Amended and Restated Loan Agreement

(Health Care Quality Improvement Project)
(Formerly Health Insurance Systems Development Project)

between

ARAB REPUBLIC OF EGYPT

and

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT

Dated March 15, 2010

Amended and Restated on May 3, 2015
AMENDED AND RESTATED LOAN AGREEMENT

AGREEMENT originally dated March 15, 2010 ("Original Loan Agreement") Amended and Restated on May 3, 2015, entered into between ARAB REPUBLIC OF EGYPT ("Borrower") and INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT ("Bank"). The Borrower and the Bank hereby agree as follows:

ARTICLE I - GENERAL CONDITIONS; DEFINITIONS

1.01. The General Conditions (as defined in the Appendix to this Agreement) constitute an integral part of this Agreement.

1.02. Unless the context requires otherwise, the capitalized terms used in this Agreement have the meanings ascribed to them in the General Conditions and the Appendix to this Agreement.

ARTICLE II - LOAN

2.01. The Bank agrees to lend to the Borrower, on the terms and conditions set forth or referred to in this Agreement, the amount of seventy five million dollars ($75,000,000), as such amount may be converted from time to time through a Currency Conversion in accordance with the provisions of Section 2.07 of this Agreement (the "Loan"). The Borrower and the Bank hereby agree as follows:

2.02. The Borrower may withdraw the proceeds of the Loan in accordance with Section IV of Schedule 2 to this Agreement.

2.03. The Front-end Fee payable by the Borrower shall be equal to one quarter of one percent (0.25%) of the Loan amount. The Borrower shall pay the Front-end Fee no later than sixty (60) days after the Effective Date (it is clarified for the records that the Front-end Fee has already been paid and no additional Front-end Fee is due).

2.04. The interest payable by the Borrower on the principal amount of the Loan withdrawn and outstanding from time to time for each Interest Period shall be at a rate equal to LIBOR for the Loan Currency plus the Variable Spread provided that upon a Conversion of all or any portion of the principal amount of the Loan, the interest payable by the Borrower during the Conversion Period on such amount shall be determined in accordance with the relevant provisions of Article IV of the General Conditions.

2.05. The Payment Dates are May 1 and November 1 in each year.

2.06. The principal amount of the Loan shall be repaid in accordance with the amortization schedule set forth in Schedule 3 to this Agreement.

2.07. (a) The Borrower may at any time request any of the following Conversions of the terms of the Loan in order to facilitate prudent debt management: (i) a change of the Loan Currency of all or any portion of the principal amount of the Loan, withdrawn or unwithdrawn, to an Approved Currency; (ii) a change of the interest rate basis applicable to all or any portion of the principal amount of the Loan withdrawn and outstanding from a Variable Rate to a
Fixed Rate, or vice versa; and (iii) the setting of limits on the Variable Rate applicable to all or any portion of the principal amount of the Loan withdrawn and outstanding by the establishment of an Interest Rate Cap or Interest Rate Collar on the Variable Rate.

(b) Any conversion requested pursuant to paragraph (a) of this Section that is accepted by the Bank shall be considered a "Conversion", as defined in the General Conditions, and shall be effected in accordance with the provisions of Article IV of the General Conditions and of the Conversion Guidelines.

(c) Promptly following the Execution Date for an Interest Rate Cap or Interest Rate Collar for which the Borrower has requested that the premium be paid out of the proceeds of the Loan, the Bank shall, on behalf of the Borrower, withdraw from the Loan Account and pay to itself the amounts required to pay any premium payable in accordance with Section 4.05 (c) of the General Conditions up to the amount allocated from time to time for the purpose in the table in Section IV of Schedule 2 to this Agreement.

2.08 The Ministry of Health (MoH) is designated as the representative of the Borrower for the purpose of taking any action required or permitted to be taken under the provisions of Section 2.02 of this Agreement and Article II of the General Conditions.

2.09 The Borrower represents that it has designated its Ministry of Finance for the purpose of handling on behalf of the Borrower, debt service payments with respect to the loan.

ARTICLE III - PROJECT

3.01 The Borrower declares its commitment to the objectives of the Project. To this end, the Borrower shall carry out the Project through the Ministry of Health in accordance with the provisions of Article V of the General Conditions and this Agreement.

