

Ministry of Planning
General Directorate of Planning
Department for Identification of Poor Households

Manual for

**the Identification
of Poor House-
holds Procedure**

Contents

Abbreviations

Preface	iii
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Chapter 1. Roles And Responsibilities	1
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1.1 National Level – Ministry Of Planning	1
1.2 Sub-National Level	2
1.2.1 Capital/Provincial Committee For The Identification Of Poor Households And Vulnerable People	2
1.2.2 Capital/Provincial Secretariat For The Identification Of Poor Households And Vulnerable People	3
1.2.3 Technical Coordinators For The Identification Of Poor Households And Vulnerable People	4
1.2.4 Commune/Sangkat Councillors	5
1.2.5 Commune/Sangkat Working Group For The Identification Of Poor Households And Vulnerable People	6
1.2.6 Village Working Group	
1.2.7 Other Actors	7

Chapter 2. Selection And Training	11
--	-----------

2.1 Selection Of Secretariat Members And Technical Coordinators	11
2.1.1 Secretariat	11
2.1.2 Technical Coordinator	12
2.1.3 Commune/Sangkat Working Group	12
2.2 Training	14
2.2.1 Regional Training Events	14
2.2.2 Training At The Capital/Province Level	14
2.2.3 Training at the municipality/district/khan level	15
2.3 E-learning tools	15

Chapter 3. Implementing The Procedure	17
--	-----------

3.1 The Identification Of Poor Households	18
3.1.1 Step 1. Submit And Receive Requests For Interviews	19
3.1.2 Step 2. Review And Decide On Requests For Interview	21
3.1.3 Step 3. Hold Household Interviews	22
3.1.4 Step 4. Review The Interview Findings And Validate The Classification Of poor Households	24
3.1.5 Step 5. Print And Distribute Equity Cards	26
3.2 Updating Data On Poorhouseholds And Vulnerable People	27
3.2.1 Removing Households From The List Of Poor Households	27
3.2.2 Amending Household Information	27



Chapter 4. Monitoring	33
4.1 Monitoring The Implementation And Management Of Procedures	33
4.1.1 Monitoring Activities At The National Level	
4.1.2 Capital/Provincial Secretariat	35
4.1.3 Technical Coordinators	35
4.2 Monitoring Data Quality	36
4.2.1 National-Level Working Group	36
4.2.2 Capital/Provincial Secretariat	36
4.2.3 Technical Coordinators	37
 Chapter 5. Managing Objections And Suggestions	 39
5.1 People Entitled To Submit Objections And Suggestions	39
5.2 Reasons For An Objection Or Suggestion	39
5.3 Ways To Provide An Objection Or Suggestion	40
 Annex	 41
Invitation Letter	41
Request For Interview	42
Request To Remove A Household Fromthe List Of Poor Households	43
Request To Amend Household Information	44
Report On Interview Request Decisions	45
Report On Decisions Regarding Requests To Remove Households	46
Report On The Validation Of Poor Household Classifications	47
Objection And Suggestion Form	48
Instructions For Interviewers	49

Preface

The Ministry of Planning is responsible for the implementation of the Identification of Poor Households (IDPoor) programme in the Kingdom of Cambodia. The information that IDPoor gathers on poor households serves as the main source of data for many social assistance interventions in the country.

Over the course of the COVID-19 pandemic, the Ministry of Planning has gained a wealth of experience in identifying poor households and in providing data on these households to the Government of the Kingdom of Cambodia, so it can respond with emergency social assistance interventions for the poor population, poor households and vulnerable people.

Based on this experience, the Ministry of Planning has decided to reform its approach to identifying poor households. Up to now, the IDPoor data has been updated in stages over three years, with the data for one of three sets of eight or nine provinces being updated each year. Going forward, IDPoor data on the capital and all 24 provinces will be gathered on an annual basis.

With the support of the United Nations Development Programme (UNDP), the World Bank and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, the Identification of Poor Households procedure has recently been revised and now includes a revamped questionnaire and a scoring system that focuses on per-capita consumption for each indicator. Moreover, data collection, management and dissemination is now handled using digital systems, which has accelerated data collection and enhanced responsiveness to shocks.

This newly revised IDPoor procedure has been developed with the technical and financial support of GIZ, which is working on behalf of the German Federal Ministry of Economic Cooperation and Development (BMZ) and the Australian Department of Foreign Affairs and Trade (DFAT) and in consultation with relevant line ministries and institutions and with development partners and other stakeholders.

I would like to take this opportunity to express my appreciation to those involved in the process to revise the IDPoor procedure. I have great confidence that the data it gathers on poor households and vulnerable people will be even more widely used to support social assistance schemes under the Kingdom of Cambodia's National Social Protection Policy Framework.

Phnom Penh, 23 February 2022

Senior Minister and Minister of Planning

Kitti Settha Pandita **CHHAY THAN**





Chapter 1.

Roles and responsibilities

Poor households and vulnerable people in the Kingdom of Cambodia are to be identified using the Ministry of Planning's procedures for the Identification of Poor Households and Vulnerable People. This process requires the participation of the Ministry of Planning and a range of institutions, partner organisations and sub-national administrations, which are presented below along with their respective roles and responsibilities.

1.1 National level – Ministry of Planning

The Ministry of Planning has allocated the responsibility for facilitating and leading the implementation of the Identification of Poor Households and Vulnerable People procedure to the General Directorate of Planning's Department for the Identification of Poor Households. This Department has been assigned the following roles and responsibilities:

- Prepare strategies and action plans for identifying poor households and vulnerable people.
- Prepare and revise procedures and criteria for identifying poor households and vulnerable people.
- Prepare a strategy to raise public awareness about the identification of poor households and vulnerable people.
- Coordinate with relevant institutions to compile information on poverty classifications, poverty rates and vulnerabilities for use in social protection and other social assistance interventions.
- Monitor the implementation of the Identification of Poor Households and Vulnerable People procedures.
- Prepare all the documents required for identifying poor households and vulnerable people such as educational materials, procedural manuals, training materials, remote training programmes, etc.
- Provide those implementing the procedure (hereinafter 'implementers') at the sub-national level with the equipment they need for its implementation (tablet devices and other equipment).
- Manage tablet devices and update applications regularly using mobile device management (MDM) solutions and other equipment provided to local implementers at the sub-national level.

- Provide training and capacity building for national-level staff, relevant institutions and sub-national staff including the staff of the Capital/Provincial Secretariat for the Identification of Poor Households and Vulnerable People procedures, technical
- Provide training and capacity building for national-level staff, relevant institutions and sub-national staff including the staff of the Capital/Provincial Secretariat for the Identification of Poor Households and Vulnerable People procedures, technical coordinators, and the Commune (Khum) or Ward (Sangkat) Working Groups for the Identification of Poor Households and Vulnerable People (hereinafter Commune/Sangkat Working Groups).
- Provide information and data on poor households and vulnerable people to the relevant institutions and partner organisations providing social services.
- Regularly update data on poor households and vulnerable people.
- Prepare and manage the database on poor households and vulnerable people, making its data available through APIs and releasing regular reports.
- Set up a system for managing objections and suggestions and, when requested, provide the sub-national level with technical support on resolving objections and suggestions.
- Print Equity Cards and distribute them to the Capital/Provincial Secretariats for Identification of Poor Households and Vulnerable People (see section 1.2.2).

1.2 Sub-national level

The national capital and each province must establish a committee – the Capital/Provincial Committee for the Identification of Poor Households and Vulnerable People – to coordinate and support the successful implementation of the Identification of Poor Households and Vulnerable People procedures in their jurisdiction.

Each Capital/Provincial Committee for Identification of Poor Households and Vulnerable People will be endowed with a secretariat tasked with coordinating and leading its day-to-day work.

1.2.1 Capital/Provincial Committee for the Identification of Poor Households and Vulnerable People

A. Roles and responsibilities of the Committee

- Coordinate and support all activities related to the Identification of Poor Households and Vulnerable People procedures in the national capital's or province's jurisdiction.
- Coordinate the sharing of information on the implementation of the Identification of Poor Households and Vulnerable People procedures with the boards of governors and councillors of the capital/province, municipality, district and khan (municipal sector).

- Receive reports from the Capital/Provincial Secretariat for Identification of Poor Households and Vulnerable People on the monitoring of Identification of Poor Households and Vulnerable People implementation and on the results of work to resolve objections and suggestions, intervening where necessary to ensure timely resolution.
- Regularly receive data and monitoring reports on Identification of Poor Households and Vulnerable People implementation from the Capital/Provincial Secretariat for the Identification of Poor Households and Vulnerable People.
- Guide and supervise the distribution of Equity Cards to poor households.

