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This action is funded by the European Union

ANNEX

of the Commission Decision amending Commission Decision C(2016) 3964 on the individual measure in favour of the Republic of Malawi to be financed from the 11th European Development Fund

Action Document for Chilungamo Programme

INFORMATION FOR POTENTIAL GRANT APPLICANTS

WORK PROGRAMME FOR GRANTS

This document constitutes the work programme for grants in the sense of Article 128(1) of the Financial Regulation (Regulation (EU, Euratom) No 966/2012), applicable to the EDF in accordance with Article 37 of the Regulation (EU) 2015/323 in the following section concerning grants awarded directly without a call for proposals: 5.3.1

1. Title/basic act/ CRIS number	Chilungamo Programme CRIS number: MW/FED/038-584 financed under the 11 th European Development Fund.	
2. Zone benefiting from the action/location	ACP, Southern Africa, Malawi. The action shall be carried out at the following location: all districts of Malawi. The project team will be based in Lilongwe, Malawi	
3. Programming document	11 th EDF – National Indicative Programme 2014-2020	
4. Sector of concentration/ thematic area	Focal Sector 1 – Governance	DEV. Aid: YES ¹
5. Amounts concerned	Total estimated cost: EUR 48 000 000 Total amount of EDF contribution EUR 48 000 000	
6. Aid modality(ies) and implementation modality(ies)	Project Modality <ul style="list-style-type: none">• Direct management: grants – direct award• Indirect management with the Malawi Government: procurement of services and Programme Estimates• Indirect management with the United Nations Development Programme (UNDP)	

¹ Official Development Aid is administered with the promotion of the economic development and welfare of developing countries as its main objective.

7. a) DAC code(s)	150 GOVERNMENT AND CIVIL SOCIETY 15130 Legal and judicial development (28 %) 15150 Democratic participation and civil society (30 %) 15151 Elections (6 %) 15152 Legislatures and political parties (1.5 %) 15153 Media and free flow of information (1.5 %) 15160 Human rights (8.5 %) 15170 Women's equality organisations and institutions (7.5 %) 15110 NRIS 17 %			
b) Main Delivery Channel	Recipient Government 12000 NON-GOVERNMENTAL ORGANISATIONS (NGOs) AND CIVIL SOCIETY 20000 United Nations Development Programme 41114 Donor Government 11000			
8. Markers (from CRIS DAC form)	General policy objective	Not targeted	Significant objective	Main objective
	Participation development/good governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Aid to environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gender equality (including Women In Development)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Trade Development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reproductive, Maternal, New born and child health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	RIO Convention markers	Not targeted	Significant objective	Main objective
	Biological diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Combat desertification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change mitigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change adaptation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Global Public Goods and Challenges (GPGC) thematic flagships	N/A			

SUMMARY

The Chilungamo Programme builds on decades of support by the EU to governance in Malawi. Chilungamo is a Chichewa word meaning justice, with its connotation of a sense of stewardship. It addresses the following objectives related to Governance in the National Indicative Plan (NIP) (2014 - 2020): (Specific Objective 3) Improve the institutional capacities and coordination mechanisms of oversight institutions; (Specific Objective 4) Create a fair and effective legal environment that promotes and consolidates the rule of law, equal access to justice, and respect for human rights and (SO 1, Result 1.2) Enhanced civic education, awareness and capacity building to demand transparency and accountability. Thereby, the programme addresses two core Malawi's governance challenges of (i) lack of transparency and accountability amongst duty bearers and (ii) limited access to justice for the vulnerable groups., Weak accountability institutions and the limited capacity of citizens to demand and claim their rights impact on all aspects of governance including democratic governance, domestic accountability and access to justice and the rule of law. Chilungamo recognises that all of these aspects require a focus on both the supply and demand sides of governance and thus includes support to the Malawi Electoral Commission (MEC), National Registration Bureau (NRB), Ministry of Justice and Constitutional Affairs (MoJCA), Judiciary and Prisons, as well as to the National Initiative for Civic Education (NICE), Malawi Human Rights Commission (MHRC), Legal Aid Board (LAB), civil society organisations (CSOs) and the media to play their oversight roles, increase access to justice, and to hold duty bearers to account. Support to the Democratic Governance Sector (DGS) Secretariat is also included to assist the DGS to coordinate the sector.

