

Annex II

QUALITATIVE PERFORMANCE INDICATORS FOR IMPLEMENTING AGENCIES ASSESSMENT REPORT¹ (Confidential)

Instructions:

National Ozone Unit officers (NOUs) are requested to provide one assessment report for each implementing agency operating in the country.

There are 3 main qualitative performance indicators: (1) organization and cooperation (2) technical assistance/training; and (3) impact. Several questions pertaining to each indicator are provided for your assessment and to enable you to determine an overall assessment for the three main indicators.

NOUs should specify a rating of 1 to 4 for the indicators with the best being 4 (highly satisfactory), 3 (satisfactory), 2 (less satisfactory), and 1 (unsatisfactory).

The final column in the assessment report enables the National Ozone Unit officer to indicate if the question is not relevant to the agency concerned. It also gives NOUs that would prefer to provide a narrative response to the question a place to put that optional information.

The assessment report is confidential and will be shared with the concerned implementing agency for its comment. The Fund Secretariat will compile the results of the individual reports and share anecdotal information while maintaining the confidentiality of the country that provided the information.

Country	
National Ozone Unit Officer	
Implementing Agency	

Section I: Rating by Indicator

Indicator/Sub-indicator	Ratings				Not relevant / Optional Narrative Rating
	4	3	2	1	
	Highly satisfactory	Satisfactory	Less satisfactory	Unsatisfactory	
Organization and Cooperation					
Did cooperation with the staff of the implementing agency take place in an atmosphere of mutual understanding?					

¹ Revised version with changes indicated.

Indicator/Sub-indicator	Ratings				Not relevant / Optional Narrative Rating
	4 Highly satisfactory	3 Satisfactory	2 Less satisfactory	1 Unsatisfactory	
Did the responsible staff of the implementing agency communicate sufficiently and help to avoid misunderstanding?					
Were the required services of the implementing agency delivered in time?					
Did the implementing agency clearly explain its work plan and division of tasks?					
Did the implementing agency sufficiently control and monitor the delivery of consultant services?					
Has the use of funds been directed effectively to reach the targets and was it agreed between the national ozone unit and the implementing agency?					
Was active involvement of the national ozone unit ensured in project:					
• Identification?					
• Development?					
• Implementation?					
If there was a lead agency for a multi-agency project, did it coordinate the activities of the other implementing agencies satisfactorily?					
ORGANIZATION AND COOPERATION (Overall Rating)					
Technical Assistance/Training					
Were project partners and stakeholders encouraged by the implementing agency to participate positively in decision-making and design of activities?					
Did project partners receive sufficient technical advice and/or assistance in their decision-making on technology?					
Did the agency give sufficient consideration to training aspects within funding limits?					
Was the selection and competence of consultants provided by the agency satisfactory?					

Indicator/Sub-indicator	Ratings				Not relevant / Optional Narrative Rating
	4 Highly satisfactory	3 Satisfactory	2 Less satisfactory	1 Unsatisfactory	
Do you feel that you have received sufficient support in building capacities for the national implementation of the project (within the funding limitations)?					
Has the acquisition of services and equipment been successfully administered, contracted and its delivery monitored?					
In case of need, was trouble-shooting by the agency quick and in direct response to your needs?					
<i>Investment projects:</i>					
Has the agency been effective and met the expectations of stakeholders in providing technical advice, training and commissioning?					
Has the agency been responsive in addressing any technical difficulties that may have been encountered subsequent to the provision of non-ODS technology?					
<i>National phase-out plans:</i>					
Were proposed implementation strategies adequate?					
Has the technical advice or training that was provided been effective?					
Has technical advice on equipment specifications been adequate?					
Has support for the distribution of equipment been adequate?					
Has support to identify policy issues related to implementation been adequate?					
<i>Training projects</i>					
Was the quality of the training provided satisfactory?					
Was the training designed so that those trained would be likely to use the skills taught?					
<i>Regulatory assistance projects</i>					
Were the regulations that were proposed by the agency:					
• Applicable?					
• Enforceable?					
• Adapted to local circumstances?					

Indicator/Sub-indicator	Ratings				Not relevant / Optional Narrative Rating
	4 Highly satisfactory	3 Satisfactory	2 Less satisfactory	1 Unsatisfactory	
TECHNICAL ASSISTANCE/TRAINING (Overall Rating)					
Impact					
In the design and implementation of the project, has the implementing agency been striving to achieve sustainable results?					
Has cooperation with the implementing agency substantially contributed and added value to your work or organization in managing compliance in your country?					
IMPACT (Overall Rating)					

Section II: Narrative Rating

Please provide a narrative explaining the evaluation of the agency's achievements:

Implementing agency's response (to be provided by the implementing agency):