B. Members of the Committee

- Chairperson: the capital/province governor.
- Vice chairpersons: the deputy governor in charge of planning and the director of capital/province administration.
- Permanent member: the director of the capital/provincial department of planning
- Members:
 - Director of the Department of Social Affairs, Veterans and Youth Rehabilitation
 - Director of the Department of Education, Youth and Sports
 - Director of the Department for Health
 - Director of the Department for Rural Development
 - Director of the Department for Agriculture, Forestry and Fisheries
 - Director of the Department for Land Management, Urban Planning and Construction
 - Director of the Department for Women's Affairs
 - Director of the Department for Labour and Vocational Training
 - Other relevant line department heads
 - Municipality/district/khan governors
 - Representatives of development partners, civil society organisations willing to participate voluntarily, etc.

1.2.2 Capital/Provincial Secretariat for the Identification of Poor Households and Vulnerable People

The Capital/Provincial Secretariat for the Identification of Poor Households and Vulnerable People (hereinafter 'Secretariat') is permitted to use the stamp of the Capital/Provincial Department of Planning to perform its daily tasks.

A. Roles and responsibilities of the Secretariat

- Select the technical coordinators for the Identification of Poor Households and Vulnerable People procedures.
- Provide support on all activities related to the Identification of Poor Households and Vulnerable People procedures in the capital/province.
- Train and provide technical support to the Identification of Poor Households and Vulnerable People technical coordinators.
- Cooperate with technical coordinators on the training of Commune/Sangkat Working Groups.
- Monitor the implementation of procedures for the identification of poor households.
- Monitor and manage the data collected at the commune/sangkat level in the IDPoor database.
- Provide technical support and respond to objections and suggestions in cases where such is requested by the technical coordinators or the commune/sangkat
- Coordinate the updating of villages' Lists of Poor Households and Vulnerable People on the Identification of Poor Households and Vulnerable People national database.
- Print Equity Cards for distribution to poor households, as needed.
- Provide the Ministry of Planning with reports on the implementation of the Identification of Poor Households and Vulnerable People procedures and on the challenges encountered and lessons learned.

B. Members of the Secretariat

- Chairperson: the director of the capital/provincial department of planning.
- Vice chairperson: the deputy director of the capital/provincial department of planning.
- Members:
 - Officer in charge of general administrative work: chief or deputy chief of a division in the capital/provincial department of planning (one person).
 - Officer for the monitoring and management of objections and suggestions: chief or officer of the monitoring service of the capital/provincial department of planning (one person).
 - Technical officer in charge of data management: chief or deputy chief of a division in the capital/provincial department of planning (one person).

1.2.3 Technical coordinators for the Identification of Poor Households and Vulnerable People

A. Roles and responsibilities of the technical coordinators

- For each commune or sangkat, organise a meeting to identify and select the members of the Commune/Sangkat Working Groups.

- Provide technical support to local Identification of Poor Households and Vulnerable People implementers.
- Provide training to the Commune/Sangkat Working Groups in cooperation with the Secretariat.
- Provide technical support, receive suggestions and resolve challenges during the implementation of Identification of Poor Households and Vulnerable People at the commune/sangkat level. In cases where the technical coordinators cannot resolve an issue, they should request assistance from the Secretariat.
- Conduct monitoring and engage with the Commune/Sangkat Working Groups, discussing progress made on implementing the Identification of Poor Households and Vulnerable People and any challenges encountered.
- Respond to objections and suggestions received from the commune/sangkat level or from the Objection and Suggestion Management System.
- Ensure that the Commune/Sangkat Working Groups are provided with accurate Equity Cards, delivered in full and in a timely manner.

B. Allocation of technical coordinators

- Depending on the geography of the area in question, one coordinator should be responsible for four to five communes/sangkats. Note that each municipality, district or khan should have at least two technical coordinators.

1.2.4 Commune/sangkat councillors

The commune/sangkat councillors have the following roles and responsibilities:

- Participate in training at the municipality/district/khan level (commune/sangkat chiefs only).
- Convey information to the different committees of the commune/sangkat (commune committee for women and children, health centre management committee, planning and budgeting committee, etc.) for cascading to other relevant stakeholders.
- Communicate the dates of monthly meetings so that stakeholders are informed and can participate.
- Select the members of the Commune/Sangkat Working Group.
- Monitor the implementation of the Commune/Sangkat Working Group's activities.
- Facilitate all work related to the implementation of the Identification of Poor Households and Vulnerable People in the commune's/sangkat's jurisdiction.
- For all monthly commune/sangkat council meetings, set a recurring agenda item to discuss the implementation of Identification of Poor Households and Vulnerable People (discuss and decide on requests to remove or amend households, and validate the classification of poor households).

- The commune/sangkat chief must ensure data security in accordance with the Ministry of Planning's data protection policy.
- Sign and stamp Equity Cards (commune/sangkat chief only).

1.2.5 Commune/Sangkat Working Group for the Identification of Poor Households and Vulnerable People

A. Roles and responsibilities of the Commune/Sangkat Working Group

- Participate in training at the municipality/district/khan level.
- Assist the commune/sangkat council to implement the Identification of Poor Households and Vulnerable People in the commune/sangkat.
- Using the tablet devices, review and update the list of households in the village for use in the implementation of the Identification of Poor Households and Vulnerable People.
- Process the requests received for interviews, the removal of households and the amendment of household information, entering all the requests into the application on the tablet. Then decide on which households should be interviewed.
- Report to the monthly commune/sangkat council meeting, providing members with the information they need to review the requests for interview and approve the classification of poor households.
- Prepare the Report on Interview Request Decisions (see Form 3.1 in the annex) and post this on the commune/sangkat noticeboard. In cases where those requesting interviews have visual impairments or find it difficult to access the noticeboard, the Commune/Sangkat Working Group must visit the household in question to let them know if they will or will not be interviewed.
- Review the documentation submitted for the amendment of household information to check that it is sufficient and correct (birth certificate, family book or residence book, death certificate and marriage certificate).
- Conduct household interviews on site at their place of residence.
- Present the findings of the household interviews at the commune/sangkat council meeting to review and validate poor-household classifications.
- Coordinate with village chiefs on the distribution of Equity Cards to poor households and vulnerable people.
- Respond to any objections and suggestions received. In cases where satisfactory solutions cannot be found for an objection or suggestion, request assistance from the relevant technical coordinator.

B. Composition of the Commune/Sangkat Working Group

- For communes/sangkats comprising 1 to 10 villages, the working group will comprise three people: the commune/sangkat chief and two members.

- For communes/sangkats comprising 11 or more villages, the working group will comprise four people: the commune/sangkat chief and three members.

1.2.6 Village Working Group

A. Roles and responsibilities of the Village Working Group

- Organise information meetings on the Identification of Poor Households and Vulnerable People processes to raise community members' awareness about the processes.
- Review and assist in compiling the list of households in the village for the Identification of Poor Households and Vulnerable People processes.
- Help households to complete their requests for interview, for the removal of their household or for the amendment of household information. Then, forward these requests to the Commune/Sangkat Working Group.
- Provide the Commune/Sangkat Working Group with information on any households that may be poor but are not yet on the List of Poor Households, and on any households that should be removed or whose information needs to be amended.
- Liaise with households that have submitted requests for interview, for removal or for the amendment of household information, informing them of the decision that the Commune/Sangkat Working Group and the commune/sangkat council have made regarding their request.
- As and when required, participate in the monthly commune/sangkat council meetings, providing information on the living conditions of households that have requested an interview.
- Support the Commune/Sangkat Working Group by setting the meeting times and dates for household interviews in the villages.
- Distribute Equity Cards to poor households.
- Collect Equity Cards from households that have been removed from the List of Poor Households.

B. Composition of the Village Working Group

- Village chief
- Deputy village chief
- Village assistant

1.2.7 Other actors

Other actors include, among others, local authority administrators, social workers, and school, police and non-governmental organisation (NGO) representatives. A detailed list is provided in section B below.

