of the HUP.

NASSCO and NCTO were set up under the Financing Agreement signed between Nigeria and International Development Association (World Bank) for the implementation of the National Social Safety-Nets Project (NASSP). A strategic decision was then taken to place both offices under the Office of the Vice President which in turn directed for both to be coordinated by NSIO.

ANEEJ conducted its first monitoring exercise in December 2018, in conjunction with 6 regional CSO partners and 35 CSO across the 5 geo-political zones in Nigeria. The exercise spanned for 2 weeks and was conducted across reporting levels of the Cash Transfer Office and NASSCO offices at the National, L.G.A and Ward level. Data was reviewed from the CBN, World Bank, Cash Transfer programme, and the National Beneficiary Register. Over 500 monitors and 66 Supervisors were eventually deployed for the exercise.

3.0   Objectives of the Monitoring Exercise

In accordance with the MOU signed with the ministry of Justice which states specific terms of reference (TOR)[10] for CSO monitoring of the looted assets, the overall goals of the exercise were:

1. To review the disbursement process to ascertain funds disbursed get to the intended beneficiaries
2. To report on the total amount of funds disbursed to the beneficiaries
3. To report on amount received by the beneficiaries
4. To report on grievances or feedback from beneficiaries
5. To identify potential challenges to data quality and reporting system
6. Sharing lessons learnt in respect to the monitoring

The specific objectives for the August September payment round were:

1. To verify that the data reported for the August September 2018 payment period (,Number of Households enrolled, Number of households benefiting from CCT, total funds disbursed and the proportion of grievance reported that was resolved
2. To verify the data generated are fit for decision making and cannot be manipulated for personal interest
3. To assess and identify potential challenges to data quality that the data management and reporting systems may create at all levels
4. To develop recommendations to improve the gaps identified

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[10] The TOR objectives of the FMOJ for the exercise as stated were
(i) Targeting payments to specified beneficiaries
(ii) reporting on grievances or feedback from beneficiaries
(iii) Reporting on total of funds disbursed
(iv)Reporting on the success of the funds reaching its intended beneficiaries
(v) Sharing lessons learnt in respect to the forgoing

4.0   Methodology

The exercise was to validate upstream [11] and downstream [12] processes and data generated in the disbursement of the 322.5 million dollars Abacha Loot in the Social Safety Net August-September 2018 payment cycle. THE ASSESSMENT WAS NOT AN EVALUATION, as the progress of the Household uplifting programme against its set objectives in its results framework was not assessed but rather the quality [13] of data reported in the program and the factors that may affect data quality and beneficiary experience in the cash transfer program.

The methodology utilized the data quality assessment process which assesses data and the M&E systems on required data set. The data set assessed by the MANTRA monitoring exercise were:

- Number of households enrolled for the August September 2018 payment round
- Proportion of grievances resolved for the August September 2018 payment round
- Total funds disbursed for the August September 2018 payment round
- Total Number of Households benefiting from the CCT in the August September 2018 payment round

The assessment process involved the following steps:

i.   An assessment of the M&E systems on the listed data set at each level of the data collection and reporting system (i.e., National, State, LGA and Ward Level M&E unit of the cash transfer office and NASSCO

ii.   Verification of reported data for these data set in the upstream and downstream section of the project

iii.   Review of the five data quality standards (validity, reliability, integrity, precision, and timeliness) of the listed data set

The assessment of the M&E systems was a review of the data management and reporting system, including relevant documents and reporting tools of the institutions and offices assessed. The data verification of the data sets determined whether the reporting levels accurately reported and recorded data. Data verification in the exercise also triangulated findings against other data sources. 4 types of data verification were conducted, they are:

1.   Document review: The availability and completeness of a randomly selected data set source documents beneficiary ID, payment summary, for the selected reporting period were reviewed for the services provided.

2.   Trace and verification: Data for the reported data sets were traced and verified across reporting levels

   a.   The reported numbers of the beneficiaries enrolled and paid were recounted from available source documents (beneficiary ID) in selected wards.

   b.   The above numbers were compared and verified with the figures for the data sets from the State records and National server

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[11] Upstream-Refers to the Central Bank and World Bank

[12] Downstream-The National, State, L.G.A and Ward level of the cash transfer office and Social Safety net Investment programme, The payment Operators, The community

[13] Data quality (5 data quality Standards, Validity, Precision, Integrity, Reliability, and confidentiality)

c. Reasons for any differences were noted and probed to determine issues relating to data quality standards
3. Cross-checking: Cross-checks were performed on a selected sample of the beneficiaries' ID at the community level and the corresponding beneficiary list with Community Facilitators and Desk Officers
4. Spot check verifications of a selected sample of the beneficiaries at the community level (Beneficiary Survey)

Figure 3 Layout of Methodology
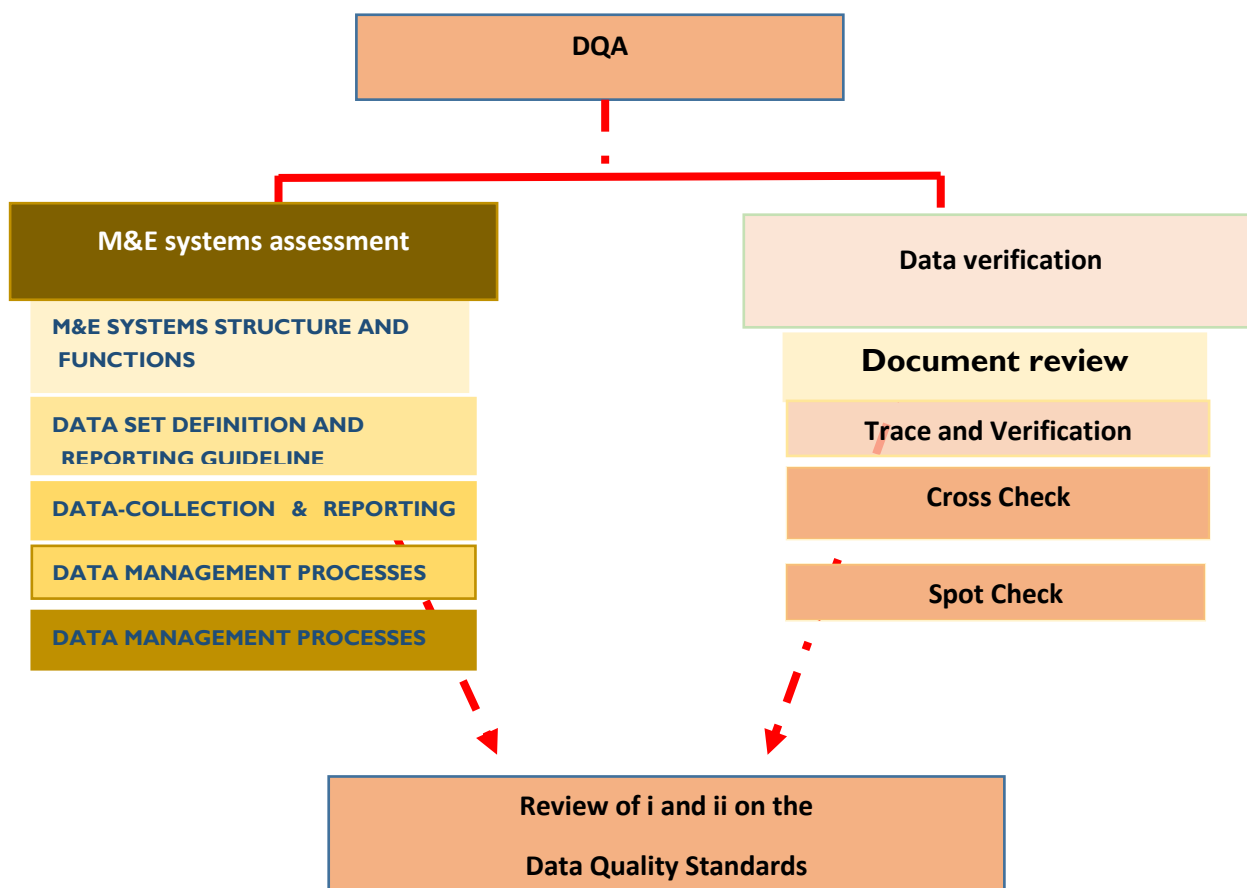
4.1 Geography

The DQA exercise was conducted on National, State level, LGA and Ward levels of stakeholder institutions [14] of the cash transfer programme in 11 States and the spot check (survey) was conducted on a selected sample of the August –September 2018 payment beneficiaries from 1971 communities, and 455 wards, selected from 43 L.G.A and 11 States across the 5 Geopolitical zones in Nigeria.

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[14] Key Government Institutions-World Bank, CBN, NASSCO, NCTO

4.2   Sampling methodology for site selection

The eligible States for the DQA were selected through a multi cluster stage approach, a purposive sampling was done to select wards for the exercise. 4 L.G.A in a State and 3 wards per L.G.A were then selected. The purposive sampling was employed, as a result of feasibility considerations and the need to adhere to the specific inclusion and exclusion criteria which were:

Inclusion criteria:

1. States and Wards with beneficiaries benefitting from the August/September 2018 disbursement of funds in the Conditional Cash transfer programs. (16 States)

Exclusion criteria were:

1. Community sites that were located in high threat level states (Level 4) on the list of the Regional Security Officer (RSO), or those for which access to the state requires passage through a Level 4 state or L.GA.
2. Community sites that were located in difficult, hard to reach terrain
3. Enrolled States in which beneficiaries had not been paid for the August /September payment round (Ekiti, Oyo, and Osun States)

Table 7 in the annex section provides the complete list of national, state, LGA and ward level sites that were visited for the and staff with M&E responsibilities that were interviewed for the assessment of the M&E systems across all locations (national, state, LGA and ward).

4.3   Sample Size

The total beneficiaries enrolled in the programme for the August/September 2018 payment were 288,861 beneficiaries from 19 States. However only 16 States with an enrollee population of 272,467 received payment in August/September. (N=272,467).

11 States were selected for the exercise with a total enrollee population of 180,243. The cross check and spot check were conducted on a total of n=30,778 beneficiaries in the survey exercise representing 11.7% of the total beneficiaries. N=272,467

KII and focus group discussions were conducted on 81 individuals in the upstream ie from the Central Bank of Nigeria where the money was deposited from Switzerland and downstream section all those handling the funds to the beneficiaries of the programme 29 guidelines, summary sheets and reports were reviewed, along with 30,778 beneficiary ID and 43 Beneficiary Lists

4.4   Data collection

The data collection processes in the exercise involved the following steps:

1. Desk review of project documents, materials, and project data
2. Key informant interviews and focus groups discussions were conducted with members of the M&E and Management Information System (MIS) team of the National and State Cash transfer Offices, the Grievance redress officers, and The National, State LGA and Ward officials of the social safety net coordinating office in a Data Quality Analysis (DQA) process
3. A beneficiary survey which served as the spot check to confirm payment in a sample of the beneficiaries selected.

4.5   Data Collection tool

The DQA was conducted using a DQA tool while the beneficiary survey data was collected using a questionnaire. The questionnaire was administered by trained data collectors selected from local communities and CSOs in all the selected States.

The data collection tools for the exercise were developed following a review of literature on best practices in CSO monitoring of Cash transfer programmes and via a stakeholder engagement process involving the external consultants, MANTRA CSO partners across all geo-political zones. A pilot was conducted on the tool and exercise in October 2018. The DQA tool assessed the data quality standards and the M&E systems as regards data collated on the data sets generated in the respective organizations.

Table 1:Data Quality Standards and Operational Definitions

DATA QUALITY STANDARD	OPERATIONAL DEFINITION
Validity	Data are valid to the extent that they clearly, directly, and adequately represent the result that was intended to be measured. Measurement errors, unrepresentative sampling, and simple transcription errors may adversely affect data validity. Data should be periodically tested to ensure that no error creates significant bias.
Reliability	Data reflect stable and consistent data collection processes and analysis methods over time. Activity/Project managers are confident that progress toward performance targets reflects real changes, rather than variations in data collection methods. Reliability can be affected by questionable validity as well as by changes in data collection processes.
Timeliness	Data are available with enough frequency, and should be sufficiently current to inform management decision-making. Effective management decisions depend upon regular collection of up-to-date performance information.
Precision	Data should be sufficiently accurate to present a fair picture of performance and enable project managers to make confident decisions.
Integrity	Data that are collected, analyzed, and reported should have a mechanism in place to reduce the possibility that they are subject to erroneous or intentional alteration.