3.02 Without limitation upon the provisions of Section 3.01 of this Agreement, and except as the Borrower and the Bank shall otherwise agree, the Borrower shall ensure that the Project is carried out in accordance with the provisions of Schedule 2 to this Agreement.

ARTICLE IV - EFFECTIVENESS; TERMINATION

4.01 The Borrower represents that it has complied with its constitutional procedures and that all these shall have been completed by the Effective Date.

4.02. The Effectiveness Deadline is the date one hundred and eighty (180) days after the date of this Agreement, or such later date established by the Bank in accordance with Section 9.04 of the General Conditions.

ARTICLE V - REPRESENTATIVE; ADDRESSES

5.01. The Minister of International Cooperation of the Borrower and the Assistant to the Minister for International, Regional and Arab Financing Organizations of the Ministry of International Cooperation of the Borrower are severally designated as representatives of the Borrower.
5.02. The Borrower’s Address is:

Ministry of International Cooperation
8 Adly Street,
Cairo, Arab Republic of Egypt

Facsimile: (202) 2391-2815
(202) 2391-5167

5.03. The Bank’s Address is:

International Bank for Reconstruction and Development
1818 H Street, N.W.
Washington, D.C. 20433
United States of America

Cable address: INTBAFRAD
Telex: 248423(MCI) or 1-202-477-6391
Washington, D.C. 64145(MCI)

AGREED at Cairo, Arab Republic of Egypt, as of the day and year first above written.

ARAB REPUBLIC OF EGYPT

By

Naglaa El Ehwany
Authorized Representative
Name: Naglaa El Ehwany
Title: Ministry of International Cooperation

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT

By

Poonam Gupta
Authorized Representative
Name: Poonam Gupta
Title: Acting Director
SCHEDULE 1

Project Description

The objective of the Project is to assist primary healthcare facilities in Egypt's most vulnerable 1000 villages in meeting national healthcare quality standards.

The Project consists of the following parts:

Part 1: Family Healthcare Quality Improvement Program

Supporting the implementation of quality improvement and maintenance plans to enhance the quality of service provision and system responsiveness of family healthcare facilities and achieving appropriate accreditation standards, in selected Project Governorates.

Part 2: Implementation Support

Provision of technical assistance, including support to health systems strengthening, external financial audits, external independent quality audit, Project management, communications, monitoring, and impact evaluation.
SCHEDULE 2

Project Execution

Section I. Implementation Arrangements

A. Institutional Arrangements

1. The Borrower shall carry out the project through MoH, in accordance with its obligations under the Procurement Plan and FM Manual.

2. The Borrower shall throughout the period of implementation of the Project maintain:

   (a) a Project Management Unit (PMU) with composition, staff, terms of reference and resources acceptable to the Bank for managing the financial management and disbursement arrangements of the Project, including accounting, budgeting, reporting, internal controls, disbursement, auditing and oversight.

   (b) a Steering Committee, comprising representatives from the Ministries of Health, Finance, International Cooperation, Planning, and Social Affairs for providing policy coordination and implementation support to the Project; and

   (c) a Ministerial Coordinating Committee, comprising representatives from the Primary Health Care Sector, Ministry of Health Sector office, and Technical Support and Projects Sector for providing oversight of Project implementation and coordinating provision of service delivery.

3. The Borrower shall, not later than June 30, 2015, establish and maintain throughout the period of implementation of the Project:

   (a) a Quality Improvement Plans Review Committee (QIPRC) with composition, terms of reference and resources acceptable to the Bank to review and approve Quality Improvement and Maintenance Plans submitted by Beneficiaries; and

   (b) an Executive Accreditation Committee (EAC) with composition, terms of reference and resources acceptable to the Bank responsible, inter alia, to provide certificates of Accreditation to Beneficiaries that satisfactorily implement their Quality Improvement and Maintenance Plans.