A. Roles and responsibilities of other actors

- Provide own contact details to the commune/sangkat administration in order to receive information on Identification of Poor Households and Vulnerable People and invitations to participate in related activities.
- As and when invited, participate in commune/sangkat council meetings.
- Provide target groups with information on how to submit interview requests, raise objections and make suggestions regarding the Identification of Poor Households and Vulnerable People processes.
- Provide households with assistance on completing the Commune/Sangkat Working Group's forms to request interviews, the removal of households or the amendment of household information.
- Provide the Commune/Sangkat Working Group with information on any households that may be poor but are not yet on the List of Poor Households, and on any households that should be removed or whose information needs to be amended.
- To ensure transparency, participate as an observer in the household interviews conducted as part of the Identification of Poor Households and Vulnerable People procedure.
- Participate as an observer in the public meetings of the commune/sangkat council.

B. Other actors involved in the process

- Municipality/district/khan administrative staff.
- Local authorities (commune/sangkat administration and committees, village chiefs, deputy village chiefs and village assistant; etc.).
- School heads and teachers.
- Health centre chiefs, deputy health centre chiefs or health staff.
- Staff in the local police administration.
- Groups working in the social field (Ministry and Department of Social Affairs, Veterans and Youth Rehabilitation, related ministries and departments, groups working on social protection, etc.).
- Representatives of NGOs, civil society, religious groups and other organisations working in the community.



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- **HERMES** (multiple instances)
- **2** (large number)
- **HERMES** (on skirt)





Chapter 2.

Selection and training

The implementation of the Identification of Poor Households and Vulnerable People procedures require the involvement of participants from both the national and sub-national levels. Implementers must be selected and then provided with training to ensure they have the capacity to effectively identify poor households and vulnerable people.

The national-level working group of the Department for the Identification of Poor Households, which comes under the Ministry of Planning's General Directorate of Planning, will run regional train-the-trainer events for core trainers. The directors of the local departments of planning must select staff from the Secretariat or technical coordinators with appropriate capacity to participate in these events.

The regional core-trainers will cascade the training to the Secretariat and technical coordinators in their capital/province authorities. The technical coordinators will then roll out the training to the Commune/Sangkat Working Groups and other actors.

The Ministry of Planning's national-level working group will produce training materials such as videos explaining the procedure to identify poor households, the use of the IDPoor app, etc., in order to provide implementers with a fuller understanding of the process and its tools.

2.1 Selection of Secretariat members and technical coordinators

The director of the capital/provincial department of planning is responsible for selecting the members of the Secretariat and technical coordinators. All those selected will be trained to manage, facilitate and support the Identification of Poor Households and Vulnerable People implementation processes and to cascade the training to the Commune/Sangkat Working Groups.

2.1.1 Secretariat

Secretariat members should have prior experience of implementing the Identification of Poor Households (IDPoor) procedure. They should also have expertise in using digital devices sufficient to provide technical support to the technical coordinators and other actors during implementation. When recruiting Secretariat members, women with the appropriate capacity should be prioritised.

2.1.2 Technical coordinator

Technical coordinators are officers selected from the capital/provincial department of planning who have prior experience of implementing the IDPoor and are capable users of digital devices (tablets or smartphones). They should have the capacity to deliver training, to facilitate groups and to provide technical support to the Commune/Sangkat Working Groups.

2.1.3 Commune/Sangkat Working Group

Assisted by the technical coordinators, the commune/sangkat chief will organise a meeting of commune/sangkat councillors in which the purpose of the Identification of Poor Households and Vulnerable People will be explained and the commune/sangkat council will be provided with assistance on selecting the members of their Commune/Sangkat Working Group.

Before the meeting

- The technical coordinator will work with the commune/sangkat chief on scheduling a commune/sangkat council meeting. The commune/sangkat chief will then prepare an invitation letter by using Form 1 (see annex, p. 41). The following participants must be invited to this meeting:
 - All commune/sangkat council members, the commune/sangkat clerk, the commune/sangkat social services assistant, and village chiefs.
 - Focal person for women's and children's affairs.
 - School heads or deputy heads.
 - Health centre chiefs or deputy health centre chiefs.
 - Staff in commune/sangkat's police administration.
 - NGO and civil society organisation (CSO) representatives, religious leaders and community representatives who are working in the commune/sangkat, etc.

During the meeting

- Explain the objectives of IDPoor (see Box 1 below).
- Provide an overview of the IDPoor implementation process in the commune/sangkat.
- Explain the work to update the list of households in the village and its role in enabling the identification of poor households.
- Set out the roles and responsibilities of the Commune/Sangkat Working Group (as described on p. 7).
- Describe the selection criteria for Commune/Sangkat Working Group members (see Box 2 below).
- Discuss possible candidates, shortlist those meeting the person specification and then select the members of the Commune/Sangkat Working Group from the shortlist.

- If the focal person for women's and children's affairs meets the person specification set out in Box 2 below, she or he should automatically be made a member of the Commune/Sangkat Working Group.

After the meeting

- The commune/sangkat clerk will prepare the meeting minutes, which must include the names of those selected to be members of the Commune/Sangkat Working Group.



Box 1. Objectives of the Identification of Poor Households procedure

- Accurately identify poor households by means of a unified procedure.
- Produce reports and provide data on poor households and vulnerable people for each geographical area.
- Provide Equity Cards to poor households and vulnerable people as a basis for accessing social assistance services.



Box 2. Criteria for selecting Commune/Sangkat Working Group members

Person specification

The candidate must:

- Be able to use digital devices (e.g. smartphone or tablet) and to use the Khmer keyboard on these devices;
- Have attained an educational level that enables them to read and write;
- Have prior experience of the identification of poor households;
- Be committed and have enough time available to dedicate to this work;
- Be able to work in villages within the jurisdiction of the commune/sangkat (activities include household interviews, amending information on poor households, updating the list of households in the village, etc.).

Priority groups

When recruiting the members, priority should be given to:

- Commune/sangkat council members who have prior experience of working on the identification of poor households;
- The full participation of women and members of vulnerable people networks as members of the Commune/Sangkat Working Group

2.2 Training

2.2.1 Regional training events

The national-level working group of the Ministry of Planning's Department for the Identification of Poor Households will provide regional training to core trainers at the capital and provincial levels.

- Participants: Secretariat members and other actors who will become core trainers.
- Trainers: National-level working group of the Department for the Identification of Poor Households.
- Objectives of event: To build participants' capacity to describe the procedures for identifying poor households, to use the IDPoor mobile app and to cascade the training to other Secretariat members and technical coordinators.
- Duration: Three days.
- Content: Procedures for the identification of poor households (including gender mainstreaming, data protection, etc.), the use of tablets, and the functioning of the IDPoor app.

2.2.2 Training at the capital/province level

- Participants: Secretariat, technical coordinators and other actors.
- Trainers: Capital/province core trainers.
- Objectives of event: To build participants' capacity to describe the procedures for the identification of poor households, to use the IDPoor app and to cascade the training to implementers from the communes/sangkats.
- Duration: Three days.
- Content: Procedures for the identification of poor households (including gender mainstreaming, data protection, etc.), the use of tablets, and the functioning of the IDPoor app.



Box 3. Overview of regional and capital/province training events

- The training will cover the theory and practice of the following areas:
 - Procedures for the identification of poor households.
 - Updating the list of households in the village for IDPoor.
 - Conducting household interviews using the IDPoor app.
 - Using the IDPoor app's functions for the monitoring and management of objections, suggestions, etc.
 - Holding consultation meetings with villagers.
 - Gender mainstreaming.
 - Database security
- On the last day of the training event, the core trainer should help the participants to draw up a plan for cascading their training.

2.2.3 Training at the municipality/district/khan level

- Participants: Municipality/district/khan governor, director of the municipality/district/ khan administration, commune/sangkat support bureau officer, Commune/Sangkat Working Group, commune/sangkat chief and representatives from relevant organisations.
- Trainer: Technical coordinators with the support of the Secretariat.
- Duration: Two days.
- Venue: This can be the hall of the municipality/district/khan or another appropriate location.



Box 4. Content of municipality/district/khan training events

The training will cover the following areas:

- The theory and practice of:
 - Procedures for the identification of poor households;
 - Updating the list of households in the village for IDPoor;
 - Holding annual village meetings to consult with villagers;
 - Using the IDPoor app.
- Practice in conducting household interviews, including the assessment of performance and the provision of feedback for improvement.

2.3 E-learning tools

The national-level working group of the Ministry of Planning's Department for the Identification of Poor Households has prepared an e-learning tool that is built into the IDPoor mobile app and is designed to improve implementers' understanding of the identification of poor households process.