Source: ADS 201. Data Quality Assessment Standards

4.6   Limitations of the exercise

- KII of NCTO State officials was not conducted in their office. It was conducted at the venue of the NCTO retreat in Bauchi State. This may have affected the ability of the staff to provide relevant supporting documents for the assessment
- Sample of community leaders reached not representative to make conclusive decisions on findings from the community leaders
- Unavailability of data from National Level on total persons paid in the CCT programme for the August September 2018 payment round as at the time of the exercise (December 2018), caused a challenge with verification of State level total funds disbursed data

5.0   M&E System Assessment Findings

5.1   National Social Investment Office

The National Social Investment Office (NSIO) is the coordinating office and lead for the implementation of the National Social Investment Programme (NSIP).The NSIO is housed within the Office of the Vice President where there is also a unit responsible for supporting the effective delivery of programmes – the Presidential Delivery Unit (PDU). Likewise, at the National Assembly, each chamber has a Committee (Poverty Alleviation Committee) that provides oversight on the NSIP. This committee supports the Programme (NSIP , 2018)

The programme is responsible for providing a credible and authentic data base of poor and vulnerable households through a poverty mapping to identify the poorest L.G.A, community based targeting and the proxy means test which ranks households according to their means thereby eliminating the more affluent households in the exercise. This targeting process is coordinated by the NSIO in conjunction with its State and L.G.A coordinating offices.

The interview with its National, State and L.G.A[15] representatives of the office held in November-December 2018 and findings are below:

5.1.1   National Social Investment Office M&E systems findings

M&E SYSTEMS STRUCTURE AND FUNCTIONS

Data Assessed-Total Number of Households targeted for the CCT August/September 2018 Payment

The NSIO M&E established a tripartite institutional arrangement with the Monitoring and Evaluation Department in the Ministry of Budget and National Planning (MBNP) and the National Bureau of Statistics (NBS) in recognition of their respective institutional mandates (NSIP , 2018).

The programme has staff designated to M&E roles, data collection, and reviewing data quality, they are led by a Head of M&E in NASSCO. The community-based targeting team based at the L.G.A collects the data in the community following a pre-sensitization in the community on the process. The roles and responsibilities of all M&E staff have been documented in an organogram (NASSP). There is a documented procedure in place to ensure the reports received are reviewed prior to submission. All Staff have been trained on their assigned roles, supervisory visits are conducted to the sub national level and feedback is provided on the quality of submitted reports.

Table 2: Institutions providing oversight and coordination activities within NASSCO

SN	Location	Project Oversight	Project Cordination/ Implementation
1	FEDERAL	o level Office of the Vice President o Special Adviser to the President on Social Investment o National Steering Committee	NASSCO
2	STATE	o Ministry, Agency or Department in Charge of Planning in the State	SOCU
3	LGA	o Local Government Desk Office	CBTT

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[15] See full list of site visited in annex 7

Figure 4:NASSCO Organogram showing M&E roles and responsibilities at National
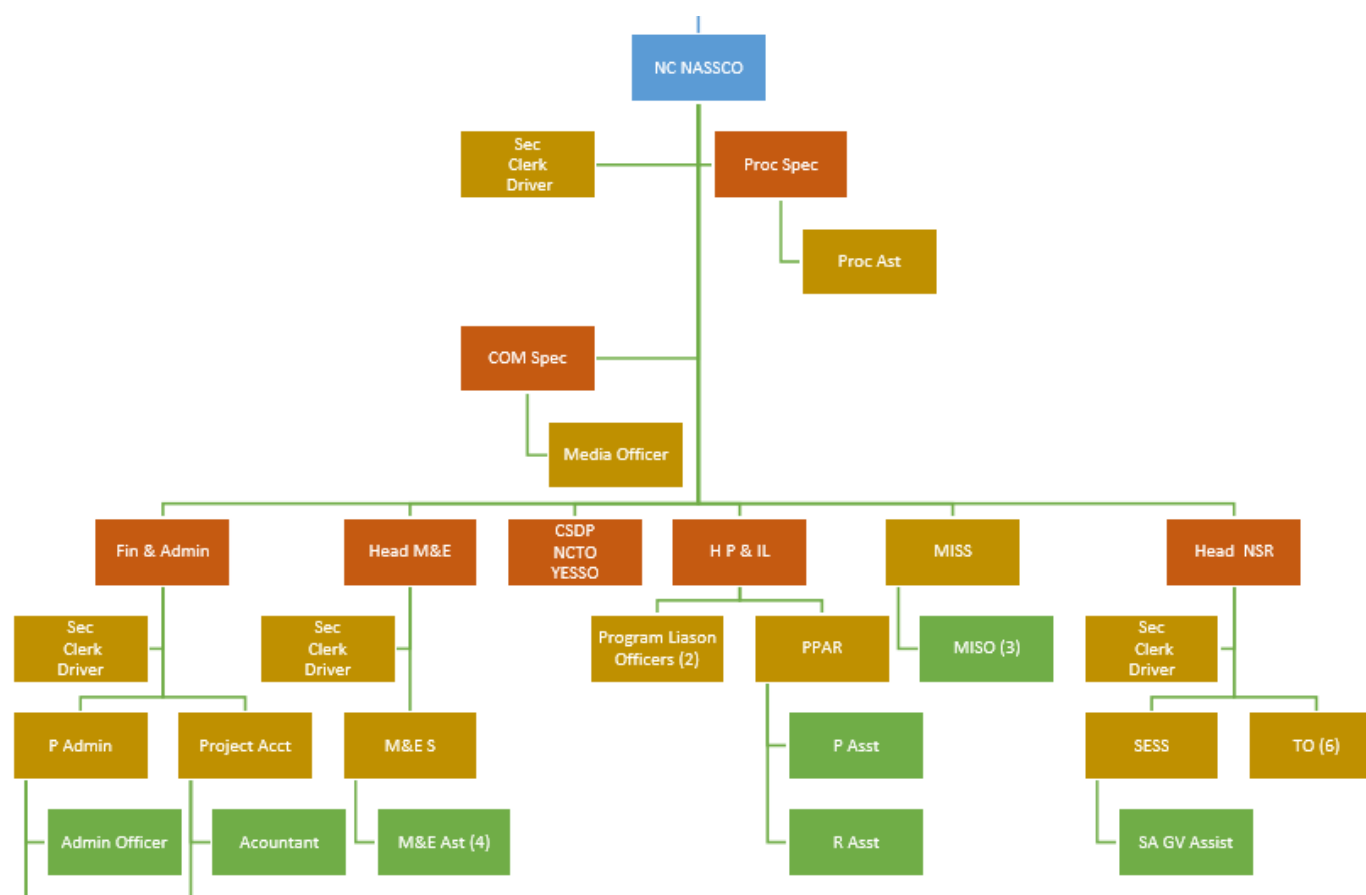
Source: Project Implementation Manual

DATA SET DEFINITION AND REPORTING GUIDELINES

The NSIO has developed a results framework for the project (NSIP , 2018), *it "provides information on the results parameters for assessing the performance of this programme''* and *'' contains the expected changes that are intended to occur in the lives of the beneficiaries of the services from this programme''* The overall impact of the programme is to be assessed by a reduction in annual poverty rates, with the baseline set at the NBS 2015 National Poverty rate of 72.5%.

The data set reviewed in this monitoring activity at NASSCO "**Total Number of Households targeted for the CCT August/September 2018 Payment''** represents the population mined by the NCTO for payment in the CCT programme. The National body has provided written guidelines for M&E as a section (monitoring manual for the NCTP page 32) of its M&E Framework documentation (NSIP , 2018). It includes information on ''method of Computation, reporting units, frequency of data collection, means of data verification, and timeline of reporting on its routine data sets''. An operational manual has also been shared with the State and LGA level on what to report and how.

The NSIO Monitoring & Evaluation unit has a data entry platform for the NSIP data entry from all the 774 LGAs in Nigeria, The LGA platform has an aggregation platform for State level geopolitical zones.

Guidelines have been provided to the sub reporting levels on reporting in the project include documents such as the project appraisal document (a Word Bank document), project implementation manual, and the standard operation protocol for data management.

Reporting is done regularly in the program and state level team report on a monthly and quarterly basis, they also send a situational report as required. The State team interviewed expressed no challenges with the timeliness of reporting. National reporting, however, is dependent on the turnover and approval of the World Bank team

DATA-COLLECTION AND REPORTING FORMS AND TOOLS

A standard reporting tool is utilized in the program to collate targeting data. It is app- based and used by all for the data collation process in the programme. An adequate number of tablets are said to have been provided for data entry process to be conducted by the L.G.A based targeting team and State officials interviewed. Instructions and training were also provided on the use of the targeting application (app) and they expressed no challenge with the app. The summary of data for the register was available for review at both National and State levels. The application and server is accessible to only authorized persons.

The selection criteria is said to be developed by the community members through a focus group discussion methodology involving youth groups, men and women groups. There is a final selection criterion harmonized from all 3 and made available to the community and its leaders. **Community leaders interviewed (3) in beneficiary communities however were not clear as to this process**.1 community leader was unaware of the process in his community and 2 community leaders interviewed noted that they were given a generic selection criteria and total number of persons to be identified in their communities

DATA MANAGEMENT PROCESSES

The targeting app has in-built quality controls such as the ability to edit registered entry. It also enables cross check of registered data when summaries are generated thereby avoiding double counting. All states confirmed that the App has an option for edit, therefore the targeting officer has option of correcting mistakes for proper entry and accuracy.

Furthermore, National office confirmed that states have control over their data and do data validation and cleaning by the MIS at State level. National level has zonal MIS officers that revalidate data coming from their states. There are data validation templates to guide the data validation process. Back up is automatic as the data is backed up on the program server. There is an App to App data quality check interface with the NCTO data at National level to ensure that beneficiaries on the mined NCTO list are the beneficiaries on the NASSCO social register. This is done before and after payment of the monthly stipend to the beneficiaries to ensure the beneficiaries were identified from the NSR.

Data collated is produced into charts and graphs for decision- making, The review process noted the whole registry is aggregated in charts and graphs, and the program specific (CCT) mined data was not routinely produced. However it was said to be available on request.

LINKS WITH THE NATIONAL REPORTING SYSTEM

Only National Level reporting channels are utilized and no other channels are utilized for collation and reporting on targeting data collated in the program

STRENGTHS

1. All states confirmed that the tablets and phones provided were enough to conduct the activities
2. There are documented guidelines for data management and they are in use
3. There is a documented review process which records any changes to the data and why
4. There is access control for the App and server by designated officials only
5. Automatic back up of program data occurs in the programme
6. There is an App to App interface with NCTO mined data to ensure the right beneficiaries receive payment and the data is not manipulated and the data quality is preserved

GAPS IDENTIFIED

1. Use of information; the mined data on Total households targeted is not clearly disaggregated by programs in the available dissemination channels such as fliers, and website of the organization
2. Insufficient clarity of the community leaders on the selection criteria development process, further review is required on their feedback on the process

5.2   Cash Transfer Officer (CTO)

The cash transfer office is responsible for mining the poor and vulnerable for enrollment in the cash transfer programme. The CTO generates the list of eligible individuals for payment for the payment operators who then pay these individuals in the community. The office is also responsible for the coordination of grievance redress mechanism in the programme.