   (a) The Borrower shall, through MoH, and after consultation with the Bank, no later than March 31, 2015 prepare, adopt, and thereafter implement an Operational Manual, in a manner and substance satisfactory to the Bank, which manual, inter alia, shall include: (i) implementation arrangements; (ii) the procurement procedures and standard procurement documentation; (iii) reporting requirements, financial management and audit procedures; (iv) monitoring and evaluation arrangements; (v) selection criteria and terms and conditions for the selection of Beneficiaries; (vi) criteria and terms of reference for selection of External Technical Auditor; and (vii) criteria for the various quality and accreditation levels.
(b) The Borrower shall not assign, amend, abrogate or waive the Operational Manual or the FM Manual or any provisions thereof if, in the opinion of the Bank, such assignment, amendment, abrogation or waiver will materially and adversely affect the implementation of the Project. Any amendments to any said manual shall be made with the prior consultation with the Bank. In case of any conflict between the provisions of the Operational Manual or the FM Manual and the provisions of this Agreement, the provisions of this Agreement shall govern.

B. External Technical Auditor (ETA)

The Borrower shall engage, and thereafter maintain, throughout the period of Project implementation, an External Technical Auditor under terms of reference approved by the Bank, to design a verification scheme and to supervise its implementation for the purpose of certifying compliance with the conditions set out in Section IV.B.2 (b) of Schedule 2 to this Agreement.

C. Anti-Corruption

The Borrower shall ensure that the Project is carried out in accordance with the provisions of the Anti-Corruption Guidelines on Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants", dated October 15, 2006 and revised in January 2011.

Section II. Project Monitoring, Reporting and Evaluation

A. Project Reports

The Borrower through MoH shall, monitor and evaluate the progress of the Project and prepare Project Reports for the Project in accordance with the provisions of Section 5.08(b) of the General Conditions and on the basis of the indicators agreed with the Bank. Each Project Report shall cover the period of one calendar semester, and shall be furnished to the Borrower not later than one month after the end of the period covered by such report.

B. Mid-Term Review

(a) On or about June 15, 2016, the Borrower through MoH shall, carry out jointly with the Bank, a midterm review of the progress made in carrying out the Project (the Midterm Review). The Midterm Review shall cover, among other things: (i) progress made in meeting the Project’s objective; and (ii) overall Project performance against Project performance indicators.

(b) The Borrower, through MoH shall, prepare and at least four (4) weeks prior to the Midterm Review, provide to the Bank, a separate report describing the status of implementation of each component of the Project and a summary report of Project implementation generally.

(c) The Borrower, through MoH shall, not later than two (2) weeks after the Midterm Review, prepare and submit to the Bank, an action program, acceptable to the Bank, for the further implementation of the Project having regard to the findings of the Midterm Review and, thereafter, implement such action program.
C. Completion Report

The Borrower through MoH shall, provide to the Borrower and the Bank, not later than two months after the Closing Date, for incorporation in the report referred to in Section 5.08(c) of the General Conditions all such information as the Borrower or the Bank shall reasonably request for the purposes of that Section.

D. Financial Management, Financial Reports and Audits

1. The Borrower through MoH, shall maintain or cause to be maintained a financial management system in accordance with the provisions of Section 5.09 of the General Conditions.

2. Without limitation on the provisions of Part A of this Section, the Borrower shall, through MoH, prepare and furnish to the Bank not later than forty-five (45) days after the end of each calendar quarter, interim un-audited financial reports for the Project covering the quarter, in form and substance satisfactory to the Bank.

3. The Borrower shall, through MoH, have the Financial Statements related to the Project audited in accordance with the provisions of Section 5.09(b) of the General Conditions. Each audit of the Financial Statements shall cover the period of one fiscal year of the Borrower. The audited Financial Statements for each such period shall be furnished to the Bank not later than six (6) months after the end of such period.

Section III. Procurement

A. General

1. Goods, Works and Non-consulting Services. All goods, works and non-consulting services required for the Project and to be financed out of the proceeds of the Loan shall be procured in accordance with the requirements set forth or referred to in Section I of the Procurement Guidelines, and with the provisions of this Section.

2. Consultants' Services. All consultants' services required for the Project and to be financed out of the proceeds of the Loan shall be procured in accordance with the requirements set forth or referred to in Sections I and IV of the Consultant Guidelines and with the provisions of this Section.