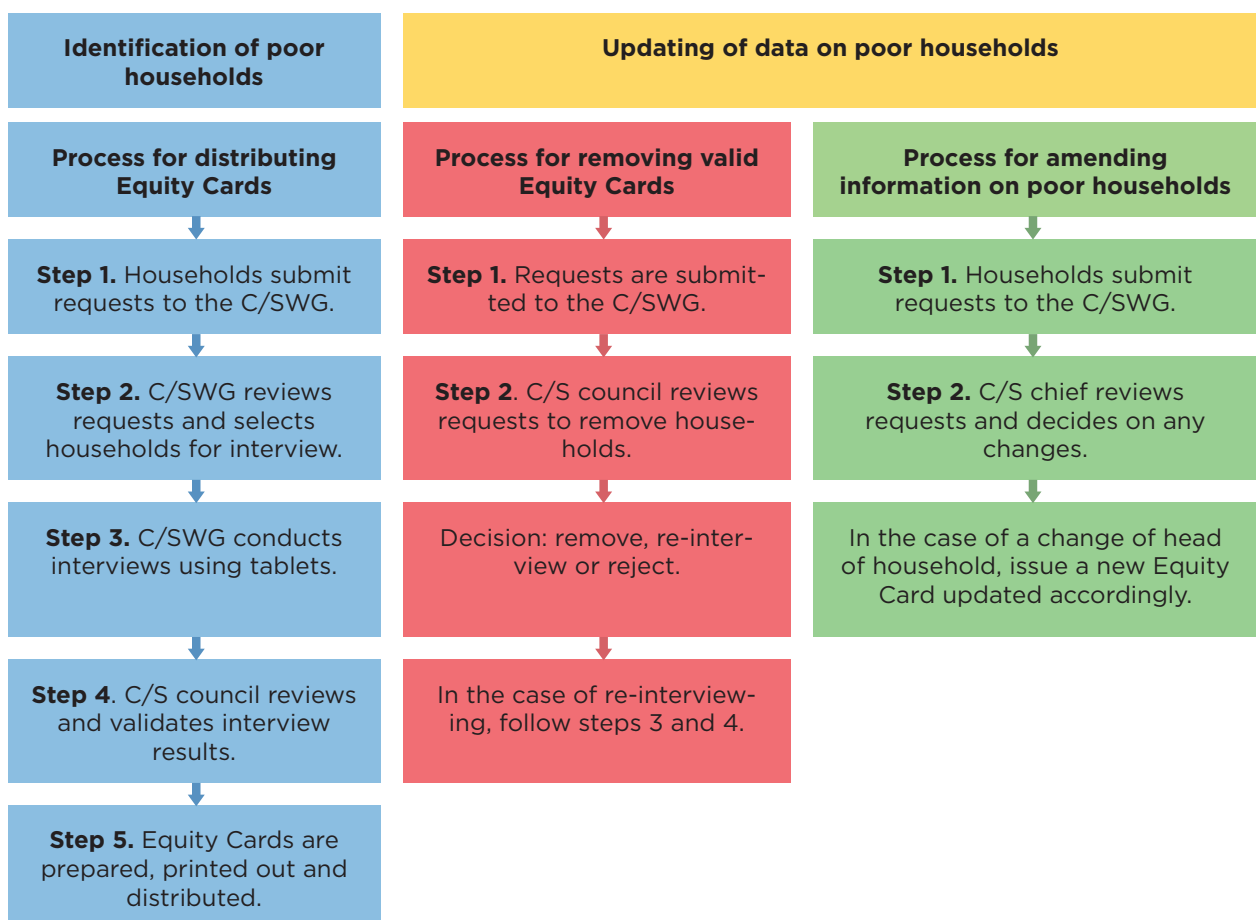
Chapter 3.

Implementing the procedure

The implementation procedures for the identification of poor households (IDPoor) involve:

- Identification of poor households;
- Updating of data on poor households by
 - Removing households from the List of Poor Households, or
 - Amending the information on households holding a valid Equity Card.

Summary of the implementation procedures for IDPoor



Key: C/S = commune/sangkat; WG = working group

The Commune/Sangkat Working Group carries out these implementation procedures on a regular basis with the support of the technical coordinators and other actors. Work to identify persons living with HIV or other vulnerable people who are living in well-off households must follow separate guidelines issued by the Ministry of Planning.

3.1 The identification of poor households

The IDPoor procedure provides people living in a commune/sangkat with a wide range of opportunities to submit requests for interview to determine whether they qualify as a poor household.

Definition of a household for IDPoor:

‘Household’ refers to people who eat from the same rice pot or spend money on food together. Households can be made up of individuals (single people, widows/widowers) or of groups of two or more people who live together and who may or may not be relatives. A household member must live in the household continuously or must have left the household no more than six months ago. Households that have recently migrated to the village and wish to remain permanently and that have not yet been officially registered but are recognised by the village chief as living continuously in the village can also be defined as a household for IDPoor.

Village meetings

After the meeting to disseminate information on the IDPoor procedure and select the Commune/Sangkat Working Group members (see section 2.1.3 above), the technical coordinator will assist the village chief in setting up a meeting with the villagers. The purpose of this meeting is to introduce the IDPoor procedure and encourage people to submit objections and suggestions thus ensuring effectiveness, transparency and social accountability. The meeting will cover the following areas:

- Explain the purpose of IDPoor.
- Raise awareness about the procedures involved in IDPoor (submitting requests for interview, for the amendment of household information and for the removal of households from the List of Poor Households; submitting objections and suggestions; etc.).
- Review and help to compile the list of households in the village for IDPoor.
- Review the List of Poor Households (households issued with valid Equity Cards), providing villagers with the opportunity to share objections and suggestions.

A. Reviewing and compiling the list of households in the village for IDPoor

The process to update the list of households in the village must capture and verify the following information on households:

- Name and gazetteer code of geographic location.
- Status of household (☐ Active/☐ Inactive).
- Household code (only one code is issued per household, and this cannot be changed or swapped with the existing code of another household).
- Given name and surname of the head of household.
- Sex of the head of household.
- Name and surname of the spouse of the head of household.
- Number of household members: male____ / female____.

Remarks.

The village chief is required to review and update the list of households in the village based on the lists received each year from the capital/provincial Secretariat. This work involves the following:

- Review the information on households in the village, correct any spelling mistakes and make any necessary revisions.
- In cases where households have moved out or are being removed from the list, their entry must be crossed out, the household's status must be marked as ☒ **Inactive** by ticking the relevant box, and a reason must be provided in the Remarks column (e.g. relocation to another village, etc.).

B. Forwarding the list for data entry

Having completed the updating of the list of households in the village for IDPoor, the village chief then sends it to the Commune/Sangkat Working Group, which

- will review and update the list on their tablets, or
- will pass the list to the Secretariat, which will review the list and enter the data into the national database.

NB: In cases where households are newly separated or have recently arrived in or moved out of the village or in cases where all the household members have died, the Commune/Sangkat Working Group must update the list of households in the village in line with the above instructions.

3.1.1 Step 1. Submit and receive requests for interviews

A. New households that are submitting a request for interview

There are two ways for new households to submit a request for interview:

- (1) Using Form 2.1 (see annex, p. 42).
- (2) Using the public IDPoor app.

The IDPoor app is a publicly available mobile application that anyone can download and install on their Android devices. The app enables users to submit requests for interview, submit objections and suggestions, and receive information on IDPoor, the use of Equity Cards, etc.

Listed below are the parties eligible to submit a request for interview in the two ways mentioned above:

- **Households who consider themselves to be poor**

These households can submit requests for interview by making

- A direct request to the Commune/Sangkat Working Group,
- A direct request to the village chiefs or other actors who will submit these requests to the Commune/Sangkat Working Group, or
- A request via the IDPoor app.

- **Other actors**

The actors listed below can help households to complete the interview request form using the IDPoor app:

- Municipality, district and khan administrative staff.
- Local authority staff (commune/sangkat administration and committee members, village chiefs, deputy village chiefs, village assistants, etc.).
- School heads or teachers.
- Health centre chiefs, deputy health centre chiefs or health staff.
- Staff in the local police administration.
- Groups working in the social field (Ministry and Department of Social Affairs, Veterans and Youth Rehabilitation, related ministries and departments, groups working on social protection etc.).
- Representatives of NGOs, civil society, religious groups, and other organisations working in the community, etc.

Workflow for submitting and receiving requests for interviews

- The applicant completes Form 2.1, entering all the required information.
- The Commune/Sangkat Working Group receives the requests for interview and enters them into the application on the tablet.