Figure 5: Some roles and responsibilities of the NCTO relevant to the monitoring exercise

- Facilitate beneficiaries" enrolment and issue programme card to beneficiaries
- Integrate the Payment Service Providers (PSPs) into the systems developed under NASSP (these are the NSR, MIS, and financial management (FM) systems
- Provide effective coordination for the payment system
- Provide grievance redress hub and ensure that grievances emerging from states are investigated and addressed.
- Establish and implement system to minimize fraud, error and corruption
- Engage and supervise payment service providers
- Disburse Cash Transfers to beneficiaries
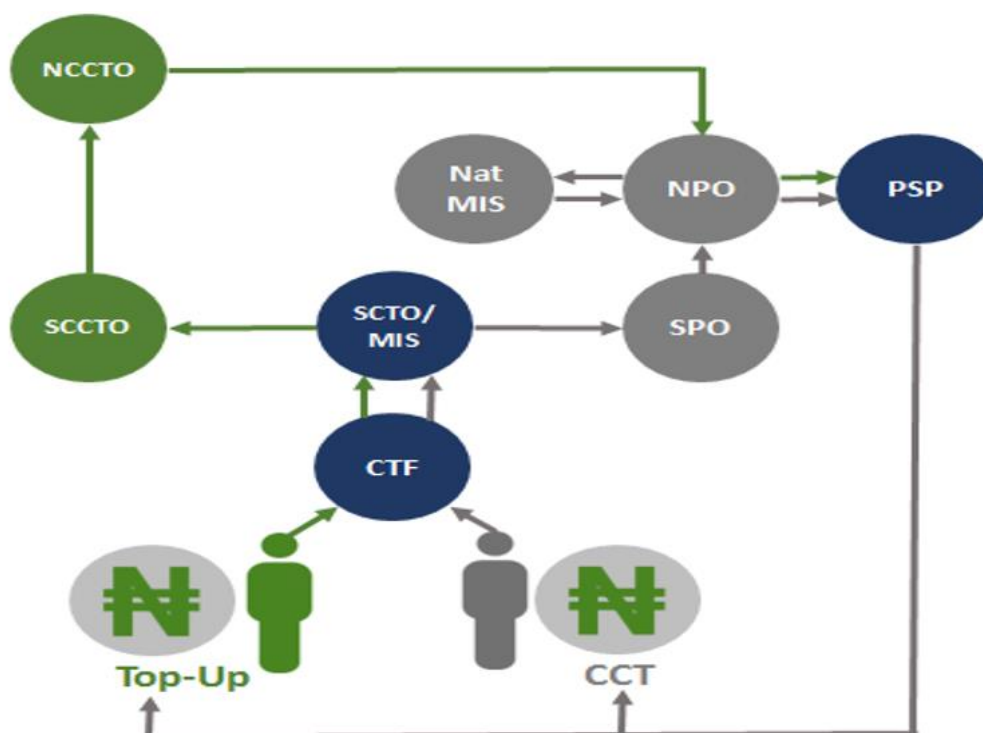
Source-HUP Manual December 2017

The actual implementation happens at the state level and the State Cash Transfer Unit (SCTU) manages and coordinates the conditional cash transfer and livelihoods interventions (NCTO, 2018).The data set assessed by the MANTRA project at the Cash transfer Office were:

- *Number of Households Enrolled*
- *Proportion of grievances resolved*

- *Total Funds disbursed*
- *Total Number of Individuals Paid*

> The cash transfer office is responsible for the enrollment of the eligible beneficiaries from the NSR. Payment operators make the payment to the beneficiaries at the Ward and community. The August September 2018 payment round was paid in cash to the beneficiaries

Figure 6: Payment flow Chart (An Illustration of the Payment Process)

Source-NCTO HUP Manual-December 2017

5.2.1 Cash Transfer Office M&E systems assessment findings
M&E SYSTEMS STRUCTURE AND FUNCTIONS
Reporting Guidelines- Number of Households Enrolled

The NCTO has a Management Information System (MIS) unit and an M&E Unit. The MIS unit supports the operational processes of the household uplifting programme managing the overall cash transfer data, strengthening control and accountability. The M&E unit is responsible for the design and implementation of the M&E activities of the programme by developing the programme M&E framework, to guide tracking of programme activities within context of its objective; monitor all programme activities and the progress made on a regular basis.

The NCTO mines its eligible individuals from the social registry generated by NASSCO. The NCTO has enumerators who then enroll the eligible beneficiaries for each household and an alternate representative as back up for payment.

The enumerators have been trained and retrained for the enumeration process. Feedback and supervisory visits is received from the National level to the states, L.G.A and ward level on the enrollment process and data generated. Supervisors are present from the national and state offices of the cash transfer office during the enrollment process. Roles and responsibility are well documented in the PIM (NASSP). See figure 7 for the state cash transfer unit organogram.

Figure 7: State Cash Transfer Unit Organogram
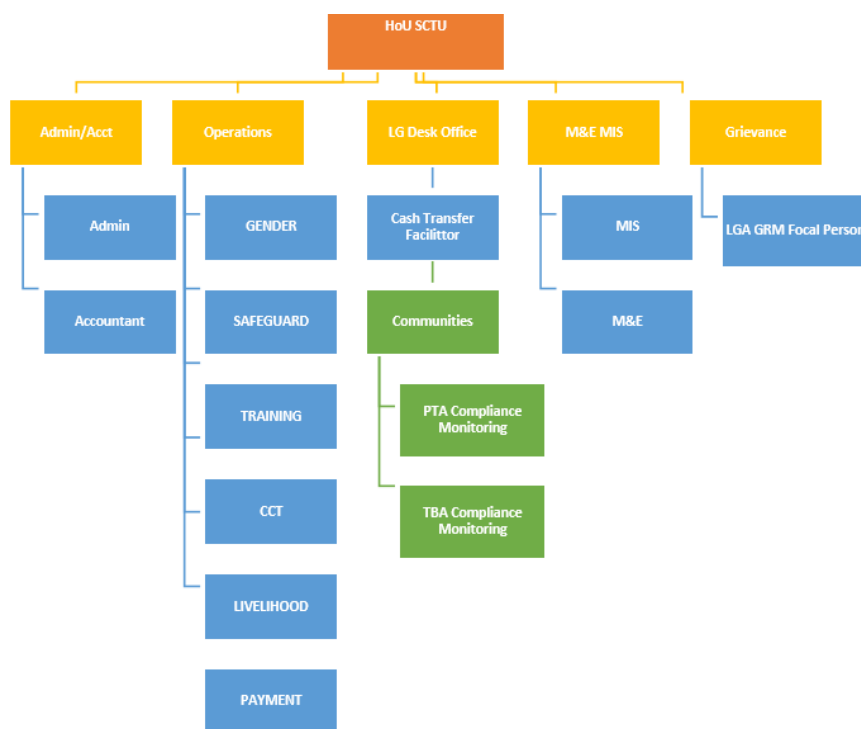
Source-NASSP PIM

Reporting Guidelines Proportion of grievances resolved

The NCTO has planned for *"GRM, Procurement and Internal Auditors that support the day to day running of the programme"* (NCTO, 2017).There is a Grievance Redress Officer (GRO) at the State level and an LG Grievance Redress Officer is designated at L.G.A level to address and collate data on grievances, with support from the community grievance persons and beneficiary representatives.

The community grievance persons and beneficiary representatives are not to solve the grievances but collate them, it is the LG grievance redress officer that records the complaints and follows up on resolving the grievances at the local government level (NCTO, 2018). However, in practice a large proportion of grievances are addressed at this level.

The designated staff and organogram for reporting and addressing grievances is well documented in the Grievance Manual of the NCTO[16], all states visited had designated state and LG level GRO,

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[16] Page 15,16 Chapter 5 Key roles and responsibilities in managing grievances under the Household Uplifting Programme,HUP grievance handling and management structure

they send and receive feedback from state and national level on grievances reported, however they complained of delays in the feedback received from National level on grievance reported.

Reporting Guidelines Total Funds disbursed/Total persons paid

The data on total funds disbursed in the cash transfer office is routinely collated at the National level by the NCTO office quarterly and sent to the auditor general, the total funds disbursed in the household uplifting programme and individuals paid is not prepared separately, nor disaggregated separately in the report produced, this report is only generated on demand.

DEFINITION AND REPORTING GUIDELINES

National level has developed guidelines on reporting for the programme. All states confirmed they have been provided with guidelines from the national level on reporting on total household enrolled, and grievance reporting. No guidelines were evident for reporting on total funds disbursed and total persons paid.

DATA-COLLECTION AND REPORTING FORMS AND TOOLS
Reporting forms and tools Number of Households Enrolled

All the states confirmed that the enrolment "App" is always used for the enrolment, no other channel is used for collating and reporting data and enrollment. All states confirmed that the tablets and phones provided were enough to conduct the activities. Furthermore, they also confirmed that no other person aside the designated and approved person have access to the App. All entries during enrolment are done directly in the App. They also confirmed that each form entered into the App is reviewed including the date at which it was entered.

Reporting Forms and tools Proportion of grievances resolved

Although the grievances were still collated in hard copies notebooks and through the hotlines and website, the grievances reporting in the programme is scheduled to be collated with an App staring January 2019. All the states interviewed confirmed that the grievance app is scheduled to be utilized for collating data on grievances but it is not yet in use but they recently concluded training on the app. The app yet to be installed on their devices. As at the time of the monitoring all grievance record is been handwritten in a notebook with no standard collecting tool.

Although 21 days is recommended for the resolution of all grievances, feedback on grievances sent to the National was noted not to be addressed in a timely manner.

Reporting forms and tools Total Funds disbursed/Total persons paid

Payment is made by payment operators who provide the information to the State teams and reconciliation is done at National level. The payment operators were said to be recruited through a process documented in the procurement manual. The state level has no standard tools to collate information on total funds disbursed, this data is collated in different ways at the State Level by the SCTO. 5 out of the 11 States (Gombe, Nasarawa, Kaduna, Kwara and Benue) monitored were able to provide information on total payments made and persons paid in the August September 2018 payment round.

DATA MANAGEMENT PROCESSES
Data Management Process Number of Households Enrolled

The enrollment process places quality controls such as the ability to edit registered entry. It also enables cross check of registered data when summaries are generated thereby avoiding double counting. All states confirmed that the enrolment App has an option for edit, therefore the enrolment officer has option of correcting mistakes for proper entry and accuracy.

The final enrollment list is verified and cross-checked with the NASSCO mined social register before and after payment via an App to App interface reducing human errors and ensuring the right persons are paid.

The enrollment app has built in features to address incomplete entries this. An example of such scenario to ensure quality assurance described by a State *MIS Officer "the App does not count an Incomplete entry as an enrolment done, so in such situations it does not add up to the enrolment list until the fields are all filled and completed then it automatically add it up as an enrollment done"* Furthermore, the national and state level officers confirmed that data is kept in a confidential manner and only approved persons with unique log in codes have access to the data so as to ensure their activities can be tracked

However, it is noted on the field that the beneficiary information is still available in hard copies at the L.G.A level, mechanism to ensure confidentiality at this level is said to include lock and key Back up is automatic as the enrollment data is backed up on the program server. However, in some communities, the beneficiary houses were marked with ink and this is said to be known to all in the community

Data Management Process Proportion of grievances resolved

The grievance data is not properly managed as not all grievances are presently documented. The local officials note that only grievances that cannot be solved locally are reported. This implies grievances are underreported. Only designated persons are allowed to collate grievance data, a review of the beneficiary feedback on grievances however notes that a large proportion of beneficiaries are satisfied with the resolution of grievances in the programme.

Data Management Process Total Funds disbursed/Total persons paid
Data on total funds disbursed at National is provided after reconciliation. Although the process is automatic it needs to be initiated by key persons responsible for the process. This information was not available at NCTO as at the time of the monitoring for the August/September payment (November 2018) due to delays in the reconciliation process which ideally should take about 5 days. Steps to mitigate such delays were said to be underway and would be effective in 2019

LINKS WITH THE NATIONAL REPORTING SYSTEM
Only National Level reporting channels are utilized and no other channels are utilized for reporting on enrollment data. Data on grievances are not always reported to the National level as only unresolved grievances are documented and forwarded this is done through the approved channels. Funds disbursed is reported through diverse mechanisms, and reporting format at the State level

STRENGTHS

1　All entries during enrolment are done directly in the app
2　All states confirmed that the tablets and phones provide were enough for to conduct the activities
3　Confidentiality with the programme tablet device is provided as no other person aside the designated and approved person have access to the app
4　Well documented program guidelines
5　Automatic back up of program data

GAPS IDENTIFIED

1.　Incomplete documentation of all Grievances resolved in the community, not all grievances resolved are reported on
2.　Grievance app not loaded on GRO device
3.　Inadequate feedback from national level on grievance reported
4.　No standard process for State Cash transfer Office to collate and report on data on total funds disbursed
5.　Delay in national level reconciliation process on total individuals paid
6.　Specific data on household uplifting programme total funds disbursed and total individuals paid not routinely generated only available or generated on request
7.　Marking of beneficiary household violates confidentiality standards

5.3 Data Verification Findings

This section reviews the findings of the trace and verification as well as the cross checks and spot check (survey) findings on data sets assessed in the exercise.

