DELIVERING THE MPG

What It Is

Delivering the MPG in an efficient and dignified way for beneficiaries requires careful consideration of how the Operational Feasibility Assessment can be translated into an operational reality. This section is not specific to MPGs and can be found in any CBI guidance. What is new is how cash grants are being delivered through Common Delivery Mechanisms for inter-agency programmes. More detail on this approach is found in Annex 4.

Essential Checklist

A. Describe delivery mechanisms and options

Using the Operational Feasibility Assessment, select one or two preferred delivery mechanisms and provide a justification as to why they are the best option. Include mention of beneficiary preferences; capacity, including ability of financial service providers (FSPs) to meet accountability requirements (e.g. reporting and data protection); efficiencies, including timeliness and cost; and any other factors influencing choice (e.g. government preferences).

Specify if and why there are any in-country variations in delivery mechanisms being used, for example: providing MPGs via ATM cards in the majority of areas, while using remittance agents or mobile money in the areas with security concerns or where there are long distances to banks and ATM machines; or using alternative methods for those with specific protection risks.

State if the delivery mechanism is inter-agency or a Common Delivery Mechanism. Who is participating, what are the roles and responsibilities of each partner, etc. A detailed description of terms of reference is in Annex 4 Common Delivery Mechanisms.

B. Write implementation procedures

The Response Plan should be operationalised for field teams in the form of implementation procedures to ensure implementing agencies know who will do what, where and in what order. While standard operating procedures will vary per context, MPG implementation procedures should outline the following key elements:

- **Household targeting, eligibility and verification process.** Include household questionnaires, roles and responsibilities, common database formats and process flows.

- **Management of the cash delivery process, in particular distribution frequency and payment cycles.** This includes card or cash distribution, FSP instructions/relations and other process flows, as well as any standardised forms and reports.

- **Implementation of complementary programmes,** such as sector-specific interventions (cash or in-kind) or market-support.

- **Training, information and communication,** including what will be covered in training or sensitisation for staff, beneficiaries and even the private sector.33

- **Accountability and feedback mechanisms** explaining the protocols for common problems, e.g. the household receives the wrong amount or loses its card.

Rationalise the use of existing capacity for financial services, maximising the advantages of working with the private or public sector, as well as promoting longer term financial inclusion for beneficiaries. Private FSPs are normally held to high regulatory standards and can often handle large cash turnovers. Public sector, i.e. government, might benefit from capacity building or reinforcing existing service provision, with potential benefits beyond the duration of the emergency.

33 When working with refugees, UNHCR encourages private sector partners to undertake a training on the Code of Conduct.