B. Households holding an Equity Card that will soon expire

For households holding an Equity Card that is set to expire, the national database system will automatically generate a request for interview. It is then up to the Commune/Sangkat Working Group to decide on whether or not to interview these households with automatically generated requests.

3.1.2 Step 2. Review and decide on requests for interview

The Commune/Sangkat Working Group must review the requests for interview and make its decisions based on the criteria set out in Box 5 below.



Box 5. Household selection criteria

Criteria of households that are eligible for interview

- The household holds a soon-to-expire Equity Card and is still poor or near-poor.
- The household has difficult living conditions and has high levels of health expenditure due to a serious illness, chronic illness, injury or disability affecting one or more household members.
- One or more of the household's members who brought income into the household have died.
- One or more members of the household have lost their jobs or income-generating activities or are facing a significant reduction in income for other reasons.
- The household has been affected by epidemics, natural disasters (droughts, floods, storms, etc.) or other such shocks.
- The household is newly formed or has been created as a result of a separation from a household with a valid Equity Card.
- The household has other vulnerabilities – e.g. one or more household members are persons living with HIV, persons with disabilities, elderly, or indigenous people; it is a female-headed, mobile or homeless household; etc.

Criteria of households that are not eligible for interview

- The household is well housed in a good property – e.g. a town house, stone house, etc.
- The household has assets that are readily visible – e.g. cars of any kind, rice threshing machines, rice milling machines, battery charging machines, hand tractors, etc.
- The household has improved its income from work or other household economic activities.
- The household has better living conditions as a result of property sales.

NB: The Commune/Sangkat Working Groups must pay special attention to households with one or more vulnerable people (e.g. female-headed households, the elderly, people with disabilities, people living with HIV, orphans, etc.). There will be separate procedures for identifying vulnerable people on an individual basis.

Workflow for Step 2

- The Commune/Sangkat Working Group opens the interview request list on the tablet.
- The Commune/Sangkat Working Group discusses the requests and decides which households will be interviewed. Household selection must be based on the criteria set out in Box 5 above.

NB: In cases where the household applying for interview is not well known to the Commune/Sangkat Working Group, the latter will need to seek information on the living conditions of the household from the relevant village chief or from someone who knows the household in question. This information will need to be obtained before a decision is made.

- For the households selected for interview, the Commune/Sangkat Working Group ticks the relevant box. For households not selected for interview, the Working Group ticks the relevant box but also provides a clear reason for its decision. This decision is then confirmed on the tablet.
- The Commune/Sangkat Working Group records its decisions on the requests for interview using Form 3.1 Report on Interview Request Decisions (see annex, p. 45).
- Once Form 3.1 is complete, the Commune/Sangkat Working Group must publicly display it on the commune/sangkat noticeboard.

3.1.3 Step 3. Hold household interviews

In this step, the Commune/Sangkat Working Group interviews the selected households with the aid of the tablet. The interviews must be finished in advance of the commune/sangkat council's meeting to review and validate the interview findings.

Workflow for Step 3

Before the interview

- The Commune/Sangkat Working Group informs the village chief or deputy village chief about which households will be interviewed and the dates and times of these interviews.
- The village chief or deputy village chief informs the households to be interviewed and facilitates the interview process with the Commune/Sangkat Working Group.

During the interview

- The interviewer visits the household at their residence to conduct the interview.
- The interview is conducted with the head of household or the spouse of the head of household or any adult household member over 18 years of age.

- The interview collects detailed information on all the household members.
- In households where one or more members has a disability:
 - If this member has a Disability Card, the interviewer scans the QR code on the Card to collect the information on the disability.
 - If this member does not have a Disability Card yet, the interviewer
 - (1) Skips the disability information collection stage (this information will be added later) and continues and completes the household interview;
 - (2) Informs the commune/sangkat's working group for the identification of people with disabilities and requests that they conduct an interview to assess the person in question's level of disability; then,
 - (3) Once the disability information has been collected, the Commune/Sangkat Working Group enters the missing disability information for the interviewed household into the system.
- The interviewer must follow the detailed instructions set out in the Form 6, provided in the annex (p. 49).
- After the interview, the interviewer reviews all the information gathered on all the household members.

Special interviews

- In cases where the interviewer finds another local household with similar living conditions to the household being interviewed, they must help this other household to make a request for an interview and must contact the Commune/Sangkat Working Group to request their decision on whether or not to interview this household.
- In cases where households have difficult living conditions or have other kinds of vulnerable people as members (e.g. persons with a learning disability) and are therefore in need of special assistance or urgent support, the Commune/Sangkat Working Group must help this household to submit a request for interview and must automatically approve this request.
- It is important to also consider
 - households living in an institutional setting (e.g. elderly people living in pagodas or nursing homes, young people in orphanages, residents of the Prey Speu Rehabilitation Centre, etc.) that require urgent social services, such as access to health services and other benefits and
 - mobile households within the commune/sangkat's jurisdiction (e.g. homeless people, people living in public spaces including roadsides, bridges, culverts, canals, etc.).

3.1.4 Step 4. Review the interview findings and validate the classification of poor households

The review of interview findings and validation of the poor household classification is to be conducted in a public meeting of the commune/sangkat council. During this meeting, the commune/sangkat council will review the interview findings, consider the households' special circumstances and discuss any resulting modifications to the classification that may be required. The poor household classification is then validated. NB: The commune/sangkat council should use this same procedure to process the findings of interviews conducted to re-assess a household.

Workflow for Step 4

Before the meeting

The Commune/Sangkat Working Group prepares the relevant documents, such as the Request for Interview forms (see annex, p. 42, Form 2.1) received and the Report on Interview Request Decisions form (see annex, p. 45, Form 3.1) to be completed. It also calculates the numbers of interviewed households and prepares the tablet for use in the meeting.

During the meeting

- The commune/sangkat chief
 - Chairs the meeting, and
 - Opens up the IDPoor app and selects the 'Commune/Sangkat Chief' option.
- The Commune/Sangkat Working Group presents the findings of each household interview to all participants.
- Commune/sangkat council members and relevant actors then discuss the poor household classification in light of the interview findings displayed on the tablet.
- In cases where the household does not have special circumstances, the commune/sangkat council approves the findings.
- In cases where the household does have special circumstances, the commune/sangkat council discusses the case and considers these circumstances. Based on its deliberations, the council may decide to modify the poor household classification in this case. Decisions to modify classifications must be approved by at least two-thirds of the members of the commune/sangkat council.

NB: When the council approves the results of the interviews on the tablet, the data is automatically sent to the national database.



Box 6. Special circumstances that need to be considered by the commune/sangkat council

Factors that can reduce livelihoods and lead households into poverty

- The loss of assets (e.g. crop damage, animal illness or death, theft of property, sale of assets to pay off debts, fire, etc.).
- Natural disasters (flooding, storms, drought, etc.) or poor harvests.
- Loss of one or more household members who were generating income for the household, or loss of income for any reason.
- Having to borrow money to maintain a daily livelihood.
- One or more household members have a chronic disease, are people living with HIV, or have had an accident.
- The head of household is a widow or widower, is elderly, has a disability or is vulnerable in some other way.

Factors that can improve livelihood

- Financial or in-kind assistance from various sources.
- Income from the sale of land or goods for profit.

After the meeting

- The Commune/Sangkat Working Group prepares the Report on the Validation of Poor Household Classification using Form 4 (see annex, p. 47).
- The Commune/Sangkat Working Group coordinates with the village chief to post the Report on the Validation of Poor Household Classification on the commune/sangkat and village noticeboards to ensure transparency and to provide local people with an opportunity to review the decisions and submit objections and/or suggestions.



3.1.5 Step 5. Print and distribute Equity Cards

The National Database System for Poor Households and Vulnerable People will automatically generate Equity Cards for printing and distribution to the poor households and vulnerable people identified. In cases where the livelihood of the Equity Card holder improves, the commune/sangkat council has the right to remove the household from the system and cancel the validity of the card.

NB: Equity Cards are valid for three years, starting from the date on which the commune/sangkat council meeting approved the Poor Household Classification in question. It is not permitted for anyone to use an expired Equity Card. In cases where a household uses an expired Equity Card to access any services, the commune/sangkat council must confiscate and cancel this Card.

In the case of issuing Equity Cards to vulnerable individuals, the Ministry of Planning may delegate the responsibility for the printing and distribution of the Cards to other relevant actors.