5.4 Definition and Interpretation of the Verification Factor

The Verification Factor

For a specific reporting level, the verification factor is the ratio of the verified count (which the DQA team recounts from source documents at the reporting level) to the reported count (from the summary report that the reporting level prepares) for a specific reporting period. It is usually expressed as a percentage. Mathematically, it can be represented as:

$$\text{Verification Factor} = \frac{Verified\ count\ at\ selected\ Site}{Reported\ count\ at\ selected\ Site} \times 100$$

**Interpretation of the Verification Factor**

Verification factors greater than 100 percent indicate **under-reporting** (i.e., the source documents show a higher actual count than the numbers that the summary reports of the reporting level), while verification factors less than 100 percent indicate **over-reporting** .A variance of less than 10 percent in either direction may be considered a minor issue. While systematically high levels of over-reporting or under-reporting that are not due to errors can lead to questions on the authenticity of the data reporting system.

5.5 Total Households Enrolled
Trace and Verification (National and State)

A review of the data provided on Total Household enrolled in the HUP by National and State level sources is seen in figure 3 below. (See Annex). Only Bauchi and Nasarawa reports on total household enrolled for the August September 2018 payment round coincide with the National level summary on total households enrolled, *further clarification as regards the reasons for the discrepancies in the other States is required.*

Figure 8: Verification Factor (State to National) Total Households Enrolled August to September 2018 payment
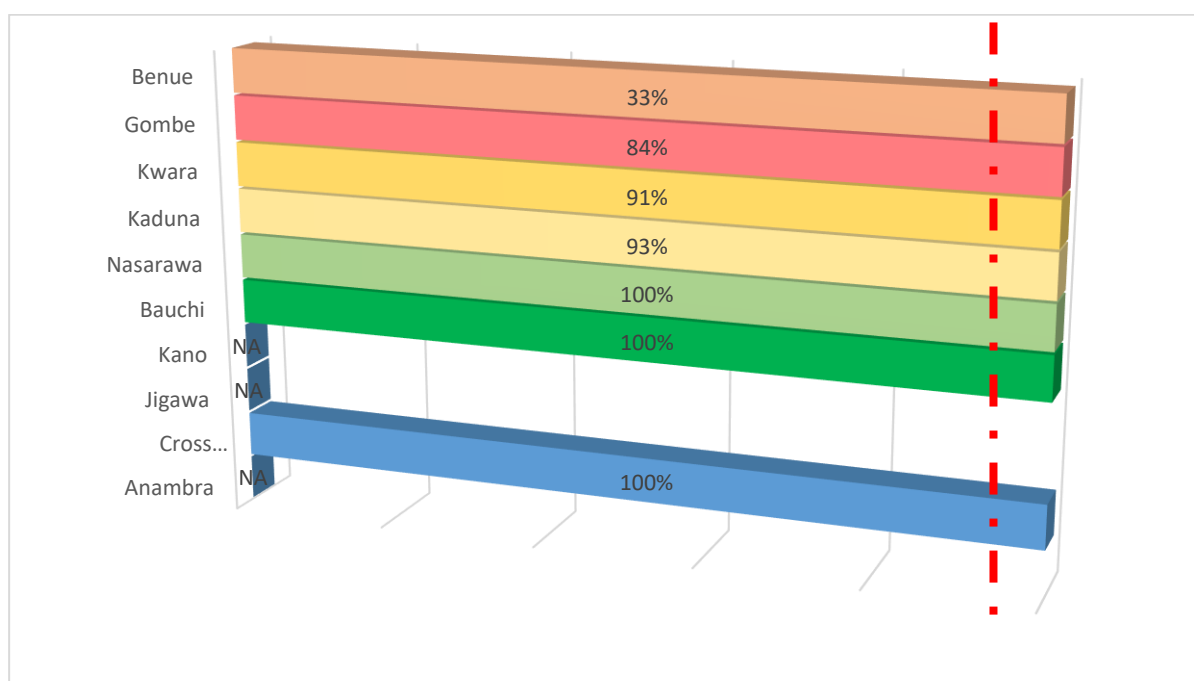
*Source-MANTRA project records*

Cross Check findings

The monitoring team verified the beneficiaries in the community from the community facilitators. Cross Checks were conducted between the beneficiary list with the L.G.A desk Officer and the Beneficiary ID of 30,778 beneficiaries in the communities' sampled, all beneficiaries on the desk officers list of beneficiaries sampled in selected wards were seen in the monitoring exercise.

Spot Check

At least 15% of all enrollees were confirmed in all the states visited. **In the 30,846 households surveyed, 4,704 representing 15.2% were males while 26,142 representing 84.8% were females. This shows that there are more females beneficiaries than male in the programme.**

In line with the widely accepted fact that women's traditional gender role was that of household managers and also in keeping with the CCT programme overall direction.

Figure 9: Gender of Caregivers and alternates on monitoring survey
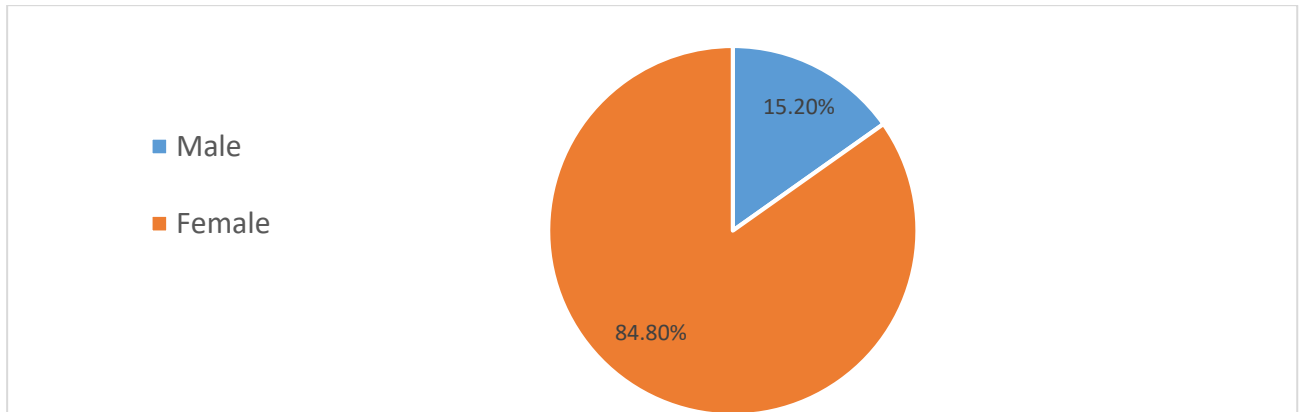
25,884 (83.9%) of the respondents who represented the households were caregiver while the alternate constitutes 16.1% (4,962). 1705 representing 5. 5% were persons living with disabilities.

Figure 12 describes the age range of the caregivers and the alternate on spot check. Majority of the caregivers were in the age bracket of 26-44 years while 1.2% of caregivers/alternate were less than 18 years

Figure 10: Age range of caregivers and alternate on beneficiary survey
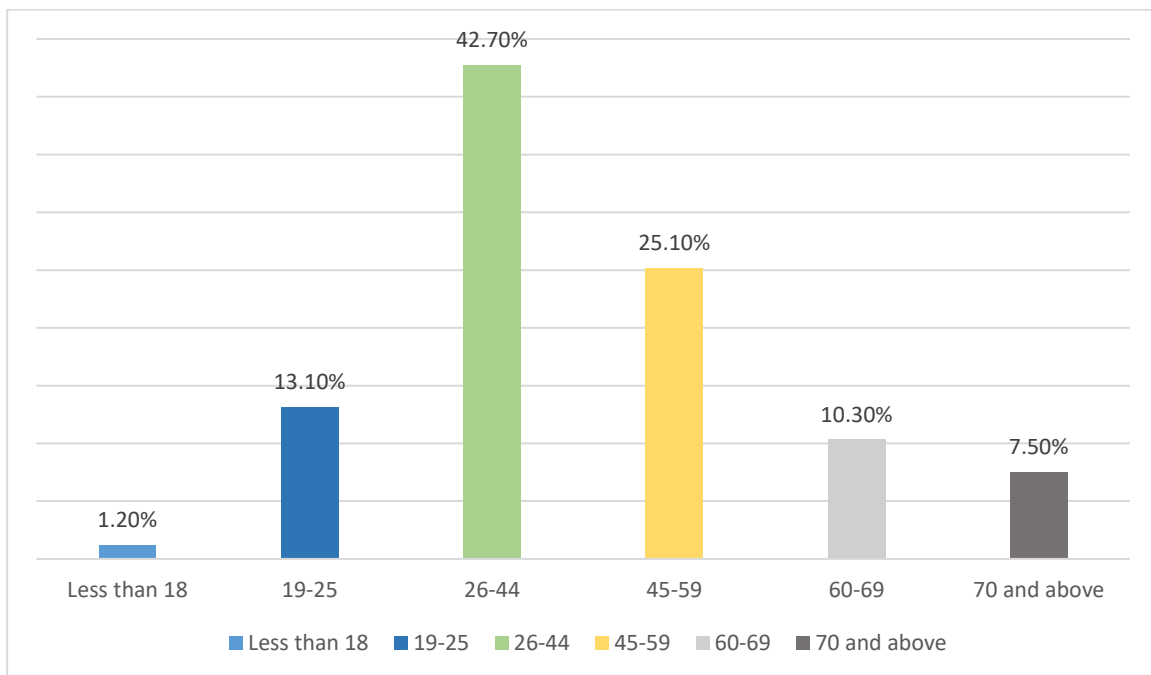
Occupation of the beneficiaries/caregivers

The most common occupation of the beneficiaries were:

- **business (interpreted as petty trading) 57.6%**
- **farming 29.3%**
- **0.8% were artisans**
- **11.8% were unemployed**

Table 3 Enrollees confirmed on spot check visits

| S/N	State	Total population of enrolled beneficiaries in the state	Total number of enrollees reviewed by the monitoring team	Percentage of Total State enrollees data assessed on spot check visit	Percentage of sampled enrollees confirmed
1	Anambra	7,226	1,405	19	100
2	Bauchi	23,148	5,756	17	100
3	Benue	8,121	909	12	100
4	Cross River	5,332	1,013	19	100
5	Gombe	13,325	2,266	15	100
6	Jigawa	39,986	6,956	17	100
7	Kaduna	10,998	1,983	15	100
8	Kano	40,949	7,501	17	100
9	Kwara	9,901	1,922	21	100
10	Nasarawa	9,762	2,633	20	100
11	Niger	11,495	2,218	18	100

Source-MANTRA project Records

5.6 Proportion of grievances resolved
Grievances resolved Trace and Verification
National level data on grievances resolved note that the National Office had received 1,600 complaints so far out of which 940 (59%) was resolved, leaving 660 (41%) unresolved the high number of unresolved grievances was explained by National representatives *"since they relate to Exclusion and Omission issues."*

The state level data available as data on proportion grievances resolved provided by 2 states (Benue and Kwara) was 13% and 26% respectively which was significantly lower than the National level data. Further review is required in the analysis of the timeline of resolution of the grievances, however, the data source was not available at the time of the monitoring due to the location of the interviews away from the office of the GRO.