3. Definitions. The capitalized terms used below in this Section to describe particular procurement methods or methods of review by the Bank of particular contracts refer to the corresponding method described in Sections II and III of the Procurement Guidelines, or Sections II, III, IV and V of the Consultant Guidelines, as the case may be.

B. Particular Methods of Procurement of Goods, Works and Non-consultant Services

1. International Competitive Bidding: Except as otherwise provided in paragraph 2 below, goods shall be procured under contracts awarded on the basis of International Competitive Bidding.

2. Other Methods of Procurement of Goods: The following methods, other than International Competitive Bidding, may be used for procurement of goods for those contracts specified in the Procurement Plan: (a) National Competitive Bidding; (b) Shopping; and (c) Direct Contracting.
C. Particular Methods of Procurement of Consultants Services

1. Quality- and Cost-based Selection: Except as otherwise provided in paragraph 2 below, consultants' services shall be procured under contracts awarded on the basis of Quality and Cost-based Selection.

2. Other Methods of Procurement of Consultants’ Services. The following methods, other than Quality and Cost-based Selection, may be used for procurement of consultants’ services for those contracts which are specified in the Procurement Plan: (a) Least Cost Selection; (b) Selection based on Consultant’s Qualification; (c) Single source Selection for Firms; and (d) Selection of Individual Consultants.

D. Review by the Bank of Procurement Decisions

The Procurement Plan shall set forth those contracts which shall be subject to the Bank’s Prior Review. All other contracts shall be subject to Post Review by the Bank.

Section IV. Withdrawal of Loan Proceeds

A. General

1. The Borrower shall, through the MoH withdraw the proceeds of the Loan in accordance with the provisions of Article II of the General Conditions, this Section, and such additional arrangements as the Bank shall specify by notice to the Borrower (including the “World Bank Disbursement Guidelines for Projects” dated May 2006, as revised from time to time by the Bank, and as made applicable to this Agreement pursuant to such arrangements), to finance Eligible Expenditures as set forth in the table in paragraph 2 below.

2. The following table specifies the categories of Eligible Expenditures that may be financed out of the proceeds of the Loan (“Category”), the allocation of the amounts of the Loan to each Category, and the percentage of expenditures to be financed for Eligible Expenditures in each Category.

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount of the Loan Allocated (expressed in USD)</th>
<th>Percentage of Expenditures to be financed</th>
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</thead>
<tbody>
<tr>
<td>(1) Accreditation Cost under part 1 of the Project</td>
<td>70,000,000</td>
<td>100%</td>
</tr>
<tr>
<td>(2) Goods, consultant services, and non-consultant services, under Part 2 of the Project</td>
<td>5,000,000</td>
<td>100%</td>
</tr>
<tr>
<td>(3) Premia for Interest Rate and Interest Rate Collars</td>
<td>0</td>
<td>Amount due under Section 2.07 (c) of this Agreement</td>
</tr>
<tr>
<td>TOTAL AMOUNT</td>
<td>75,000,000</td>
<td></td>
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</tbody>
</table>

For purposes of this table, “Accreditation Cost” means expenditures incurred on account of goods, services, works and training procured under the Beneficiary’s QIMP, and reviewed and approved by the Quality Improvement Plans Review Committee.
B. Withdrawal Conditions and Procedures; Withdrawal Period

1. Notwithstanding the provisions of Part A of this Section, no withdrawal shall be made:

   (a) from the Loan Account until the Bank has received payment in full of the Front-end Fee (it is clarified for the records that the Front-end Fee has already been paid and no additional Front-end Fee is due); and

   (b) for payments made prior to the date of this Agreement.