Workflow for Step 5

The Ministry of Planning's Department for Identification of Poor Households is responsible for

- Printing and sending Equity Cards to the Secretariats, and
- Building the capacity of technical officers in charge of data management in the Secretariats so they can manage the relevant data and generate Equity Cards.

The Secretariat

- Receives Equity Cards from the Ministry of Planning and distributes them to the technical coordinators in full and in a timely manner; and
- Where necessary, prints Equity Cards and sends them to the technical coordinators.

The technical coordinators

- Receive the Equity Cards from the Secretariat and distribute them to the Commune/Sangkat Working Groups in full and in a timely manner; and
- Report to the Secretariat any cases where Equity Cards are missing or contain errors.

The Commune/Sangkat Working Groups

- Cross-check the Equity Cards received from the technical coordinator against the List of Poor Households on the tablet;
- Report to the technical coordinator any cases where Equity Cards are missing or contain errors;

- pass the Equity Cards to the commune/sangkat chief who signs and stamps them; and
- deliver the signed and stamped Equity Cards to the relevant village chief for distribution to poor households.

3.2 Updating data on poor households and vulnerable people

Data on poor households is updated regularly. Commune/sangkat councils have the right to re-assess the livelihoods of households holding a valid Equity Card. All poor households holding a valid Equity Card have the right to request the amendment of their household information. The process for updating data on poor households and vulnerable people is described below.

3.2.1 Removing households from the List of Poor Households

Given that socio-economic situations are constantly changing, over time the livelihoods of some households holding valid Equity Cards may likewise change. The IDPoor procedure provides relevant actors with the opportunity to submit requests to the commune/sangkat for removing households with improved circumstances from the List of Poor Households. When deciding on whether to remove households with improved circumstances from the List of Poor Households, the commune/sangkat council will follow the procedure set out below.

3.2.1.1 Submitting and receiving a request to remove households from the List of Poor Households

There are two ways to submit a request to remove a household with improved circumstances from the List of Poor Households:

- (1) Using Form 2.2 (see annex, p. 43).
- (2) Using the public IDPoor app.

Those eligible to submit a request to remove households using these two approaches are as follows:

- Households that think their circumstances are sufficiently improved
- These households can take it upon themselves to submit a request for removal to the Commune/Sangkat Working Group using Form 2.2 or the IDPoor app.

Other actors

The actors listed below can submit a request to remove a household to the Commune/Sangkat Working Group using either Form 2.2 or the public IDPoor app:

- Municipality, district and khan administrative staff.
- Local authorities (commune/sangkat administration and committees, village chiefs, deputy village chiefs, village assistants, etc.).
- School heads and teachers.
- Health centre chiefs, deputy health centre chiefs or health staff.
- Staff in the local police administration.
- Groups working in the social field (Ministry and Department of Social Affairs, Veterans and Youth Rehabilitation and related line ministries and departments, groups working on social protection, etc.).
- Representatives of NGOs, civil society, religious groups, and other organisations working in the community, etc.

Workflow for submitting and receiving requests to remove households

- The person requesting the removal of a household completes Form 2.2 (see annex, p. 43), ensuring to provide all the required information.
- The Commune/Sangkat Working Group receives all the requests to remove households and enters the information into the application on the tablet.
- The commune/sangkat council uses the tablet to consult the list of all households with requests for removal. It then uses the accompanying information to review and decide on removals.

3.2.1.2 Reviewing and deciding on requests to remove households

The process to review and decide on requests to remove households from the List of Poor Households is conducted in a public meeting of the commune/sangkat council. The council's decision must be based on the criteria set out in the Box 7 below:



Box 7. Criteria for removing households from the List of Poor Households

- The household is well housed in a good property – e.g. a town house, stone house, etc.
- The household has assets that are readily visible – e.g. cars of any kind, rice threshing machines, rice milling machines, battery charging machines, hand tractors, etc.
- The household has improved its income from work or other household economic activities.
- The household has better living conditions as a result of property sales or assistance from relatives

Workflow for reviewing and deciding on requests to remove households

- During commune/sangkat council meetings, the council may make the following decisions:

1) Remove the household immediately during the meeting

This approach is relevant for households that

- Volunteer to surrender their valid Equity Cards to the commune/sangkat council, or
- Hold valid Equity Cards but have assets which clearly demonstrate that their circumstances have sufficiently improved.

2) Re-interview the household to re-assess its livelihood

This approach is to be used in cases where

- The commune/sangkat council is unsure what decision to take,
- Requests for re-interview are made in the meeting, and/or
- The household in question submits an objection or suggestion.

3) Cancel or reject the request for the removal of a household

This approach is taken when the meeting concurs that the request to remove the poor household is unjustified.

- The Commune/Sangkat Working Group prepares the Report on Decisions regarding Requests to Remove Households using Form 3.2 (see annex, p. 46) and then displays this report on the commune/sangkat and village noticeboards to ensure transparency and to
- The Commune/Sangkat Working Group must cooperate with the village chief on informing the respective households of the decisions reached in the council meeting.
- The Commune/Sangkat Working Group coordinates with the village chiefs to collect valid Equity Cards from households removed from the List of Poor Households. The cards are then invalidated and stored in the commune/sangkat office.

3.2.1.3 Re-interview and validation

In cases where the commune/sangkat council decides to re-interview a household, the Commune/Sangkat Working Group will organise the interview following the process set out in section 3.1.3. Then, the commune/sangkat council will hold a meeting to review and validate the findings of this interview according to the process set out in section 3.1.4.

The results of the commune/sangkat council's review of the additional interview findings may be as follows:

- In cases where the poor household classification remains unchanged, the household will be kept on the List of Poor Households.

- In cases where any changes are made to the information on the head of household and/or the poor household classification, this household must be provided with a new Equity Card.
- In cases where a household is no longer classified as poor, the Commune/Sangkat Working Group will coordinate with the village chief to collect the Equity Card from the household in question.

3.2.2 Amending household information

The status of a household's information is constantly changing – e.g. new household members may need to be added, the household may have fewer members, members' disability status or HIV status may need updating, the head of household may have changed, there may be errors in the name, age and sex of household members, etc. In these cases, the household or relevant actors need to inform the Commune/Sangkat Working Group, which will amend the household's records accordingly.

3.2.2.1 Submitting and receiving a request to amend information

There are two ways to submit a request to amend information:

- (1) Using Form 2.3 (see annex, p. 44).
- (2) Using the public IDPoor app.

Those eligible to submit a request using one of these two approaches are as follows:

- **Households requiring changes to information on their members**

These households can take it upon themselves to submit an information amendment request to the Commune/Sangkat Working Group using either Form 2.3 or the public IDPoor app.

- **Other actors**

The following actors can submit a request to amend household information to the Commune/Sangkat Working Group using either Form 2.3 or the public IDPoor app:

- Municipal, district and khan administrative staff.
- Local authorities (commune/sangkat administrators and committees, village chiefs, deputy village chiefs, village assistants, etc.).
- School heads and teachers.
- Health centre chiefs, deputy health centre chiefs or health staff.
- Staff in the local police administration.
- Groups working in the social field (Ministry and Department of Social Affairs, Veterans and Youth Rehabilitation and related line ministries and departments, groups working on social protection, etc.).
- Representatives of NGOs, civil society, religious groups, and other organisations working in the community, etc.

Workflow for submitting and receiving a request to amend information

- The person requesting household information amendments completes Form 2.3 (see annex, p. 44) and attaches the relevant supporting documentation.
- The Commune/Sangkat Working Group receives and checks all requests to amend household information as well as the supporting documents and then enters the information into the application on the tablet.
- The commune/sangkat chief uses the tablet to consult the list of all households with requests for amendments to their information. She or he then uses this information to review and decide on what should be amended.

3.2.2.2 Reviewing and deciding on requests to amend information

- In cases where the household has provided sufficient evidence, the commune/sangkat chief can decide on whether to amend the household information or not, without having to refer the case to the commune/sangkat council for consideration in a meeting.
- When the household information amendment is approved on the tablet application, the data is automatically sent to the national database.
- In cases where the information on the head of household has changed, the Commune/Sangkat Working Group informs the technical coordinator or the Secretariat that a new Equity Card must be printed and distributed accordingly.

NB: In cases where interviewers at the village level receive information about changes to some of a household's information, the interviewer can help by submitting a request to amend the information, entering it onto the system using the tablet.







Chapter 4.

Monitoring

Monitoring is important for evaluating IDPoor implementation and involves gathering information on experiences and challenges. Gathering information helps to strengthen accountability and improve management and decision-making. Learning from experiences ensures quality, sustainability, effectiveness, and progress in implementation.

Monitoring should focus on

- The implementation and management of procedures, and
- The quality of data collection.

4.1. Monitoring the implementation and management of procedures

4.1.1. Monitoring activities at the national level

- Plan and prepare a monitoring approach based on using a random sample taken from the national database.
- Conduct monitoring missions based on citizens' objections and suggestions and on reports of irregularities made by other actors.
- Conduct meetings with the Secretariats to discuss progress in implementation, referring to the information received
 - Through the national database (numbers of interview requests, of households interviewed, of households identified as poor, of households removed from the List of Poor Households, and of households with amended information);
 - Through the monitoring function of the IDPoor app; and
 - In the form of objections and suggestions via the public IDPoor app.
- Respond to any requests for assistance on technical or other challenges in cases where the Secretariat has not been able to resolve them.
- In cases where objections and suggestions have been received via the public IDPoor app or where there are irregularities in the national database, conduct field visits to the local areas in question to carry out monitoring work in addition to that conducted for the selected sample.
- Compile data on the Identification of Poor Households and Vulnerable People in the form of quarterly monitoring reports and prepare field reports, all of which must be submitted to the leadership of the Ministry of Planning.



4.1.2. Capital/provincial Secretariat

- Set up field monitoring missions based on the random sample drawn from the national database, on citizens' objections and suggestions, and on reports of irregularities made by other actors.
- Conduct meetings with Commune/Sangkat Working Groups to discuss progress in implementation as well as the information received
 - Through the national database system (number of interview requests, of households interviewed, of households identified as poor, of households removed from the List of Poor Households, and of households with amended information); and
 - In the form of objections and suggestions submitted using the public IDPoor app.
- Use the IDPoor app's monitoring function to record information and generate reports.
- Respond to any requests for assistance on technical or other challenges in cases where the Commune/Sangkat Working Group has not been able to resolve these issues.
- In cases where objections and suggestions are received via the public IDPoor app or where there are irregularities in the national database system, conduct visits to the communities in question in addition to the visits made to the random sample group.
- Compile IDPoor data in the form of quarterly monitoring reports and prepare field reports, all of which must be submitted to the capital/provincial committee for Identification of Poor Households and Vulnerable People and the national-level working group.

4.1.3. Technical coordinators

- Regularly work with the Secretariat to monitor IDPoor implementation in the communes/sangkats for which they are responsible.
- Conduct monitoring visits to check how IDPoor activities – e.g. requests for interviews, household interviews, the validation of poor households, the removal of households with improved circumstances from the List of Poor Households – are being handled.
- Refer any objections and suggestions that the technical coordinators cannot resolve themselves to the Secretariat's chairperson for resolution.
- Prepare quarterly reports on the results of IDPoor monitoring within the jurisdictions of specific municipalities/districts/khans and submit them to the Secretariat chair.

4.2. Monitoring data quality

Objective: To assess the quality and accuracy of IDPoor data.

Method: The national-level working group selects a random sample of households (both with and without Equity Cards) from the national database system and then interviews this sample to assess data quality.

4.2.1. National-level working group

- Using the national database system, select a random sample from targeted communes/sangkats for evaluation.
- Prepare action plans based on the results of the random sampling from the national database system.
- Meet with the relevant Secretariats to discuss the objectives and methods for monitoring data quality:
 - Introduce the objectives and methods (household sample sizes, addresses of selected samples, and the approach for monitoring the quality of data collection).
 - Provide instruction on how to monitor data quality using the IDPoor app's monitoring function.
 - Prepare a joint action plan to monitor data quality.
- Receive reports from the Secretariat via the IDPoor app detailing the findings of the interviews of sample households.
- Analyse and prepare reports on the results of the data quality monitoring.
- Communicate the data quality monitoring report to the leadership of the Ministry of Planning and other actors.

4.2.2. Capital/provincial Secretariat

- Participate in the introductory meeting on the data quality monitoring process organised by the national-level working group.
- Plan the interviews of sample households identified by the national-level working group or via the IDPoor app.
- Use the IDPoor app to conduct the interviews of the random sample of households, drawing on the support of the technical coordinators.
- Send the data on the findings of all the random-sample interviews to the national database system.
- Participate in the meeting organised by the national-level working group to disseminate the report on the results of the data quality monitoring.

4.2.3. Technical coordinators

- Participate in the introductory meeting on the data quality monitoring process organised by the national-level working group.
- Assist the Secretariat staff in their work to plan the interviews of the random sample of households.
- Assist the Secretariat staff in their work to conduct, using the IDPoor app, the interviews of the random sample of households.
- Participate in the meeting organised by the national-level working group to disseminate the report on the results of the data quality monitoring.







Chapter 5.

Managing objections and suggestions

The purpose of setting up a system to manage objections and suggestions is to ensure accountability and transparency and to strengthen the effectiveness of the IDPoor procedure. Resolutions should be provided in a timely manner, and the identity of the person submitting an objection or suggestion should be kept confidential. The management of objections and suggestions comprises the following:

5.1. People entitled to submit objections and suggestions

- The entire population.
- Other actors, including the following:
 - Municipality, district and khan administrative staff.
 - Local authorities (commune/sangkat administrators and committees, village working group members, etc.).
 - School heads and teachers.
 - Health centre chiefs, deputy health centre chiefs or health staff.
 - Staff in the commune/sangkat's police administration.
 - Groups working in the social field (Ministry and Department of Social Affairs, Veterans and Youth Rehabilitation and related line ministries and line departments, groups working on social protection, etc.).
 - Representatives of NGOs, civil society, religious groups, and community-based organisations working in the commune/sangkat, etc.

5.2. Reasons for an objection or suggestion

- The household's request for an interview has been declined.
- The household's request for an interview has been accepted but they have decided to withdraw.
- The household was interviewed but did not receive any information on the outcome of the interview.
- The household has been informed that it has been classified as poor, but it is now more than three months since they received this notification and they have still not received their Equity Card.
- The household has complained that its Equity Cards has expired.

- Local authorities have an issue with the household.
- The household does not accept that their Equity Card must be returned.
- The household has improved its circumstances but is still in possession of an Equity Card.
- The household has lost its Equity Card.
- The information on the Equity Card is incorrect (wrong name, sex, age or year of birth, or there are too many or too few household members showing).

5.3. Ways to provide an objection or suggestion

- Objections and suggestions can be provided directly by speaking to the Commune/Sangkat Working Group:
 - Local people, organisations or other individuals representing the household may provide objections and suggestions directly to the Commune/Sangkat Working Group.
 - The Commune/Sangkat Working Group must enter objections and suggestions into the relevant area of the public IDPoor app or the IDPoor website. A database system will be used to manage the information on objections and suggestions, which will be assigned to a relevant person for resolution.
- Households or other stakeholders can use the Objections and Suggestions Form (see annex, p. 48), which is available from the commune/sangkat. Alternatively, the required information can be written out on paper. The workflow to process this information is as follows:
 - Provide the completed form (or the form information in writing) to the Commune/Sangkat Working Group.
 - The document is placed in the commune/sangkat accountability box.
 - The document is submitted to the population office in the municipality, district or khan.
 - The municipality/district/khan officials enter this information into the relevant area of the public IDPoor app or IDPoor website.
 - A database system will then be used to manage the information on objections and suggestions, which will be assigned to a relevant person for resolution.
- Local people or other stakeholders may submit objections and suggestions via the public IDPoor app or the IDPoor website.

ANNEX

Form 1

Invitation letter

To:

Subject: Invitation to join an information meeting about the Identification of Poor Households

I am honoured to invite you, your Excellencies, Lork Chumteav, Ladies and Gentlemen, to take part in this forthcoming meeting where you will receive information on the implementation of the Identification of Poor Households procedure and where the composition of the Commune/Sangkat Working Group will be determined. Your presence is of great importance because your role in this procedure is to communicate information about IDPoor processes; to facilitate the completion of requests for interviews, for removing households from the List of poor Households and for amending household information; to submit objections and suggestions; and to participate in related meetings.

The meeting will take place at _____ o'clock on day ____ month ____ year ____
at Sala_____ of _____ Commune/Sangkat.

I therefore humbly request that you, your Excellences, Lork Chumteav, Ladies and Gentlemen, take part in this meeting at the date and time mentioned above.

Yours faithfully

Day_____ Month_____ Year 202_____

Commune/Sangkat Chief

(Chief's signature and commune/sangkat stamp)

Request for Interview

To the Commune/Sangkat Working Group

Subject: Request for an interview for the Identification of Poor Households

Name of head of household Sex..... Age..... Occupation.....

Name spouse of head of household (if any) Sex..... Age..... Occupation.....

Address: Village..... Commune/Sangkat

Municipality/District/Khan Capital/Province

Numbers of household members by sex: females____ males ____

Household contact phone number

Reason for requesting an interview

- ☐ Equity Card soon to expire
- ☐ Experiencing difficult living conditions and high levels of expenditure on health care
- ☐ Loss of income due to any reason (please specify)
- ☐ Natural disaster (flood, storm, drought, etc.)
- ☐ Other (please specify)

In reference to the above, I humbly request that you, Members of the Commune/Sangkat Working Group, review this request favourably.

Yours faithfully

Signature or right thumb print:

Name..... Day.....Month.....Year.....

Decision of the Commune/Sangkat Working Group

- ☐ Interview
- ☐ Do not interview because:
 - ☐ The household is well housed in a good property - e.g. a town house, stone house, etc.
 - ☐ The household has new assets - e.g. a car of any kind, rice threshing machines, rice milling machines, battery charging machines, hand tractors, etc.
 - ☐ The household has improved its income from work, business or economic activity.
 - ☐ The household has improved its income from selling land.
 - ☐ Other (please specify).

Request to remove a household from the List of Poor Households

To the Commune/Sangkat Chief

Subject: Request to remove a household from the List of Poor Households

Name of head of household..... Sex..... Age..... Occupation.....

Name of spouse of head of household (if any) Sex..... Age..... Occupation.....

Address: Village..... Commune/Sangkat.....

Municipality/District/Khan..... Capital/Province.....

Household contact phone number

Reasons for requesting the removal of household

- ☐ The household has new assets – e.g. a car of any kind, rice threshing machines, rice milling machines, battery charging machines, hand tractors, etc.
- ☐ The household has improved its income from selling land or from work or economic activity.
- ☐ The household has received assistance from external parties/relatives, which has improved the household's living conditions.
- ☐ The household has volunteered to be removed.
- ☐ Others (please specify.....).

In reference to the above, I humbly request that you, Commune/Sangkat Chief, review this request favourably.

Your faithfully

Day_____ Month_____ Year 202_____

Decision of the Commune/Sangkat Council

- ☐ Remove from List of Poor Households
- ☐ Re-assess
- ☐ Do not remove from List of Poor Households

Signature or right thumb print

Request to amend household information

To the Commune/Sangkat Chief

Subject: Request to amend household information

Name of head of household..... Sex..... Age..... Occupation.....

Name of spouse (if any).....Sex..... Age..... Occupation.....

Address: Village..... Commune/Sangkat.....

Municipality/District/Khan..... Capital/Province.....

Household contact phone number

Reasons for requesting the amendment of household information

- ☐ Add and/or remove household member.
- ☐ Add specific information on the household.
- ☐ Revise information on household members (name, age, sex) or their disability status.
- ☐ Change of head of household's name.
- ☐ Other (please specify.....).

• Supporting documents: birth certificate family book residence book

☐marriage certificate ☐death certificate ☐ID card ☐other, please specify

The supporting documents attached hereto
have been seen and checked and are correct
and in order.

Day.....Month.....Year 202.....

Head of household

Signature or right thumb print:

Day.....Month.....Year 202.....

Commune/Sangkat Working Group

Name.....

Signature.....

Name.....

Seen and approved

Day.....Month.....Year 202.....

Commune/Sangkat Chief

Signature.....

Name.....

Report on interview request decisions

Commune/Sangkat..... Municipality/District/Khan.....

Capital/Province.....

Decisions on requests for household interviews

Household code	Name of head of household (surname, name)	Sex	Village	Decision (tick <input checked="" type="checkbox"/>)	Reason for not interviewing
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	
				<input type="checkbox"/> Interview <input type="checkbox"/> No interview	

Seen and approved

Day.....Month.....Year 202.....

Commune/Sangkat Chief

Day.....Month..year 202.....

Report prepared by

Signature.....

Name.....

Signature.....

Name.....

Report on decisions regarding requests to remove households

Date of the commune/sangkat council public meeting: Day.....Month.....Year 202.....

Commune/Sangkat.....Municipality/District/Khan..... Capital/Province.....

At this meeting, the following decisions were made on requests to remove households from the List of Poor Households:

Household code	Name of head of household (surname, name)	Sex	Village	Decision on removal request (tick <input checked="" type="checkbox"/>)	Reason for decision
				<input type="checkbox"/> Remove <input type="checkbox"/> Re-assess <input type="checkbox"/> Do not remove	
				<input type="checkbox"/> Remove <input type="checkbox"/> Re-assess <input type="checkbox"/> Do not remove	
				<input type="checkbox"/> Remove <input type="checkbox"/> Re-assess <input type="checkbox"/> Do not remove	
				<input type="checkbox"/> Remove <input type="checkbox"/> Re-assess <input type="checkbox"/> Do not remove	
				<input type="checkbox"/> Remove <input type="checkbox"/> Re-assess <input type="checkbox"/> Do not remove	

Seen and approved

Day.....Month.....Year 202.....

Commune/Sangkat Chief

Signature.....

Name.....

Day.....Month.....Year 202.....

Report prepared by

Signature.....

Name.....

Form 4

Report on the validation of poor household classifications

Date of the commune/sangkat council public meeting: Day.....Month.....Year 202.....
 Village.....Commune/Sangkat.....Municipality/District/Khan.....Capital/
 Province.....

At this meeting, the findings of the interviews for the Identification of Poor Households were considered, based on which the following decisions were made regarding the classification of poor households:

House- hold code	Name of head of household (surname, name)	Sex of head of house- hold	Name of spouse of head of household (sur- name, name)	Poor household classification

Seen and approved

Day.....Month.....Year 202.....

Commune/Sangkat Chief

Signature.....

Name.....

Day.....Month.....Year 202.....

Report prepared by

Signature.....

Name.....

Objection and Suggestion Form

Please note that you are providing this information on a voluntary basis. Your information will be kept confidential unless you give your consent for its further use. If you wish to be contacted by a commune/sangkat council member with regard to the resolution of your objection or suggestion, please provide your name and telephone number here:

Name: Phone number:

The geographical location pertaining to your objection/suggestion:

Capital/Province.....Municipality/District/Khan.....Commune/Sangkat.....
Village.....

Type of objection or suggestion (please tick whichever is appropriate)

- ☐ The household's request for an interview has been declined.
- ☐ The household's request for an interview has been accepted but they have decided to withdraw.
- ☐ The household was interviewed but did not receive any information on the outcome of the interview.
- ☐ The household has been informed that it has been classified as poor, but it is now more than three months since they received this notification and they have still not received their Equity Card.
- ☐ The household has complained that its Equity Card has expired.
- ☐ Local authorities have an issue with the household.
- ☐ The household does not accept that their Equity Card must be returned.
- ☐ The household has improved its circumstances but is still in possession of an Equity Card.
- ☐ The household has lost its Equity Card.
- ☐ The information on the Equity Card is incorrect (wrong name, sex, age or year of birth, or there are too many or too few household members showing).

Please describe in detail your objection or suggestion:

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Instructions for interviewers

Contact: The interviewer must coordinate with the village chief to set up an appointment at a suitable time with the household to be interviewed. The purpose of the interview should not be communicated in detail at this point. If it is, the interviewed households may get confused or may hide their assets from view.

Interview location: The interview must be conducted at the home of the villager in question, so their living conditions can be witnessed first-hand.

Behaviour: When interviewing, do not sit too close to the respondent. The interviewee should not be able to see what you are typing into the tablet, as this could hinder the interview process.

Purpose: Before the interview, explain to the respondent that the purpose of the interview is, on the one hand, to assess actual living conditions and determine who will receive services (e.g. health care, scholarships for children, etc.) and, on the other hand, to gather information that will enable the commune/sangkat councils and other organisations to set development goals.

Interview: Interview the household using the questionnaire on the tablet.

The interviewer must

- Ensure that the respondent has an appropriate opportunity to speak,
- Listen carefully so that she or he can gather information sufficient to complete section D of the questionnaire, and
- Ensure that he or she receives clear answers before completing the relevant fields of the questionnaire on the tablet.

More information: Ministry of Planning, new building, 6th floor,
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