Figure 11: Proportion of grievances resolved in the project at National level
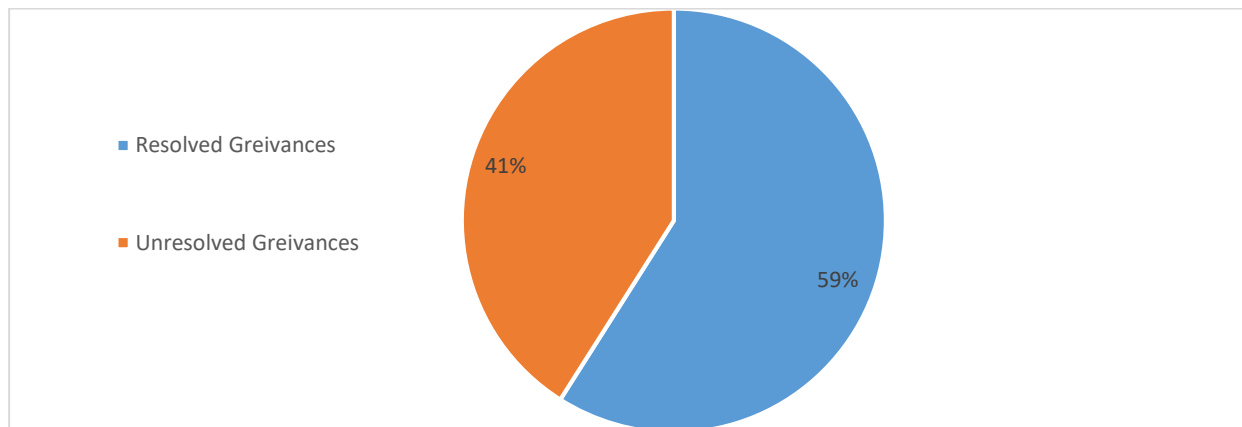
Source-NCTO data August/September 2018 payment round

Figure 12: Proportion of grievances resolved
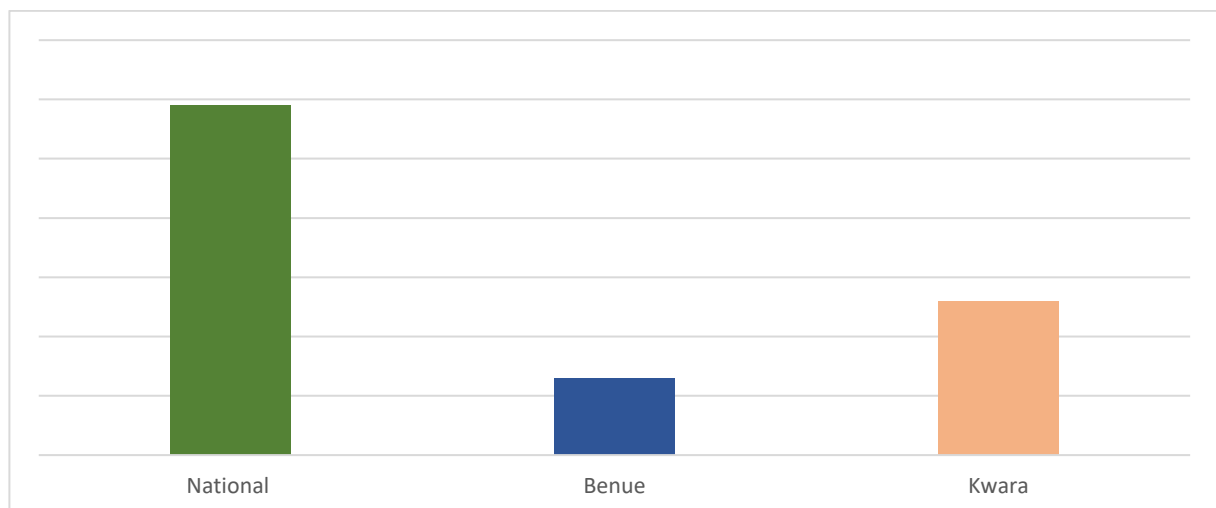
Grievances resolved cross checks

Cross Checks could not be done on the source documents for grievances as the NCTO Grievance officers for State were not with their registers at the interview

Grievances resolved spot check

About 28,237 households representing 91.5% said they have had no complaints since the programme commenced.

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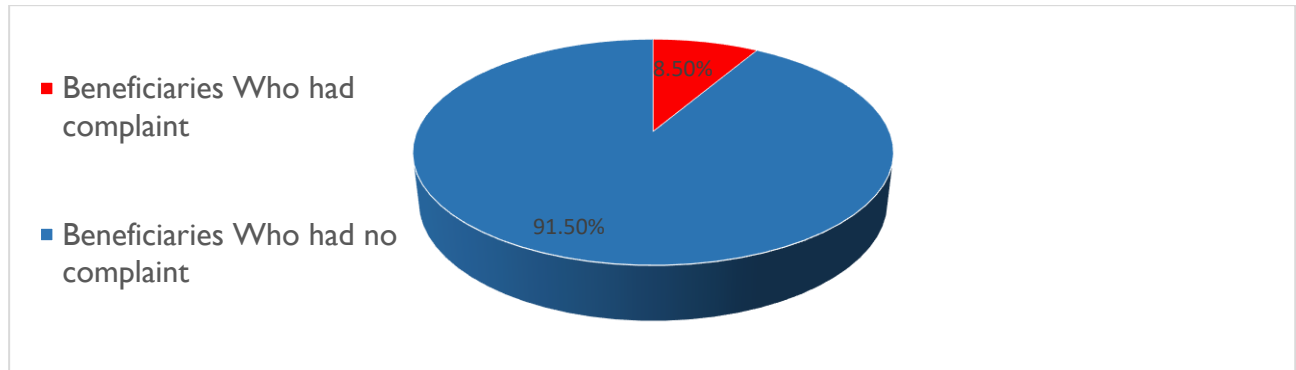
Interestingly majority of the beneficiaries (29,722 representing 96.4%) "were satisfied" or "very satisfied" with the grievance redress mechanisms in the programme

- o *Beneficiaries satisfied with the grievance redress process 19644 (63.7%)*
- o *Beneficiaries very satisfied with the grievance redress process 10,078 (32.7%)*

Examples of complaints reported were:

- "Insufficient fund"
- "Delay in payment"
- "I have not been paid the previous month"
- "Name have been removed from the register"
- "Was Given The Big Card Without The Smaller One For Payment"
- "I Need More Support"
- "They Stopped Paying Me/ My Name Was Removed"
- "My Health Takes Most Of The Money"
- "Flood And Herdsmen Damaging Of Our Farms"
- "Misplaced Photograph"
- "I Was Only Paid 5,000 Instead Of 10,000 Paid To Others"
- "No Id Card "

5.7 Total funds disbursed

The funds disbursed from the Abacha loot comprise 80% of the funds paid at the August September payment cycle. Data retrieved from the NCTO report that the CBN had released 33 million dollars (3, 786, 063,783 billion naira) for 6 months from the Abacha loot and it was converted at an exchange rate of 305.45 Naira to a dollar. Bank charges of 28,560 naira was deducted. 974,478,000 million naira was the total funds released from the Abacha loot to the beneficiaries for payment in 16 States for the August September Payment cycle.

State level data was provided by representatives of 5 states on the total funds disbursed. While National level data was provided for all 16 Beneficiary States (See Annex for data on total funds disbursed in the 16 States as provided by the NCTO).

Table 4: Total funds disbursed to 11 states monitored by the MANTRA project in the August-September 2018 payment round

S/N	State	Total Funds Disbursed(Naira)	Amount Of Funds Disbursed From Abacha Loot(80% Of Total Funds Disbursed
1	CROSS RIVER	39520000	31616000
2	NIGER	105320000	84256000
3	KWARA	78470000	62776000
4	BENUE	26420000	21136000
5	ANAMBRA	61630000	49304000
6	NASARAWA	93660000	74928000
7	BAUCHI	188480000	150784000
8	KANO	353850000	283080000
9	KADUNA	87920000	70336000
10	GOMBE	109830000	87864000
11	JIGAWA	363500000	290800000
	Total	1508600000	1206880000

Source-NCTO Funds Disbursed data

Trace and Verification

The data provided by the National level on total funds disbursed in the August September 2018 payment round was compared with State level data provided by the State team. Findings are in the table below

Table 5: Amount reported at the NCTO for Total Funds disbursed and amount verified (reported) as total funds disbursed at the State level for the August September 2018 payment round

S N	State	National level data on total funds disbursed for August-September payment round	State level data on total funds disbursed for August-September payment round	Difference in National reported data and State verified data	% Verification Factor total funds disbursed Aug-Sept payment round
1.	BAUCHI	188480000	187,600,000	880,000	99.5%
2.	GOMBE	109830000	110,200,000	-370,000	100.3%
3.	NASARAWA	93660000	94,300,000	-640,000	100.6%
4.	KADUNA	87920000	88,470,000	-550,000	100.6%
5.	KWARA	78470000	78,470,000	0	100%
6. `	BENUE	26420000	26,410,000	10,000	99.9%
7.	CROSS RIVER	39520000	39,490,000	30,000	99.9%
8.	NIGER	105320000	NA	NA	NA
9.	ANAMBRA	61630000	NA	NA	NA
10.	KANO	353850000	NA	NA	NA
11.	JIGAWA	363500000	NA	NA	NA

Source-NCTO funds disbursed data

Data on total funds disbursed was available from 5 states, 80% of the States data on total funds disbursed represent the funds from the recovered loot.

5.8 Total Individuals paid

Data for total individual paid was provided by the NCTO for the 11 States benefiting from the August September 2018 payment while 5 states were able to provide State level data for total individuals paid.

Trace and verification

150929 individuals were reportedly paid at National level for 11 States. However for the 5 (Benue, Kaduna, Nasarawa, Gombe, and Bauchi) states with available data on total individuals paid, The NCTO reported a total of 50,631 persons paid in the 5 States while the SCTO representatives of these states reported

Table 6: Total Number Beneficiaries Paid In Aug-Sept 2018 Round Of Payment

| S/No	States	National level data on number of beneficiaries paid	State level data on number of beneficiaries paid	Difference in National reported data and State verified data	% Verification Factor total Individuals paid for Aug-Sept payment round
1	Benue	2642	2,641	1	99.96%
2	Kaduna	8792	8,792	0	100%
3	Nasarawa	9366	9,430	-64	100.68%
4	Gombe	10983	11,020	-37	100.33%
5	Bauchi	18848	18,760	88	99.53%
6	Cross River	3952	1346	2606	34.05%
	Total	50631	50,643		

Figure 14: Verification Factor (State to National) Total Individuals paid for August to September 2018 payment round
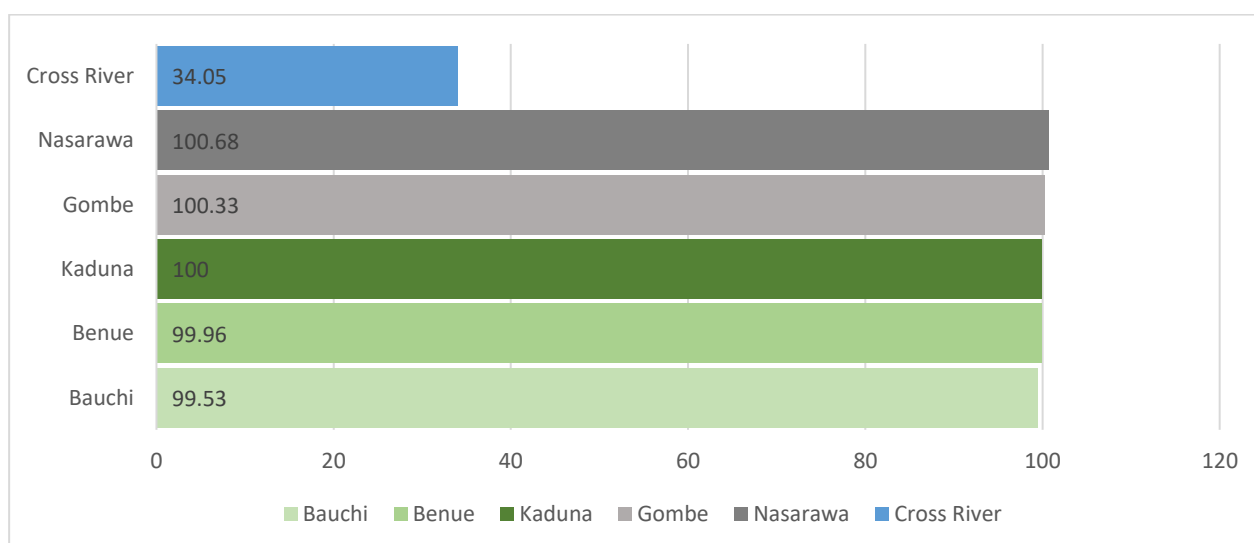
Spot check

78.8% of respondents reported receiving at least the base amount 5000 naira while 20.4% of respondents had not been paid.

Figure 15: Survey findings depicting enrolled beneficiaries Paid and Beneficiaries not paid in August September payment round
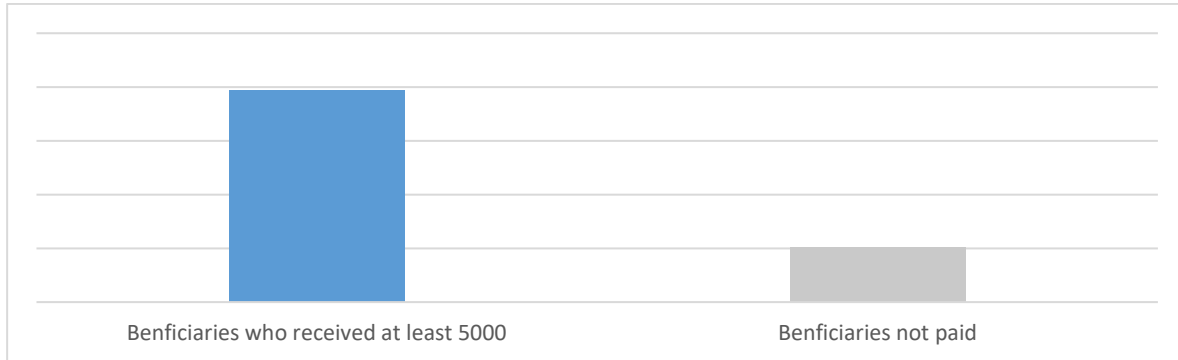
6.0   Data Quality Standards Findings

This section discusses data quality standards on the data reviewed in the reporting agencies across all levels and the interactions of the M&E systems and processes on the data quality. In this section, the data quality on each data set is reviewed.