1 CONTEXT

1.1 Sector/Country/Regional context/Thematic area

This point remains unchanged.

1.1.1 Public Policy Assessment and EU Policy Framework

This point remains unchanged.

1.1.2 Stakeholder Analysis

This point remains unchanged.

1.1.3 Priority areas for support/problem analysis

This point remains unchanged.

2 RISKS AND ASSUMPTIONS

Risks	Risk level	Mitigating measures
Given rampant corruption in the recent past, many DPs regard Malawi as high risk when it comes to financial management.	H	Although the risk is high, the programme has been designed to ensure that sufficient financial controls are in place.
There is a risk that future elections will lead to similar problems as those encountered by EOM missions in 2009 and 2014, especially since many of the recommendations from 2009 have yet to be implemented.	M	An electoral reform process is already underway and support is provided to develop an NRIS that will contribute to better voter registration and fairer elections. Malawi lacks the resources to run elections without assistance from DPs and support has to be provided. To attempt to mitigate related risks, such support is channelled through the UNDP basket fund for elections.
Previous attempts to introduce a NRIS have failed. Although there appears to be greater commitment by government and DPs to ensure it succeeds this time, UNDP have identified numerous risks and currently do not have sufficient funds available for those aspects of the project planned for 2016.	H	UNDP have developed a comprehensive risk analysis and mitigation plan but the picture will only be clearer by end 2016. The situation will be reassessed during the start-up phase of the programme
Government might be scarcely committed to the establishment of the Secretariat by end 2016.	M	To mitigate the risk that funds allocated to the DGS may not be used, an assessment to determine emerging needs will be conducted during implementation of a Start Up PE.
There is a risk that the EU will not be able to provide funds to CSOs and others through Tilitonse in case it is established as a foundation.	M	A technical assistance has been appointed under the 10 th EDF Governance Programme to ensure that the yet to be established Tilitonse foundation meets EU requirements to receive a grant. The EU Delegation is leading this process in order to minimise the risk.
There is a risk that Chilungamo priorities will not be addressed by Tilitonse.	L	As a major contributor to the fund, the EU's voice will carry significant weight and, since other contributors have similar objectives to the EU in the area of governance, risk is low.
Previous attempts to ensure NICE is fully integrated into the programme and ready to conduct activities in collaboration with other beneficiary institutions have not been as	L	The underlying approach in including NICE in the DGP is now better understood by all role players. It has also been made clearer that NICE is expected to fall under and be

successful as planned – there is a risk that NICE will continue to act independently of the programme.		part of the PSC and that activities need to be better coordinated.
The Legal Aid Bureau is so under-resourced and has such limited capacity that there is a risk that any attempts to support it will fail.	M	The LAB is so critical that it cannot be allowed to fail – and since no other DPs are planning to support it in any significant way, it urgently needs EU support. To alleviate risk, TA is provided and significant capacity building for senior staff is included.
The Local Courts Act has yet to be promulgated and implementation has not started. As a result, there is a risk that it will not be possible to operationalise the envisaged Local Courts.	M	The MoJCA and Judiciary are now committed to implementing the Act and establishing structures of the Local Court.
PASI's limited financial controls and management create a risk if it were to be funded directly.	L	To avoid this risk, funds will be channelled to PASI through UNDP.
Assumptions		
The primary assumption is that government will remain committed to improving governance in Malawi.		

3 LESSONS LEARNT, COMPLEMENTARITY AND CROSS-CUTTING ISSUES

3.1 Lessons learnt

This point remains unchanged.

3.2 Complementarity, synergy and donor coordination

This point remains unchanged.

3.3 Cross-cutting issues

This point remains unchanged.

4 DESCRIPTION OF THE ACTION

4.1 Objectives/results

This point remains unchanged.

4.2 Main activities

This point remains unchanged.

4.3 Intervention logic

This point remains unchanged.

5 IMPLEMENTATION

5.1 Financing agreement

This point remains unchanged.

5.2 Indicative implementation period

This point remains unchanged.

5.3 Implementation modalities

5.3.1 Grant: direct award to Tilitonse (direct management)

This point remains unchanged.

5.3.2 *Indirect management with an international organisation*

A part of this action may be implemented in indirect management with UNDP in accordance with Article 58(1)(c) of Regulation (EU, Euratom) No 966/2012 applicable in accordance with Article 17 of the Regulation (EU) 2015/323. This implementation entails support to elections, the MEC and voter education via a basket fund established by UNDP for this purpose; support to the National Registration Bureau (NRB) to implement, manage, coordinate and maintain a National Registration and Identification System (NRIS); support to Village Mediation Programme (VMP) and paralegals.

MEC / Elections

This implementation is justified because elections and between the ballot support are cornerstones of democratic governance and the Government of Malawi has limited funds and capacity to run its elections without DP assistance. UNDP has managed similar funds in the past and most, if not all, DPs supporting elections will most likely contribute to the same fund. The discussions on the amounts of the contributions are currently ongoing but the figures are not yet confirmed as the other partners are still in a programming stage. This includes a possible co-financing from UNDP, whose amount is not known at this stage. The entrusted entity would carry out the following operational implementation tasks: support to the MEC to build capacity of staff including new commissioners in order to strengthen management of electoral processes in line with the recommendations of the EU Election Observation Mission. The entrusted entity would mainly carry out the following budget-implementation tasks: recruitment of consultants and procurements.

NRB / NRIS

This implementation is justified because the NRIS will not only contribute to voter registration, democratic governance and criminal justice, but it has also the potential to become a game changer and improve the effectiveness of programmes for the poor on a broad range of areas like social protection, farm subsidies, humanitarian assistance, access to lending etc. UNDP is already managing the recently launched programme for the development of the NRIS, has established a basket fund that other DPs have indicated they will contribute to, and is a trusted partner of government. Other DPs and the EU have been instrumental in driving discussions between MEC and NRB on the NRIS. The entrusted entity would carry out the following operational tasks: support to the NRB to implement, manage, coordinate and maintain the NRIS in the period 2016-18 inclusive. The entrusted entity would carry out the following budget-implementation tasks recruitment of consultant and procurements.

Village Mediation Programme (VMP)

Support provided to VMP under the Democratic Governance Programme (DGP) has significantly increased access to justice, particularly for women and the poor, in those communities where committees have been established. This intervention will support the provision of a national paralegal aid service delivery system which offers appropriate legal advice and assistance to poor people in conflict with the law. The results are expected to be a significant number of minor civil and criminal matters are settled inexpensively and expeditiously through mediation, that the burden on the formal system in these districts will be reduced, and that access to justice is thus enhanced in both the formal and informal justice systems. The entrusted entity would carry out the following budget-implementation tasks: recruitment of consultants and procurement of services from different bodies including Civil Society Organisations while establishing village based mediation schemes in rural communities, building capacity of mediators to facilitate access to informal justice and providing legal assistance to citizens through paralegals.

5.3.3 *Indirect management with the partner country*

This point remains unchanged.

5.4 Scope of geographical eligibility for procurement and grants

This point remains unchanged.

5.5 Indicative budget

Module	EU contribution (in EUR)	Indicative third party contribution, in currency identified
5.3.1 Direct Grant to Tilitonse (CSOs, media and political parties)-direct management	5 000 000	Not known
5.3.2 Indirect management (Delegation Agreement) with UNDP (MEC / elections and NRB/NRIS)	11 200 000	Not known
5.3.3 Indirect management(Delegation Agreement) with UNDP (village mediation and paralegals)	3 500 000	Nil
5.3.4 -Indirect management with partner country (PEs) Multi-annual Programme Estimate for NICE Multi-annual Programme Estimate for six public sector institutions	9 000 000 12 000 000	Nil
5.3.4 -Indirect management with the Partner Country - Service contract (Technical Assistance to the MoJCA and short term experts)	4 800 000	Nil
5.8, 5.9 Evaluation and Audit	600 000	N.A.
5.10 Communication and visibility	200 000 ²	N.A.
Contingencies	1 700 000	N.A.
Totals	48 000 000	Not known

5.6 Organisational set-up and responsibilities

The programme will be housed within the MoJCA. The contracting authority for the programme shall be the National Authorising Officer.

Responsibility for the implementation, coordination, monitoring and evaluation of the remaining activities will vest in a **Programme Steering Committee (PSC)** made up of:

- The Solicitor General / representative of the MoJCA (Chair).
- A representative of each of the following beneficiaries: Judiciary, NICE, MHRC, Police, Prisons, LAB, MEC, NRB.
- A representative of the NAO.
- A representative of the EU Delegation as an observer.

Tilitonse will not fall under or be part of the PSC, but may be invited to submit their regular reports produced for its board to the PSC.

In terms of separate arrangements with UNDP, UNDP have established project steering committees for both support to elections and support to the NRIS projects and basket funds and will establish one for the Village Mediation Programme (VMP). The release of funds to these will be determined by the delegation as set out in the relevant delegation agreement with UNDP.

Under the responsibility of the national authorising officer, a service contract related to the procurement of the **technical assistance** for the implementation of all aspects of the programme not delegated to UNDP will be contracted by the Government and paid by the Commission. The contract will focus on support to implementation of activities related to programme estimates with the

² Costs for communication and visibility for activities implemented by UNDP are included in the overall budgets allocated for each Delegation Agreement.

exception of NICE. To increase flexibility and ensure that the programme is able to respond to an evolving environment, an expert facility is included. This facility will form part of the service contract and be available to DGS institutions based on needs.

The contractor will be responsible for establishing a secretariat that will report directly to the PSC and that will consist of at least:

- A long-term democratic governance expert.
- Finance manager.
- Relevant national support staff including procurement and M&E experts.

Start-up PE phase (4 months)

A start-up programme estimate is foreseen to ensure that the ground is laid for full implementation. While some activities can start immediately, others will require some assessment and analysis to determine how to proceed. To this end, during the first four months after their appointment, the Technical Assistance to the MoJCA will be responsible for:

- Conducting an analysis to determine possible needs emerging between design and implementation. In particular, this will include findings of the end-term review of the current DGP as well as an assessment of the progress made. Should non substantial changes be required, these will be presented to the Project Steering Committee and EU for approval.
- Producing the first annual workplan.
- Conducting a learning needs analysis for Magistrates and Police Prosecutors and a learning and equipment needs assessment for LAB.

5.7 Performance monitoring and reporting

This point remains unchanged.

5.8 Evaluation

This point remains unchanged.

5.9 Audit

This point remains unchanged.

5.10 Communication and visibility

This point remains unchanged.

6 PRE-CONDITIONS

This point remains unchanged.

APPENDIX - Indicative Logframe matrix (for project modality)³

The activities, the expected outputs and all the indicators, targets and baselines included in the logframe matrix are indicative and may be updated during the implementation of the action, no amendment being required to the financing decision. When it is not possible to determine the outputs of an action at formulation stage, intermediary outcomes should be presented and the outputs defined during inception of the overall programme and its components. The indicative logframe matrix will evolve during the lifetime of the action: new lines will be added for including the activities as well as new columns for intermediary targets (milestones) for the output and outcome indicators whenever it is relevant for monitoring and reporting purposes. Note also that indicators should be disaggregated by sex whenever relevant.

	Results chain	Indicators	Baselines	Targets By end of programme ⁴	Sources and means of verification	Assumptions
Overall objective: Impact	To contribute to dignified life through accountable government, informed democratic choice, and humane and effective delivery of justice.	Overall levels of governance**. Levels of voice and accountability.** Compliance with rule of law.** Respect for and promotion and protection of human rights. *	Overall Governance: Score 56.7 (Mo Ibrahim Index 2014) Voice and Accountability – 44.8 % (World Bank World Governance Indicators 2014) Rule of law – 45.7 % (WGI) Participation and human rights: Score 63 (Mo Ibrahim Index (2014)	Overall Governance: Score: 60 Voice and Accountability 48 % Rule of law – 50 % Participation and human rights: Score 65	World Bank WGI Mo Ibrahim Index World Bank WGI World Bank WGI World Bank WGI	Government of Malawi will continue to include governance as a priority in its development strategy when the new Malawi Growth and Development Strategy (MGDS) II is reviewed and replaced in 2016.

³ Indicators aligned with the relevant programming document are marked with '*' and indicators aligned to the EU Results Framework with '**'.

⁴ Unless otherwise stated.

Specific objective 1	To strengthen democratic governance and enhance the ability of citizens, accountability institutions, and civil society to demand transparency and hold duty-bearers to account.	<p>% of the public satisfied with Electoral Commission performance.</p> <p>Levels of corruption.*</p> <p>% of Malawians knowledgeable about human rights.*</p>	<p>73 % satisfied with MEC</p> <p>0.31 score in Transparency International Corruption Perception Index (2015)</p> <p>45 % of Malawians knowledgeable</p>	<p>78 % satisfied with MEC (disaggregated by gender)</p> <p>0.36 score in Transparency International Perception Index by 2020</p> <p>60 % knowledgeable about human rights</p>	<p>UNDP reports</p> <p>TI Corruption Perception Index</p> <p>MHRC Reports.</p>	<p>GoM will continue to include democratic governance and domestic accountability in the new MGDS.</p> <p>The NRIS will be in place by the time voter registration for the 2019 elections begins.</p> <p>Tilitonse will prioritise democratic governance and domestic accountability for support to CSOs.</p> <p>CSOs and the media will continue to operate largely free from government control.</p>
Specific objective 2	To increase access to justice for all, especially women and the poor	<p>Ratio of number of court cases (criminal and civil) resolved over total number of cases filed per year. *</p> <p>% of people accessing legal representation.**</p> <p>% of referred cases of gender and sexual violence against women and children that are investigated and sentenced.</p>	<p>Baseline: 65 % in 2011</p> <p>18 % men and 19.3 % women access legal representation</p> <p>No baseline</p>	<p>Target: 70 % in 2020</p> <p>25 % men and 30 % women</p> <p>25 % are investigated and sentenced</p>	<p>Annual Judiciary reports.</p> <p>Annual LAB reports.</p> <p>Annual reports from DPP.</p>	<p>Role players in the criminal justice system will remain amenable to coordinating efforts.</p> <p>Agreement will be reached on key issues including parole, diversion and plea-bargaining.</p> <p>LAB will be provided with sufficient funds by government to cover staff and office space.</p>

Outputs	Key Result 1: Democratic governance in Malawi strengthened.	<p>1.1 Status of implementation of EU EOM 2014 recommendations**</p> <p>1.2 % of null and void ballots.</p> <p>1.3 % of citizens issued with identity cards – disaggregated by gender and rural/urban coverage.</p> <p>1.4 Status of amendments to political party financing regulations</p>	<p>1.1 No recommendations implemented</p> <p>1.2 slightly above 1 % (2014)</p> <p>1.3 No identity cards issued</p> <p>1.4 Amendments not submitted to Cabinet</p>	<p>1.1 4 identified recommendations implemented by next elections</p> <p>1.2 1 % null and void in 2019</p> <p>1.3 90 % of eligible citizens issued with ID cards</p> <p>1.4 Amendments submitted and adopted by Parliament by 2020</p>	<p>EOM Reports</p> <p>MEC Reports</p> <p>NRB Reports</p> <p>Parliament reports</p>	NRIS is in place by next election and voter registration using national identity cards not possible as a result.
	Key Result 2: Capacity of citizens, civil society and national accountability institutions to demand transparency and accountability from duty bearers is enhanced.	<p>2.1 # number of people reached by civic education (NICE) – disaggregated by gender and urban/rural.</p> <p>2.2 Number of people reached by CSO's domestic accountability activities – disaggregated by gender and rural/urban.</p> <p>2.3 # of media houses reached/trained by CSO on accountability.</p> <p>2.4 # of complaints received and handled by MHRC.</p> <p>2.5 # of periodic compliance reports developed in liaison with CSOs submitted to treaty bodies in a timely manner.* (** - number of CSOs)</p>	<p>2.1 19,339,749 male 11,186,149, female 8 153 600 (under 10th EDF)</p> <p>2.2 No baseline available</p> <p>2.3 No baseline available</p> <p>2.4 249 cases registered and handled</p> <p>2.5 3 periodic compliance reports</p>	<p>2.1 19 500 000 (with at least 40 % female)</p> <p>2.2 3 000 000</p> <p>2.3 5 media houses reached and trained</p> <p>2.4 230 new cases registered and handled</p> <p>2.5 8 periodic compliance reports by 2020</p>	<p>NICE Annual Reports</p> <p>Annual Tilitonse Foundation Reports</p> <p>Tilitonse Reports</p> <p>Annual MHRC Reports</p> <p>Annual MoJCA Reports</p>	Tilitonse is transitioned into a local Foundation by the end of 2016.
	Key Result 3: Coordination within the criminal justice system is improved.	<p>3.1 Status of the Criminal Justice Coordinating Committee (CJCC)</p> <p>3.2 Status of publishing Law Reports</p> <p>3.3 # of law revision orders developed.</p> <p>3.4 # of prisoners granted parole.</p> <p>3.5 % reduction in prison overcrowding.*</p> <p>3.6 DGS Secretariat established.</p>	<p>3.1 No CJCC in place</p> <p>3.2 Reports up to 2014 published</p> <p>3.3 1 Law revision order finalised (2015)</p> <p>3.4 No prisoners granted parole</p> <p>3.5 250 % overcrowding in 2013</p> <p>3.6 No DGS Secretariat in place</p>	<p>3.1 1 CJCC established by the end of the programme</p> <p>3.2 Reports up to 2018 published</p> <p>3.3 3 Law revision orders finalised</p> <p>3.4 300 prisoners granted parole</p> <p>3.5 150 % overcrowding in 2020</p> <p>3.6 DGS Secretariat functional</p>	<p>Annual Judiciary Reports</p> <p>Annual MoJCA Reports</p> <p>Annual Prison Reports</p> <p>Annual MHRC Reports</p> <p>Annual MoJCA Reports</p>	<p>DGS Secretariat is established during 2016.</p> <p>Parole and community service is moved under Prisons Service.</p>

	Key Result 4: Improved access to justice for vulnerable groups in both the formal and informal systems.	<p>4.1 # of LAB senior management and staff trained – disaggregated by gender. (**)</p> <p>4.2 Forfeiture Unit established.</p> <p>4.3 # of Magistrates trained in judicial proceeding disaggregated by gender. (**)</p> <p>4.4 # of cases resolved through mobile courts dealing with gender based violence.</p> <p>4.5 # number of Magistrate courts rehabilitated.</p> <p>4.6 # of Local Courts established.</p> <p>4.7 # of Police Prosecutors trained in judicial proceedings disaggregated by gender. (**)</p> <p>4.8 # of criminal cases taking more than one year to be resolved.*</p> <p>4.9 # number of victims assisted by Victim Support Units. (**)</p> <p>4.10 # of cases resolved by Village Mediation Committees (**)</p> <p>4.11 % of population who use the formal and informal justice system* (**)</p> <p>4.12 # people reached with messages on rights of victims. (**)</p>	<p>4.1 No staff trained</p> <p>4.2 No Forfeiture unit in place</p> <p>4.3 No baseline</p> <p>4.4 119 cases resolved</p> <p>4.5 16 Magistrate Court rehabilitated (2010)</p> <p>4.6 No Local Court established</p> <p>4.7 26 police prosecutors trained (2015)</p> <p>4.8 44.7 % of cases take more than one year</p> <p>4.9 14 470 (100 %) victims assisted by 2015</p> <p>4.10 25833 cases resolved by 2015</p> <p>4.11 Formal: 10 % in 2011 Informal: 85.5 % in 2011</p> <p>4.12 No baseline</p>	<p>4.1 20 staff trained</p> <p>4.2 Forfeiture unit functional</p> <p>4.3 168 magistrates trained out of a total of 280 in service (60 %)</p> <p>4.4 180 cases resolved by 2020</p> <p>4.5 10 new Magistrate Courts rehabilitated</p> <p>4.6 60 Local courts established</p> <p>4.7 80 police prosecutors trained by 2020</p> <p>4.8 35 % of the cases taking more than one year</p> <p>4.9 12,800 new victims assisted by 2020</p> <p>4.10 50 000 cases resolved</p> <p>4.11 Formal: 20 % in 2020 Informal: 80 % in 2020</p> <p>4.12 70 000 people reached and aware of rights of victims</p>	<p>Annual LAB Reports</p> <p>Annual MoJCA Reports</p> <p>Annual Judiciary Reports</p> <p>Annual Police Reports</p> <p>Annual Judiciary Reports</p> <p>Access to Justice Surveys (Baseline 2011)</p> <p>Annual Police Reports</p> <p>Annual UNDP Reports</p> <p>Access to Justice Surveys (Baseline 2011)</p> <p>Annual MHRC Reports</p>	<p>Government provides resources for LAB staff recruitment.</p> <p>Staff is provided for implementation of Local Courts pilot.</p>
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