2. Notwithstanding the provisions of Part A of this Section, no expenditures shall be eligible for financing out of the proceeds of the Loan under Category 1 unless:

   (a) said expenditures are incurred and withdrawal requests are made in accordance with the following provisions:

       (i) the pertinent Beneficiary has been pre-selected to participate in the Project on the basis of a targeting system acceptable to the Bank;

       (ii) the Beneficiary has carried out a self-assessment in accordance with the standards of International Society for Quality in Healthcare (ISQUA), and developed a QIMP, in form and substance satisfactory to the Bank, for the improvement of the quality of its services and maintenance of its standards; and

       (iii) said expenditures shall have been incurred for Accreditation Cost under part 1 of the project, provided, however, that such expenditures shall be of an average cost of US$70,000 for a family health care unit or center, established for each Beneficiary for implementing its QIMP; and

   (b) the Bank shall have received from the Borrower, through MoH, verification certificates issued by the External Technical Auditor together with other supporting documents, in form and substance acceptable to the Bank, evidencing completion of the actions set out below in accordance with a two stage process. Upon receipt of said verification certificates the Bank may finance the Accreditation Cost under each approved QIMP in the manner set out below:

       (i) **Pre-Accreditation Preparation:** Accreditation Cost under each QIMP for carrying out pre-accreditation activities with respect to family health care units or centers may be financed in installments as follows:

           (A) 40% of the Accreditation Cost under the approved QIMP may be paid upon fulfillment of the actions required to achieve pre-accreditation level 1 as detailed in the Operational Manual; and

           (B) 40% of the Accreditation Cost under the approved QIMP may be paid upon fulfillment of the actions required to achieve pre-accreditation level 2 as detailed in the Operational Manual.

       (ii) **Accreditation:** 20% of the Accreditation Cost under each QIMP for carrying out activities leading to accreditation may be financed as follows:
(A) the Beneficiary has received from the Executive Accreditation Committee a certificate of accreditation based on completion of the actions described in b(i) of this paragraph 2; and

(B) the External Technical Auditor has verified and certified the completion of the following actions: the Beneficiary has: (i) received the certificate of accreditation as stated above; and (ii) satisfactorily continued and maintained all the actions completed under the QIMP as set out above.

3. Notwithstanding the provisions of the foregoing paragraph, and except as the Bank may otherwise agree, any amount disbursed by the Bank under Category I shall be adjusted for actual levels of expenditures confirmed by audit reports required to be furnished by the Borrower in accordance with the provisions of Paragraph D.3 of Section II to Schedule 2 to this Agreement or by other reports or information provided by the Borrower pursuant to the Bank’s request; provided, however, that the aggregate of said actual levels of expenditures in excess of an average cost of US$70,000 for the family health care units or centers shall not be eligible for financing from the proceeds of the Loan, and shall be refunded to the Bank. The Bank may at any time request refunds of amounts not eligible to be financed and not confirmed for financing by audit reports, other reports and information, and upon such request, the Borrower shall promptly refund such amount to the Bank.

4. The Closing Date is June 30, 2017.
SCHEDULE 3

Amortization Schedule

1. The following table sets forth the Principal Payment Dates of the Loan and the percentage of the total principal amount of the Loan payable on each Principal Payment Date ("Installment Share"). If the proceeds of the Loan have been fully withdrawn as of the first Principal Payment Date, the principal amount of the Loan repayable by the Borrower on each Principal Payment Date shall be determined by the Bank by multiplying: (a) Withdrawn Loan Balance as of the first Principal Payment Date; by (b) the Installment Share for each Principal Payment Date, such repayable amount to be adjusted, as necessary, to deduct any amounts referred to in paragraph 4 of this Schedule, to which a Currency Conversion applies.

<table>
<thead>
<tr>
<th>Principal Payment Date</th>
<th>Installment Share (Expressed as a Percentage)</th>
</tr>
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<tbody>
<tr>
<td>On each May 1 and November 1 Beginning May 1, 2017 through May 1, 2037</td>
<td>2.38 %</td>
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<tr>
<td>On November 1, 2037</td>
<td>2.42 %</td>
</tr>
</tbody>
</table>

2. If the proceeds of the Loan have not been fully withdrawn as of the first Principal Payment Date, the principal amount of the Loan repayable by the Borrower on each Principal Payment Date shall be determined as follows:

(a) To the extent that any proceeds of the Loan have been withdrawn as of the first Principal Payment Date, the Borrower shall repay the Withdrawn Loan Balance as of such date in accordance with paragraph 1 of this Schedule.

(b) Any amount withdrawn after the first Principal Payment Date shall be repaid on each Principal Payment Date falling after the date of such withdrawal in amounts determined by the Bank by multiplying the amount of each such withdrawal by a fraction, the numerator of which is the original Installment Share specified in the table in paragraph 1 of this Schedule for said Principal Payment Date ("Original Installment Share") and the denominator of which is the sum of all remaining Original Installment Shares for Principal Payment Dates falling on or after such date, such amounts repayable to be adjusted, as necessary, to deduct any amounts referred to in paragraph 4 of this Schedule, to which a Currency Conversion applies.

3. (a) Amounts of the Loan withdrawn within two calendar months prior to any Principal Payment Date shall, for the purposes solely of calculating the principal amounts payable on any Principal Payment Date, be treated as withdrawn and outstanding on the second Principal Payment Date following the date of withdrawal and shall be repayable on each Principal Payment Date commencing with the second Principal Payment Date following the date of withdrawal.

(b) Notwithstanding the provisions of sub-paragraph (a) of this paragraph, if at any time the Bank adopts a due date billing system under which invoices are issued on or after the respective Principal Payment Date, the provisions of such sub-paragraph shall no longer apply to any withdrawals made after the adoption of such billing system.
4. Notwithstanding the provisions of paragraphs 1 and 2 of this Schedule, upon a Currency Conversion of all or any portion of the Withdrawn Loan Balance to an Approved Currency, the amount so converted in the Approved Currency that is repayable on any Principal Payment Date occurring during the Conversion Period, shall be determined by the Bank by multiplying such amount in its currency of denomination immediately prior to the Conversion by either: (i) the exchange rate that reflects the amounts of principal in the Approved Currency payable by the Bank under the Currency Hedge Transaction relating to the Conversion; or (ii) if the Bank so determines in accordance with the Conversion Guidelines, the exchange rate component of the Screen Rate.

5. If the Withdrawn Loan Balance is denominated in more than one Loan Currency, the provisions of this Schedule shall apply separately to the amount denominated in each Loan Currency, so as to produce a separate amortization schedule for each such amount.
APPENDIX

Definitions

1. "Beneficiary" means a family health care facility which may be a family health care unit or center, which has been pre-selected to participate in the Project on the basis of a targeting system acceptable to the Bank, and referred to under Section IV.B.2 (a) of Schedule 2 to this Agreement.

2. "Category" means a category set forth in the table in Section IV.A.2 of Schedule 2 to this Agreement.


4. “Executive Accreditation Committee” or the acronym “EAC” each means the committee to be established by the Borrower pursuant to Section I.A.3 (b) of Schedule 2 to this Agreement for the purpose of administering the accreditation process under Part 1 of the Project.


8. “External Technical Auditor” means the Expert to be selected by the Borrower as referred to in Section I.B of Schedule 2 to this Agreement.

9. “MoH” means the Borrower’s Ministry of Health or any successor thereto.

10. “Ministerial Coordinating Committee” means a committee for providing oversight of Project implementation and coordinating provision of service delivery, as referred to in Section I.A.2 (c) of Schedule 2 to this Agreement.

11. “Operational Manual” means a manual to be developed and adopted by the Borrower as referred to in Section I.A.4 of Schedule 2 to this Agreement.

12. “PMU” means the Project Management Unit, referred to in Section I.A.2 (a) of Schedule 2 to this Agreement.


14. “Procurement Plan” means the Borrower’s procurement plan for the Project, dated June 3, 2013 and referred to in paragraph 1.18 of the Procurement Guidelines and paragraph 1.25 of the Consultant Guidelines, as the same shall be updated from time to time in accordance with the provisions of said paragraphs.
15. “Project Governorates” means the selected Governorates of Aswan, Qena, Luxor, Sohag, Assiut, Beni Suef, Minia, Giza, Sharkya, and Beheira in which the Project will be carried out and includes any other Governorates that may be added to the Project with the prior approval of the Bank.

16. “Quality Improvement and Maintenance Plan” or the acronym “QIMP” each means a plan to be developed by each Beneficiary for the improvement of the quality of its services and maintenance of its standards.

17. “Quality Improvement Plans Review Committee” or the acronym “QIPRC” each means the committee to be established by the Borrower under the Project pursuant to Section I.A.3 (a) of Schedule 2 to this Agreement.

18. “Steering Committee”, means a committee for providing policy coordination and implementation support to the Project, as referred to in Section I.A.2 (b) of Schedule 2 to this Agreement.
REVISED PERFORMANCE MONITORING INDICATORS

Project Development Objective (PDO):

*The revised project development objective is to assist primary healthcare facilities in Egypt’s most vulnerable 1000 villages in meeting national healthcare quality standards.*

<table>
<thead>
<tr>
<th>PDO Level Results Indicators</th>
<th>Core</th>
<th>UOM</th>
<th>Baseline Original Project Start (2010)</th>
<th>Progress To Date (2014)</th>
<th>Cumulative Target Values</th>
<th>Frequency</th>
<th>Data Source/Methodology</th>
<th>Responsibility for Data Collection</th>
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<tr>
<td>1. Direct Project beneficiaries¹</td>
<td>☑</td>
<td>Number</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>150,000</td>
<td>250,000</td>
<td>Semi-annual</td>
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<tr>
<td>Of which female (beneficiaries)</td>
<td>☑</td>
<td>%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50</td>
<td>50</td>
<td>Semi-annual</td>
</tr>
<tr>
<td>2. People with access to a basic package of health, nutrition, or reproductive health services²</td>
<td>☑</td>
<td>Number</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>500,000</td>
<td>1,000,000</td>
<td>Semi-annual</td>
</tr>
</tbody>
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¹ This is defined as the expected number of people utilizing the accredited facilities
² This is defined as the population living in villages that are served by the accredited facilities
3. Targeted family healthcare facilities completing Level 1 pre-accreditation

<table>
<thead>
<tr>
<th>UOM</th>
<th>Baseline</th>
<th>Cumulative Target Values</th>
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<tbody>
<tr>
<td></td>
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<td>2015</td>
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4. Targeted family healthcare facilities completing Level 2 pre-accreditation

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<th>UOM</th>
<th>Baseline</th>
<th>Cumulative Target Values</th>
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<tr>
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<td>2015</td>
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5. Targeted family healthcare facilities receiving accreditation certification

<table>
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<tr>
<th>UOM</th>
<th>Baseline</th>
<th>Cumulative Target Values</th>
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<td>2015</td>
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### Intermediate Results Indicators

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<thead>
<tr>
<th>Core</th>
<th>UOM</th>
<th>Baseline</th>
<th>Progress To Date (2014)</th>
<th>Frequency</th>
<th>Data Source/Methodology</th>
<th>Responsibility for Data Collection</th>
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1. Quality Improvement Plans Review Committee established

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<tr>
<th>Core</th>
<th>UOM</th>
<th>Baseline</th>
<th>Progress To Date (2014)</th>
<th>Frequency</th>
<th>Data Source/Methodology</th>
<th>Responsibility for Data Collection</th>
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2. Targeted family healthcare facilities identified

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<th>Progress To Date (2014)</th>
<th>Frequency</th>
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3. Targeted family healthcare facilities that have submitted Quality Improvement and Maintenance Plans to QIPRC for review

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<tr>
<th>Core</th>
<th>UOM</th>
<th>Baseline</th>
<th>Progress To Date (2014)</th>
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<td>4. External Technical Auditor hired</td>
<td>□</td>
<td>Yes/No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
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<td>5. Client satisfaction and utilization survey undertaken</td>
<td>□</td>
<td>Yes/No</td>
<td>No</td>
<td>No</td>
<td>Yes (baseline)</td>
<td>-</td>
</tr>
<tr>
<td>6. Results of accreditation process published regularly on MoH website</td>
<td>□</td>
<td>Yes/No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
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<td>7. Grievance mechanism for citizens' complaints regarding service providers established</td>
<td>□</td>
<td>Yes/No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>8. Grievance mechanism for service providers' complaints regarding accreditation process established</td>
<td>□</td>
<td>Yes/No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
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<td>9. Grievances registered related to delivery of project benefits that are actually addressed</td>
<td>□</td>
<td>%</td>
<td>n/a</td>
<td>n/a</td>
<td>50</td>
<td>70</td>
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<td>10. Health personnel receiving training (number)</td>
<td>□</td>
<td>Number</td>
<td>0</td>
<td>0</td>
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<td>500</td>
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