6.1 Validity

Validity is a term to describe if the data being collated measures what it is intended to. This section reviews validity issues as regards the program indices been reviewed.

The data on households to be enrolled is first collated by the NASSCO CBT team based in the L.G.A as part of the social registry. This data is generated based on the poverty index of the World Bank and eligible individuals selected by the communities based on the community's selection criteria. The NCTO then mines its beneficiaries list from the Social register generated by the NASSCO and enrolls those who fall below absolute poverty line from the National Social register for the conditional cash transfer.

Beneficiary enrollment is done utilizing only the approved tools and channels and unauthorized changes do not occur, however, copies of the targeting selection criteria was said to be with the community leaders, the LGA Office and the State Office of SOCU. However, 3 community leaders interviewed in eligible communities in Nasarawa all reported that they are unaware of their communities developing selection criteria for the programme, and do not have copies of the selection criteria, when probed further, 2 of the community leaders noted that the criteria for selection was not developed by their communities, but they were informed that the requirement for enrollment was 50 households with widows, widowers and aged persons per community. However, more reviews of community leaders feedback need to be done to form a reliable conclusion.

The state level data for household enrolled was not a complete match in 4 out of 6 States assessed, the difference was significant for 2 States with verification factor of less than 90% reported.

Validity Considerations

1. Underreporting on grievance data imply the documented data on grievances is not a complete reflection of the grievances encountered in the community on the programme
2. Further review to be done on State level total beneficiaries enrolled and National level summary report to ascertain the reasons for discrepancies.
3. It may not be clear to community leaders how the selection criteria were developed as the community leaders interviewed were not aware of the development process of selection criteria. This needs to be clarified in order to ascertain that the right processes were completed to identify the poorest in the communities.

6.2 Integrity

Integrity relates to the data quality standards that describes mechanisms in place to ensure the programme data is not exploited for other purposes. There are numerous mechanisms in place in the programme at National and sub National level to ensure the integrity of the data which include:

- Inbuilt checks in the software that flag double entries and prevents incomplete entries
- Well documented guidelines to protect integrity of data collated
- Adequate tablets to ensure enrollment is done with the right tools
- Designated staff to review data quality and their roles and responsibility documented in an organogram
- Supervisory visits to state offices and L.G.A level
- Quarterly review meetings

Areas for strengthening integrity include:

(1) Clarification to the community as regards the targeting process to ensure the process is not perceived to be manipulated
(2) Routine disaggregation of data on funds disbursed by program areas and sharing of the report with partners and benefitting States.
(3) Institutionalized system for state level reporting on payment by PSP
(4) Sharing of timely information to the general public on program data to improve transparency and accountability of the institution and ensure improved public trust in the programme.

6.3 Reliability

Reliability reflects stable and consistent data collection processes and analysis methods over time. Reliability can be affected by changes in data collection processes. The data on household enrolled is collated through the same process (the App) at all levels and there are sufficient devices to ensure the right tools are utilized. The data on grievances however is collated through diverse mechanisms and not fully reported.

Areas to strengthen reliability of programme data

(1) The data on total funds disbursed and total beneficiaries paid is collated officially at State level through diverse reporting formats.
(2) The use of notebooks to collate grievance data also pose a reliability issue to the quality of data collated. This is to be addressed by the NCTO grievance app, however there is need to ensure the app is utilized to collate all grievance data, to ensure under reporting on grievances is addressed.
(3) Frequent changes to beneficiary ID card and beneficiary list (up to 3 times reported in the last 1 year) present challenges with timely payment information to beneficiaries as a result of changes in the enrollee to be paid. This was corroborated with survey findings in which 4,214 (13.7%) of respondents reported that they were not informed on time of the August September payment

6.4 Confidentiality

The data entry platform for enrollment has confidentiality mechanisms well protected in the design and implementation of enrollment data. While confidentiality of the identity of the beneficiaries is well maintained on household enrolled at the National and State Level archives in the server, at the community level, some communities were noted to have marked the beneficiary's household in an identification process.

The disclosure policy needs to be updated and made known to all to guide disclosures in the programme also to enable relevant information to be made available to the public.

Areas for improvement on confidentiality

- Marking of beneficiary household with ink should be discouraged
- The disclosure policy of the programme should be made known to all

6.5 Precision

Programme data on beneficiary enrolled is collated with sufficient disaggregation (recommended SDG disaggregation) which include the gender, occupation, disability status of total beneficiaries.

Areas for strengthening precision

Some areas where precision of the programme data can be strengthened include:

- The grievance data is not completely collated in the programme, while this is updated on the App it presents an opportunity to ensure precision in the disaggregation of reported grievance data.
- The data on funding at the National level also needs to be routinely disaggregated by programmes
- The charts and graphs display of the NASSCO also requires programme specific disaggregation

6.6 Timeliness

Timeliness reviews issues related to timeliness that may affect data quality. Issues related to timeliness identified in the programme so far include:

- The data on total funds disbursed and total individuals paid could not be assessed at National due to delays in the reconciliation process. L.G.A level officials also report delays in response to grievance related issues reported from the State level.
- Beneficiaries complained about delay of onset of payment which sometimes delays payment till late at night.
- Data received from National level need to be updated with date stamps for archiving purpose and to clarify data received.

7.0 Summary of Findings
Objective 1: To review the disbursement process to ascertain funds disbursed get to the intended beneficiaries

Disbursement occurs through payment service providers to registered beneficiaries in the programme. 7 payment operators were engaged as at the August September payment round. They were engaged through a procurement process listed in the procurement manual. Payment is not done electronically. The monitoring exercise conducted spot checks on the Funds disbursed in the August to September payment cycle to 30,778 beneficiaries across 5 Geo political zones of Nigeria.

To protect the funds and ensure it gets to the right beneficiaries, the following are processes in place:

1. An App is always used for the enrolment, and no other source is utilized for enrollment
2. All states confirmed that the tablets and phones provided were enough to conduct the activities.
3. There are documented guidelines for data management
4. There are documented review process which documents any changes to the data and why
5. Access control to the App and server is by designated officials only
6. There is an automatic back up of program data
7. There is an App to App interface of the NASSCO social register with the NCTO mined data to ensure data is not manipulated and the data quality is preserved
8. There is confidentiality with the programme tablet device as no other person aside the designated and approved person have access to the App. All entries during enrolment are done directly in the App.

Areas for improvement of the payment process noted include:

- There is need to design a mechanism for reporting at State and Ward level on total individuals and total funds paid in the programme at the SCTO and L.G.A as the present reporting is done in different ways by participating states.
- The beneficiaries also complained of untimely information as regards beneficiaries who have been dropped from the eligible beneficiaries list.
- The payment process was also noted to occur late in the night at certain sites.
- The electronic payment design can be reviewed as an option for payment for beneficiaries.

Objective 2: To report on the total amount of funds disbursed to the beneficiaries
974,478,000 million naira was the total funds released from the Abacha loot to the beneficiaries for payment in 16 States for the August September Payment cycle. The funds disbursed from the Abacha loot comprise 80% of the funds paid at the August September payment cycle. Data retrieved from the NCTO report that 33 million dollars (3, 786, 063,783 billion naira) was released for 6 months from the Abacha loot and converted at an exchange rate of 305.45 Naira to a dollar. Bank charges of 28,560 naira was deducted.

The data on total funds disbursed and total individuals paid was available at National and 6 States, however, 5 out of the 11 states assessed could not provide the required information. Only 1 out of the 6 states had 100% verification factor with National reported data on total funds disbursed, while 1 out of 5 states had a 100% verification factor on total individuals paid. The discrepancies however, were less than 1% and may be due to administrative reasons, however, the exact reasons for the disparity needs to be clarified.

L.G.A level officials also report delays in response to grievance related issues reported from the State level

Objectives 3: To report on amount received by the beneficiaries

78.8% of respondents reported receiving at least the base amount 5000 naira while 20.4% of respondents had not been paid.

Objective 4: To report on grievances or feedback from beneficiaries

Grievances in the project is reported through the grievance redress mechanism, and 29,722 respondents (96.4%) of beneficiaries were satisfied with the grievance redress process. However grievances in the programme is underreported and the L.G.A level team report delays in the feedback timeline from NCTO and The SCTO.

An app is being designed to address these challenges.

Objective 5: To identify potential challenges to data quality and reporting

Challenges identified to data quality are listed below in no specific order:

Challenges with reporting

- No standardized process for State Cash transfer Offices to collate and report on total Funds disbursed and total persons paid at each round in the State.
- Delay in National level reconciliation process on total individuals paid
- Underreporting on grievance data imply the data on grievances is not a complete reflection of the grievances encountered in the community on the programme.
- Non disaggregation at NCTO of funds disbursed in the programme by specific interventions.

Completeness of data
- Data received from National level need to be updated with date stamps for archiving purpose and to clarify data received.
- Incomplete documentation of all Grievances resolved in the community, not all grievances resolved are reported on.
- Low verification factor between National and State level data on enrollment.

Use of Information

- Use of information; the mined data by program is not clearly disaggregated and easily available on accessible channels such as fliers, and website of the organization

- Insufficient clarity of the community leaders on the selection criteria development process, further review is required on their feedback on the process.
- Sharing of timely information to the general public on program data to improve transparency and accountability of the institution and ensure improved public trust in the programme
- The disclosure policy of the programme is not clear.

Challenges with disbursement process
- Beneficiaries complained about delay of onset of payment which sometimes delays payment till late at night.
- Updates to beneficiary information resulting in removal of beneficiaries from the beneficiary list should be communicated to the beneficiaries on time. 4,214 (13.7%)of respondents were not informed on time of the August September payment.

Challenges with Confidentiality

- Marking of beneficiary household violates confidentiality standards

Challenges with timeliness
- Untimely feedback from National Level on Grievance reported
- Specific data on household uplifting programme total funds disbursed and total individuals paid not routinely generated only available or generated on request

8.0 Recommendations

The program has a lot of best practices, this should be assessed for expanding the scope and continuing with such practices. Recommendations to address the challenges in the program are listed below

Recommendations on the disbursement process to ascertain funds disbursed get to the intended beneficiaries

- There is need to improve timeliness of information to the beneficiaries on the timing of disbursement and eligible beneficiaries
- Payment should be made electronically as much as possible
- There is need to design a mechanism for reporting at State and Ward level on total funds paid in the programme at the SCTO and L.G.A.
- Beneficiaries should not be kept till late hours at the disbursement site
- Repeated changes to the beneficiary card should be avoided

Recommendations on the dataset "total amount of funds disbursed to the beneficiaries "

- The reasons for the slight discrepancy in verification factor for the 6 state level data needs to be clarified

Recommendations on the dataset "amount received by the beneficiaries"

- A standardized process should be designed for State Cash transfer Offices to collate and report on total persons paid at each round in the State.
- A reporting format on the total amount of funds and beneficiaries paid in each State to be designed with info graphic for dissemination to CSO and the general public to increase confidence in the process. This can be done quarterly, reflecting data for each payment round and till date.
- The information on total funds disbursed from the Abacha loot should be reflected in the report described above.
- Delay in National level reconciliation process on total individuals paid.

Recommendations on grievances or feedback from beneficiaries

- Underreporting on grievance data imply the data on grievances is not a complete reflection of the grievances encountered in the community on the programme.
- further review is required on their feedback on the process community leaders on the selection criteria development process

Recommendations on potential challenges to data quality and reporting

- Data received from National level need to be updated with date stamps for archiving purpose and to clarify data received.
- There is need to review the verification factor between National and State level data on enrollment.

- Insufficient clarity of the community leaders on the selection criteria development process, further review is required on their feedback on the process.
- Sharing of timely information to the general public on program data to improve transparency and accountability of the institution and ensure improved public trust in the programme
- The disclosure policy of the programme is not clear.
- Marking of beneficiary household violates confidentiality standards.
- Further review on low verification factor between National and State level enrollment data is required.
- NCTO to develop data change management process documentation and ensure it is communicated to all reporting levels to address discrepancy in National and State enrollment data Low verification factor between National and State level data on enrollment.
- The mined summary of social registry data by the NSIO should be disaggregated by programme and made available on accessible channels such as fliers, and website of the organization to the public.
- Timely information to be provided to beneficiaries no longer on the beneficiary list to enable them be aware before the day of payment.

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Annex
1. List of documents reviewed
2. Table showing the National and State level data total household enrolled by state
3. Table showing the List of payment service providers
4. Table showing updated summary of new enrollees (August-September payment round)
5. Result chain; Conditional Cash Transfer Programme (CCT)
6. Organizational Structure of SOCU
7. List of participating CSOs
8. Copy of the Beneficiary Survey tool
9. Copy of the Data quality assessment tool
10. PIRS
11. Sites visited and date
12. Procurement Manual

List of Documents Reviewed

1. NSIP M&E Framework: Revalidation and Mainstreaming Workshop Report Written by: Khadijat Baba-Muhammad and Destiny Chukwu Date: 19 July 2017
2. M&E Framework National Social Investments Programme In Collaboration With Ministry Of Budget And National Planning & United Nations Development Programme 2018
3. Ministry Of Budget & National Planning National Monitoring And Evaluation Report 2016scorecard For Special Funded Programmes
4. Distribution of mined National Social Register by Households State and Age group - National Social Safety Net Coordinating Office
5. Conditional Cash Transfer household summary data for 19 states. National Cash Transfer Office
6. Names and contact details of the community facilitators for Conditional Cash Transfer Programme-National Cash Transfer Office
7. Project Appraisal document World Bank PAD1687 May 16, 2016
8. Investing in our people-National Social Investment Office October, 2018
9. National Social Safety Net Project (NASSP)-   July, 2018
10. Retrospective Baseline Survey On National Social Investment Programme (NSIP)
11. HUP GRM Manual April 2018
12. National Cash Transfer Office (NCTO) Operational Manual For Household Uplifting Programme (HUP) In Nigeria –December 2017
13. Table of August, 2018 Beneficiaries enrolment Statistics-August 2018
14. Local Government Engagement
15. State operations coordinating unit, list of communities Sensitized/Mobilized—CBT FORM 2
16. State operations coordinating unit, list of Poor and Vulnerable HHS enumerated—CBT FORM 6
17. Kokona ward communities
18. State operations coordinating unit, list of communities engagement completed----CBT FORM 5
19. State operations coordinating unit, harmonized listing of poor and vulnerable HHs---CBT FORM 4
20. State operations coordinating unit list of communities enumeration completed---CBT FORM 7
21. National Cash Transfer Programme(NCTP) Beneficiaries payment report format
22. List of PSPs per State
23. Results cHain NASSP-Revised ppt
24. Updated Consolidated PIRS for NSIP
25. The organizational structure of SOCU
26. State Cash Transfer Unit Organogram
27. NASSCO Organogram showing M & E roles and responsibilities at National
28. Payment to beneficiaries from December 2016-December 2018

Table 7: Cash transfer indicators National Social Investment Programme

S/N	TYPE (a)	Expected Impact/Outcome/ Output(b)	INDICATORS(c)
I	IMPACT	Reduce poverty level	Poverty rate
2	OUTOME	Increased proportion of participating poor households that have increased Household income	Total Number of participating HHs in each of the communities elevated out of the last 2 Poverty quintiles
			Total Number of participating HHs in each of last Poverty quintiles
			Total Number of participating Hhs in each of the communities in the last poverty quartiles
			Number of HHs graduated out of the Social Register
			Average Income of HH participating in CCT
			Access to Social Services
3	OUTPUT	Participating HHs trained on income enhancement and Business opportunities	Number of HH Trained
		Participating HHs registered in Groups	Number of HH that have formed groups
		Participating HHs engaged in group activities	Number of HH participating in group activities
		Participating HHs coached and mentored in their communities	Number of communities where coaching and mentoring

13.

Source: Final N-SIP framework

Table 8 HUP State And L.G.A Indicators

Sn	Indicators	Source
I	Direct project beneficiaries (Core)	NASSP NLSS Survey 2017 Administrative data NCTO
2	Female beneficiaries (Core)	Administrative data NCTO
3	Percentage of transfer recipients that are female	NCTO
4	Percentage of beneficiaries that are in the bottom two poverty quintiles	NASSCO
5	Number of households included in National Social Registry (Number-Thousands)	SOCUs, NASSCO
6	Number of States benefiting from targeted cash transfers	NCTO
	Intermediate indicators	
8	Number of States that have signed MOUs with Federal level	Annually Administrative data NCTO
9	Number of States with Social Registry	Annually Administrative data NASSCO
10	Number of other social protection or social sector programs utilizing the National Social Registry	Annually Administrative data NASSCO
11	Percentage of individuals registered in National Social Registry with a valid national ID number from NIMC	Annually Administrative data NASSCO, NIMC

12	Percentage of payments delivered to beneficiaries within 1month of the due date	Quarterly Administrative data NCTO
13	Percentage of targeted households receiving transfers electronically	Annually Administrative data NASSCO, NCTO
14	Percentage of complaints satisfactorily addressed within three months of initial complaint being recorded	Annually Administrative data, Grievance review NCTO
15	Quarterly reports are generated by NCTO using a MIS system	Quarterly Progress report/MIS NCTO
16	Number of State CTUs that generate quarterly reports using a MIS system	Quarterly Progress report/MIS SCTUs
17	Percentage of beneficiaries that report they are aware of project objectives and entitlements	Impact evaluation NCTO
18	Percentage of non beneficiaries that report they are aware of project objectives and entitlements	Impact evaluation NCTO
19	Percentage of male beneficiaries that report they are aware of project objectives and entitlements	Impact Evaluation NCT
20	Percentage of male non beneficiaries that report they are aware of project	Impact Evaluation NCTO
21	Percentage of female beneficiaries that report they are aware of project objectives and entitlements	Impact Evaluation NCTO
22	Percentage of female non beneficiaries that report they are aware of project objectives and entitlements	Impact Evaluation NCTO
23	Percentage increase in household income of beneficiaries	Impact Evaluation NCTO
24	Percentage increase of participating households with access to education	Impact Evaluation NCTO
25	Percentage increase of participating households with access to health care services	Impact Evaluation NCTO
26	Percentage increase of beneficiaries households that have improved household consumption (from one to three meals/day)	Impact Evaluation NCTO
27	Percentage increase of participating beneficiary households that have ability to absorb economic shocks	Impact Evaluation NCTO
28	Number of beneficiary Socio Economic groups formed	Quarterly Administrative data NCTO
29	Number of groups that have started saving	Quarterly Administrative data NCTO
30	Number of trainings held for beneficiaries	Not specified
31	Number of LGAs that have completed the targeting process	Annually Administrative data NASSCO, SOCUs
32	Percentage of beneficiaries reporting that targeting process is fair	Impact evaluation NCTO
33	Percentage of non-beneficiaries reporting that targeting process is fair	Impact evaluation NCTO

34	Percentage of males reporting that the targeting process is fair		Impact evaluation NCTO
35	Percentage of females reporting the targeting process is fair		Impact evaluation NCTO
36	Percentage of beneficiaries that report they are satisfied with the targeted cash transfers		Impact Evaluation NCTO

Source: Final HUP Operational Manual

Table Total Number Beneficiaries Paid In Aug-Sept 2018 Round Of Payment

S/No	States	National level data on number of beneficiaries paid	State level data on number of beneficiaries paid	Difference in National reported data and State verified data	% Verification Factor total Individuals paid for Aug-Sept payment round
1	Benue	2642	2,641	1	99.96%
2	Kaduna	8792	8,792	0	100%
3	Nasarawa	9366	9,430	-64	100.68%
4	Gombe	10983	11,020	-37	100.33%
5	Bauchi	18848	18,760	88	99.53%
6	Anambra	6232	NA	NA	NA
7	Cross River	3952	1346	2606	34.05%
8	Jigawa	36350	NA	NA	NA
9	Kano	35385	NA	NA	NA
10	Kwara	7847	NA	NA	NA
11	Niger	10532	NA	NA	NA

Source-NCTO

Table 9 Total number of household enrolled of the selected wards, Nasarawa State

Name of State	LGA	WARD	WARD DATA	POPULATION REACHED	VERIFICATION FACTOR
Nasarawa	AKWANGA	ANDAHA	390	380	97
	KOKONA	KOKONA	546	477	87
		AGWADA	408	424	104
		HADARI	0	0	#DIV/0!
	LAFIA	GAYAM	1699	56	3
		SHABU-KWANDERE	762	372	49
		ZANWA	625	459	73
	WAMBA	ARUM	364	364	100
		KONVAH	0	1	#DIV/0!
		NAKERE	247	100	40

Table 10 Total number of households enrolled of the selected wards, Gombe State

Name of State	LGA	WARD	WARD DATA	POPULATION REACHED	VERIFICATION FACTOR
GOMBE	NAFADA	NAFADA CENTRAL	348	159	46
		NAFADA WEST	695	159	23
		NAFADA EAST	370	210	57
	BALANGA	TELESE REME	1695	359	21
		GELANGU	564	340	60
		LUNGUNDA	285	154	54
	YAMALTU	YAMALTU DEBA	1180	558	47
		JAGALI SOUTH	350	216	62
		ZAMBUK KWALI	128	111	87

Source: SCTU

Table 11: Updated summary of new enrollees for August/September payment round

S/No	State	Enrolled_HHs
1.	ADAMAWA	13,855
2.	ANAMBRA	7,226
3.	BAUCHI	23,148
4.	BENUE	8,121
5.	CROSS RIVER	5,332
6.	EKITI	3,224
7.	GOMBE	13,325
8.	JIGAWA	39,986
9.	KADUNA	10,998
10.	KANO	40,949

II.	KATSINA	43,341
12.	KOGI	10,132
13.	KWARA	9,901
14.	NASARAWA	9,762
15.	NIGER	11,495
16.	OSUN	8,765
17.	OYO	4,405
18.	PLATEAU	11,050
19.	TARABA	13,846
		288,861

Source: NCTO

Table 12 National and State Level Data Total Household Enrolled By State

	Name of State	**National Data (Recounting)[17]**	**State Data (Recounting)**	**Percentage verified**
I.	Anambra	7,226	NA	NA
2.	Bauchi	23,148	23,161	100.0562
3.	Benue	8,121	2642	32.53294
4.	Cross River	5332	5368	100.6751
5.	Gombe	13325	11,257	84.4803
6.	Jigawa	39986	NA	NA
7.	Kaduna	10998	10,251	93.20786
8.	Kano	40949	NA	NA
9.	Kwara	9901	9,051	91.41501
10	Nasarawa	9762	9,762	100
11	Niger	11495	NA	NA
12	Total			

Table 13::List of Payment Service Providers (PSP) per State

/No	PSP	State	No of HHs to cover
I	Teasy & Business Support MFB	Nasarawa	9,535
2	Teasy Co. Ltd.	Kaduna	9,942
3	Fortis Mobile & Bauchi CFA	Adamawa	
		Bauchi	60,478
		Gombe	
		Taraba	
4	Unified Payment System (UPS) Ltd.	Katsina	42,088
5	Fortis Mobile	Cross River	
		Kogi	

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[17]NCTO data

		Kwara	47.371
		Niger	
		Plateau	
6	Visual ICT	Jigawa	39,269
7	Fets Mobile	Anambra	
		Benue	47,825
		Kano	
			256,508

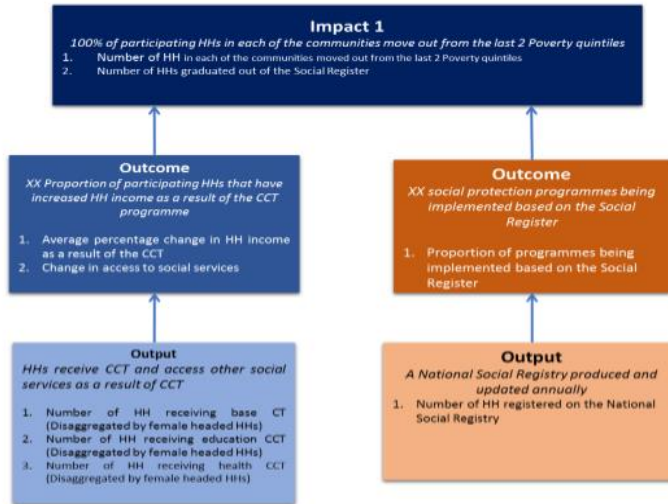*Table 14: Updated summary of new enrollees (August/September Payment round)*

S/No	State	Enrolled HHs
20.	ADAMAWA	13,855
21.	ANAMBRA	7,226
22.	BAUCHI	23,148
23.	BENUE	8,121
24.	CROSS RIVER	5,332
25.	EKITI	3,224
26.	GOMBE	13,325
27.	JIGAWA	39,986
28.	KADUNA	10,998
29.	KANO	40,949
30.	KATSINA	43,341
31.	KOGI	10,132
32.	KWARA	9,901
33.	NASARAWA	9,762
34.	NIGER	11,495
35.	OSUN	8,765
36.	OYO	4,405
37.	PLATEAU	11,050
38.	TARABA	13,846
		288,861

Results Chain CCT

Figure 16: Organizational structure of SOCU
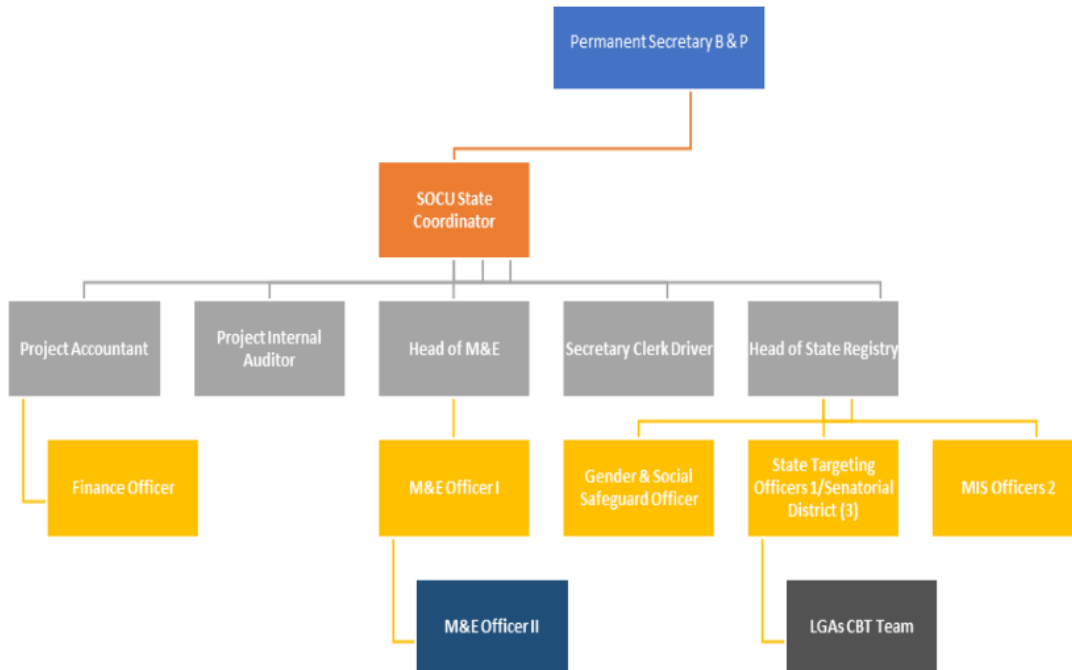
Table 15 List of participating CSOs

S/N	NAME OF CSO
1	Accountability lab
2	Action Aid Nigeria
3	AFRICAN CENTER FOR MEDIA AND INFORMATION LITERACY
4	AKIN FADEYI FOUNDATION
5	Anti Corruption and Research based data initiative
6	ARDP
7	BANGOF
8	BUDGIT
9	CCSI
10	CDD
11	CENTER FOR ANTI-CORRUPTION AND OPEN LEADERSHIP
12	Center for Labour and Enviromental Studies
13	CENTER FOR SOCIAL JUSTICE
14	Center LSD
15	CHRICED
16	CIFAR
17	CIRDOC
18	CISLAC
19	CONFERENCE OF NON GOVERNMENTAL ORGANIZATION
20	CONNECTED ADVOCACY
21	Development Exchange Center
22	EFEDOR GLOBAL NETWORK
23	ETHOPER WATEH
24	FENRAD
25	Foundation of African Youths
26	GENDER & DEVELOPMENT ACTION PORTHACOURT
27	GLOBAL INITIATIVE FOR CITIZENS ADVOCACY AND REPRENSENTATION
28	GLOBAL RIGHTS
29	GLOCHEED
30	GRACED
31	Ijaw Council for Human Rights (ICHR)
32	Initiative for Leadership foundation
33	INTEGRITY
34	international Peace and Civic Responsibility Center
35	JONAPWD
36	Justice Development and Peace Commision

37	LAWYERS ALERT	
38	LIVE AFRICA	
39	LIVING LIFE	
40	MEDIA RIGHT AGENDA	
41	MIIVOC	
42	MSMS-ASI	
43	NAN	
44	network of Civil Society organization of Nigeria(NOCSON)	
45	Niger Delta Youth Council	
46	NIGERIA SPACE	
47	NISD	
48	NSF	
49	OGP SECRETARIAT	
50	PEOPLES EMPOWERMENT FORUM(PEF)	
51	PERL	
52	Policy Alert	
53	PPDC	
54	REED Center	
55	SEEDI	
56	SERDEC	
57	Social Action	
58	SOCIO ECONOMIC RESEARCH & DEVELOPMENT CENTER	
59	SUDNET, NIGERIA	
60	TANBOLE PRODUCTION ANEEJ	
61	TRUST AFRICA	
62	TUGAR	
63	UNIVERSAL BASIC EDUCATION COMM.	
64	YOUTH ALIVE FOUNDATION	
65	Youth Empowerment Initiative	
66	Youth Forum for good	
67	ZERO CORRUPTION COALITION	

Beneficiary survey tool

My Name is (*data collectors Name*) I am from the MANTRA Project. We are conducting this assessment to understand your experience as regards the National Conditional Cash Transfer Programme (also known as the Household Uplifting Programme). This interview will take about 10-20 minutes. Your name is confidential and will not be published in our reports. Also you may stop the interview at any time.

Do you agree to participate in this interview? Yes…………..No…………………

Do you have any question before we start? (Note question and answer question or refer to supervisor) ……………………………………………………………………………………….

May I start now? Yes-…………No…………..
Date…………………………………………………………………

SECTION A BACKGROUND INFORMATION INSTRUCTION

1. State of monitoring…............................ 2. Name of LGA:

   ………………………………………..

3. Ward Name ……………………………………………… 4.Name of

   Community………………………………..

5. Please indicate with a tick (√) if respondent is the Caregiver or alternate

   Caregiver (   )   Alternate (   )

6. Initials of respondent………………. 7. Respondent Gender: Male (   )   Female(   )

8. Last 5 digits of respondent Identification Number (as seen on beneficiary cash transfer

   ID)…………………

9. Is the respondent a person living with disability? **Yes (   )   No(   )**

10. Age   of respondent in years (Indicate below with a tick ( )
    Less than 18 years (   )   19 – 25 ( )   26 - 44(   )   45 – 59(   )   60 -69 ( )   70 and above (   )

11. Occupation of respondent:

    ………………………………………………………………………………………………

    …

    Fill details of respondents' household members enrolled in the Household

    Uplifting programme below

12. Total Number of household members……………………………………………..

13. Total number of males……………………………………………………………

14. Total Number of Females…………………………………………………………

15. Total number of people with disability……………………………………………

16. Write the number of Individuals in the respondents household that fall within the age

    range listed below

0-10……….   11- 20…………….   21-30…………………

31-40……….   41-50 …………….   51-60……………….   61 and

above …………...

SECTION B: TARGETING, ENROLMENT AND EXIT

Having been enrolled in this program as a caregiver/alternate, please tell us:

SN	Survey Question	Answers				
1.	How were you enrolled	☐ by my community head	☐ by my LGA chairman	☐ by the community targeting team	☐ by my religious leader	☐ Other …………… ……
2	When were you enrolled	☐ Less than 1 month	☐ 1-3 months	☐ 4-7 months	☐ 9-12 months	☐ More than 1 year
3	What are the requirements to exit from the program	☐ I do not know	☐ There is no requirement to exit	☐ Increase in my monthly income	☐ Attend NCTO livelihood programme	☐ Other
4	How much were you earning monthly before enrolment into the program	☐ 0-100 naira	☐ 100-500 naira	☐ 500-1000 naira	☐ 1000-2000 naira	☐ Above 2000 naira
5	How much have you earned in the last 30 days	☐ 0-100 naira	☐ 100-500 naira	☐ 500-1000 naira	☐ 1000-2000 naira	☐ Above 2000 naira

SECTION C: Cash Disbursement by the National Cash transfer program (NCTO)

As regards beneficiary payment of the cash transfer program of the NCTO (beta don come):

SN	Survey Questions	Answers				
1.	Have you been paid this month (October 2018)	☐ Yes	☐ No			
2	Who collects payment on behalf of your Household	☐ No one	☐ Registered Beneficiary	☐ Extended family	☐ A friend	☐ Other ……………… ……..
3	How much were you paid in October (in naira)	☐ 0-4900	☐ 5000	☐ 10,000	☐ Above 10,000	☐ I was not paid at all
4	Were you informed of the October payment on time before disbursement	☐ Yes	☐ No			
5	Have you experienced delays in payment from the stated schedule	☐ No delay	☐ A few days delay	☐ Delay of 1-2 weeks	☐ Delay of 3-4 weeks	☐ Delay of more than 1 month
6	The funds disbursed to me in October is from the ……….	☐ FGN	☐ State Goverment	☐ Looted asset	☐ I do not know	☐ Other……..

SECTION D: COMPLIANCE WITH GUIDELINES ON FUNDS UTILIZATION

As regards the guidelines on using funds provided for your household in the program:

SN	Survey Question	Answers				
1.	Were you informed on how to use money provided and the benefits of using it as instructed	☐ I was not informed on what to do with the money in the program	☐ I was informed on what to do with the money but not the benefits of using it as instructed	☐ I was informed on what to do with the money and the benefits of using it as instructed	☐ I cannot remember	☐ Other ……………
2	What do you do with the money provided	☐ Feeding	☐ Education	☐ Health	☐ Savings	☐ Other ……………
3	Do you have challenges complying with the guidelines on using the funds	☐ Yes	☐ No			
4	If yes to question 3, What type of challenges do you have using the funds as required	☐ My family members do not allow me	☐ Community members do not allow	☐ Community leaders do not allow	☐ Money is paid late	☐ Other ……………
5	If yes to question 3,Have you reported any of the challenges	☐ Yes	☐ No			

SECTION E: GRIEVANCE REDRESS MECHANISMS

As regards the complaints in the programme:

SN	Survey Question	Answers				
1	How are you supposed to register complaints in the programme	☐ tell my community facilitator	☐ fill a grievance register	☐ call the NCTO complaints line	☐ tell a community leader	☐ I do not know
2	Are you satisfied with the methods of registering complaints in the programme?	☐ Very Unsatisfied	☐ Un Satisfied	☐ Satisfied	☐ Very satisfied	
3	Have you had any complaint since the programme commenced?	☐ Yes	☐ No			
	If yes what was the complaint?	…………………………………………………………………………… ………………………………				

4	If yes to question 3, did you register the complaint	☐ Yes	☐ No			
5	If yes to 3, How did you register the complaint?	☐ tell my community facilitator	☐ fill a grievance register	☐ call the NCTO complaints line	☐ tell a community leader	☐ I do not know
6	What was the outcome?	☐ It was Solved, and I received feedback	☐ I received feedback, but it was not solved	☐ I did not receive feedback and it was not solved	☐ I did not receive feedback but solved	☐ I do not know

NOTE: It is worth noting that the information provided in this report is accurate as at the time of the monitoring exercise in December, 2018. There have been significant developments since then, including the following:

- Beneficiary states paid for August/September 2018 have increased from 16 to 19 states (now including Ekiti, Osun and Oyo.
- The total number of beneficiaries and amount disbursed has also increased due to the above reason and developing nature of the programme with new enrollees being included continuously
- A validation meeting has been held with the relevant offices where most of the issues raised are being resolved in a continuing process of consultation. ANEEJ second Fied Monitoring would also further validate the fresh information submitted to ANEEJ by the various agencies of government. Government has also been magnanimous to give ANEEJ access to the Saver of the CCT beneficiaries of the returned Abacha $322.5million loot.

Partners of MANTRA Project: