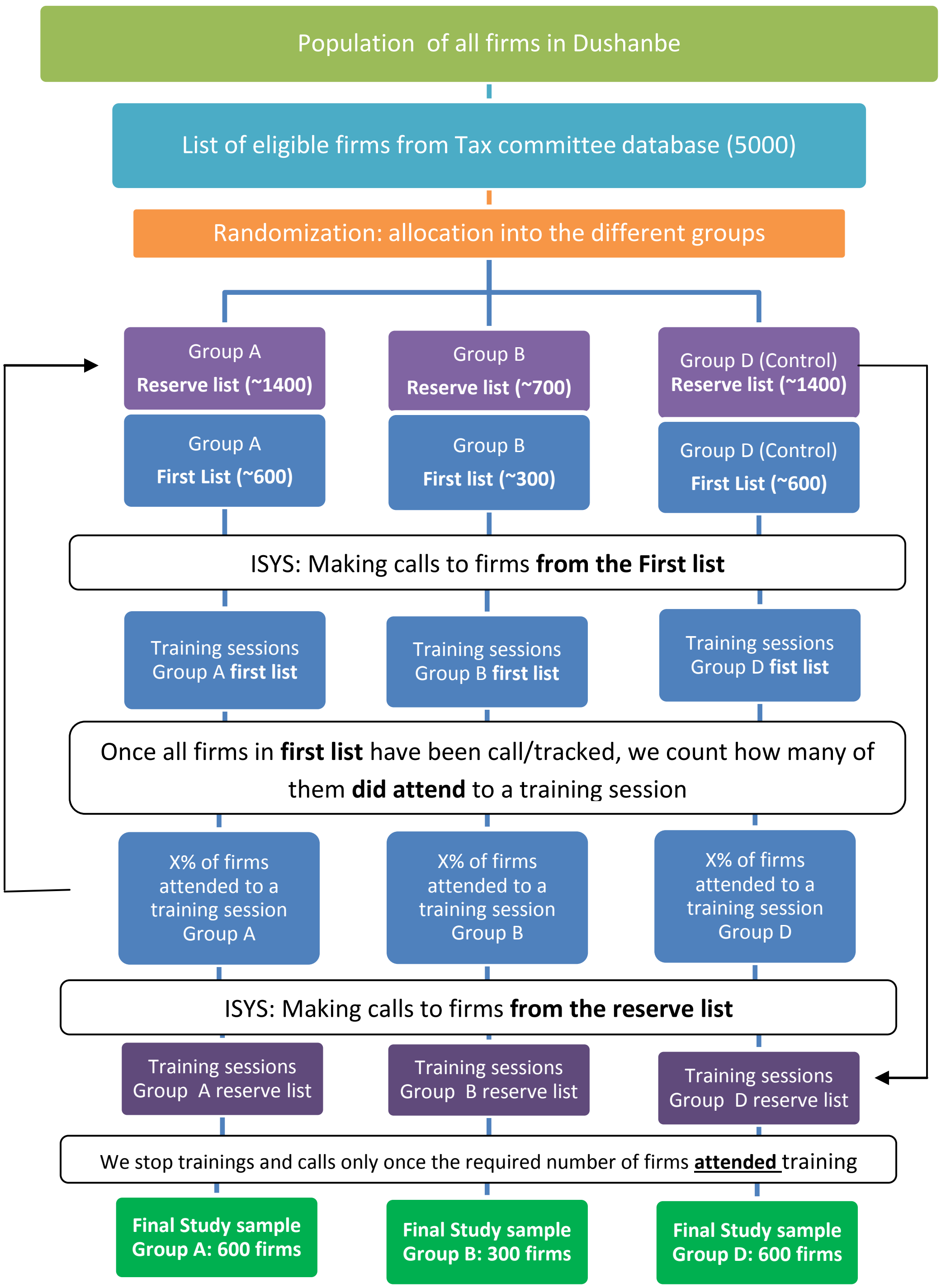
Monitoring and organization of e-filing program in Dushanbe

A- Description of e-filing program:



B- General organization of e-filling program:

List of documents needed

-List of firms by group by operator with Firms IDs. IFC

-Calling interface to record call results and answers from firms.

-Agenda for operators to organize calls and when to callback firms.

- Agenda for all seminars by group. Operators will fill the “seats” available for each seminar during the calls.

- Protocol to ask contact information to Tax Committee.

- “Seminar form”: list of firms by seminar session, to check attendance and survey completion. Isys

- Survey in Russian and Tadjik: pre-filled with contact information – Isys will translate to Tajik

-General guideline for the training session (specific by group) – isys to prepare, have draft

- Guideline for survey administration (how to explain each question) – isys has

- Presentation for general training on taxes (all groups) --

- Presentation for group B training – Isys has for both A and B

-Presentation for group A training

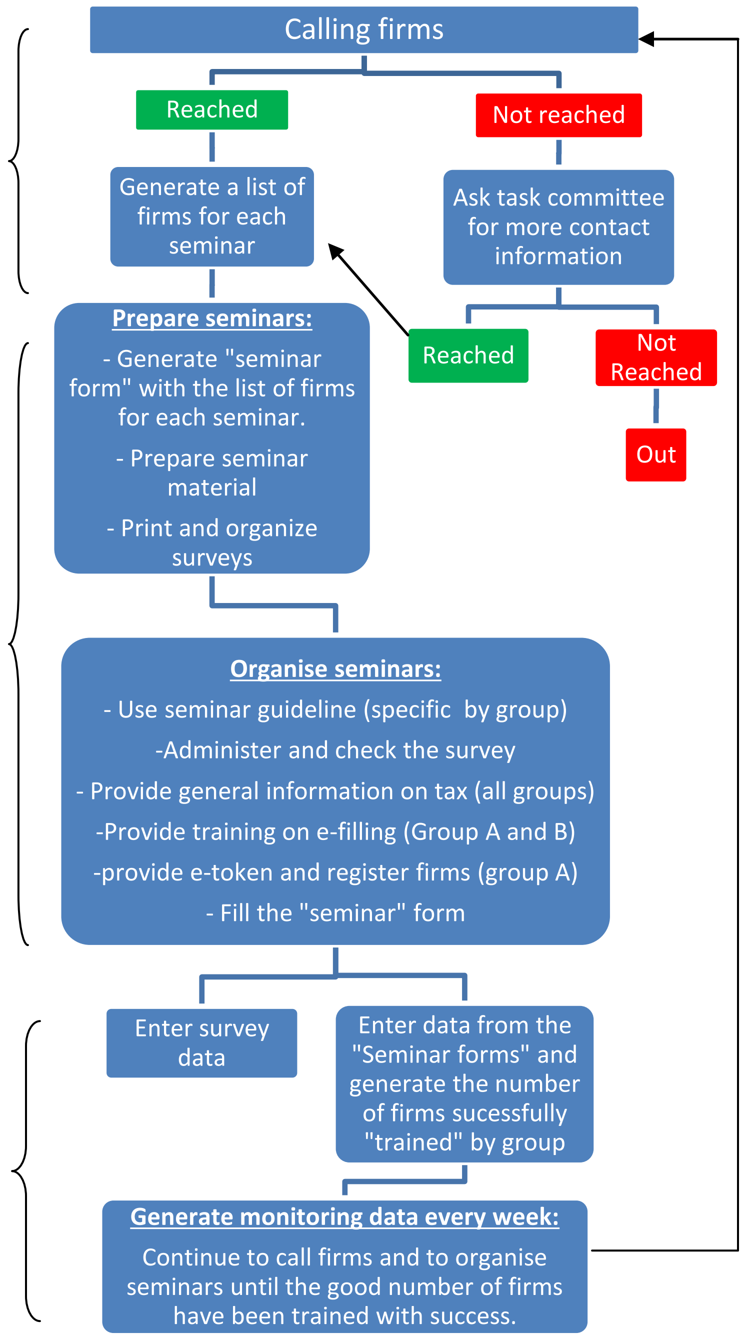
- Data entry interface for seminar form

-Data entry interface for the survey – double entry into database to avoid mistakes

-Template with monitoring data

-Protocol to generate monitoring data

Activities to be conducted for program implementation



C- List of activities

1. IFC will provide ISYS with a list of 5000 firms with 6 groups with their contact information:
    a. Group A: first list (600 firms)
    b. Group A: reserve list (1400 firms)
    c. Group B: first list (300 firms)
    d. Group B: reserve list (700 firms)
    e. Group D: first list (600 firms)
    f. Group D: reserve list (1400 firms)

2. ISYS will develop a document with the script that operators will be using to invite firms to training sessions. This document will also include details on how to answers to frequent questions such as: "why are you asking me to bring all this documents", "what is the topic of this training", 'is it mandatory"…

3. IFC team will provide feedback and validate this document.

4. ISYS will develop a monitoring system for the program implementation. It will include:
    a. Develop a software for operators, in order to organize and track calls to firms, and to organize and plan seminars. Develop a protocol about how calling operators should work.
    b. Develop a "seminar form": a form pre-filled for each seminar with the list of firms who said they will attend. This form will allow to track attendance and survey completion of firms during seminars. For group A (only) the form will also allow to record information on whether the e-token was distributed and the firm registered to e-filling. These forms will be entered after each seminar.
    c. Develop a data entry interface and protocol for the seminar form, so information can be entered after each training very quickly.
    d. Provide a template table for monitoring data that will be sent to IFC every week after program starts. This table will be divided by group and will include information such as number of attempt made to contact firm, number of firm reached, number of firm which confirmed participation to a training, number of firm which participate to a training, number of completed questionnaires, number of provided e-token, number of e-token driver installed, number of firm registered to e-filling.

5. ISYS will share all this monitoring tools with IFC. IFC will provide comments and validate final versions of the files before the program could start.

6. IFC will finalize the questionnaire with feedback from ISYS and the Tax committee.

7. ISYS will translate questionnaires in Russian and Tadjik. Both translations will be reviewed and validated by IFC.

8. ISYS will develop a questionnaire guideline for the seminar supervisor, to detail how to administer the questionnaire and explain questions, how to check for quality of data, and how to answer questions. The guideline, will also explain how to ensure that respondents speaking Tadjik and respondents speaking Russian can fill the survey with questions in the good language. This guideline will be validated by IFC.

9. ISIS will develop a data entry interface for the survey, and a data entry protocol. 100% of double data entry will be done with reconciliation of the discrepancies. IFC will provide feedback and validate the protocol and interface.

10. ISYS will develop a general guideline on how to supervise the seminars. One guideline will be developed for each group (A, B, D), and will include information such as how to welcome firms, how to register attendance, how to introduce the survey.

11. ISYS will develop all training material, with feedback and validation provided by IFC. This will include:
    a. Presentation for "general training on taxes"
    b. Material and presentation for Group A training
    c. Material and presentation for Group B training

12. ISYS will organize a training for all staffs that will be responsible for program implementation. IFC will participate to this staff training.

13. ISYS will provide information to IFC about when the e-tokens will be available. Based on that information and in coordination with Tax Committee, a date for the program launch will be determined.

14. ISYS in coordination with Tax Committee will make an agenda for all the training session by group. For each group, 50% of the training sessions will be held in ISYS premises and 50% in Tax Committee premises. A unique ID will be attributed to each training session. For example:
    a. A1 to A40 for the 40 training sessions in group A (15 seats available)
    b. B1 to B20 for the 20 training sessions in group B (15 seats available)
    c. D1 to D12 for the 12 training sessions in group D (50 seats available)

15. ISYS will submit the training agenda to IFC, and IFC will provide feedback and validate.

16. ISYS will split the list of firms by group, and attribute a portfolio of firms to each operator. **Each operator will only have firms that belong to the same group.**

17. ISYS will start to call firms and to organize training on the planned date. Weekly report will be done to IFC using the monitoring table template. ISYS will also provide general feedback on implementation and discuss all problems with IFC.

18. Based on the monitoring data and on feedback from the field, IFC may decide to modify slightly any protocols and/or scripts used for program implementation.

19. ISYS and IFC will agree with Tax committee on a protocol to share administrative data with the team for intermediate analysis and take-up monitoring. The database will be concern only the 1500 firms which attended to trainings and were enrolled into the program. The database will include the same variables as for the first database of 5000 firms share by the Tax Committee. The data could be shared by the tax committee with ISYS and IFC on a regular basis (every 2-3 months for example).

Monitoring calls: information to collect

A. CONTACT INFORMATION

A.1	Firm ID	XX IF IN YELLOW INFORMATION WILL BE PRE-FILLED XX
A.2	Firm Name	XXXX
A.3	Firm other contact information	XXXX

Phone numbers:

	ID of the Phone number	Name of phone owner / or position	Phone number
A.4	ID1	XXXXXXXX	XXXXXXXXXX
A.5	ID2	XXXXXXXX	XXXXXXXXXX
A.6	ID3	XXXXXXXX	XXXXXXXXXX
A.7	ID4	XXXXXXXX	XXXXXXXXXX
A.8	ID5	XXXXXXXX	XXXXXXXXXX

Additional phone numbers Provided by someone related to the firm

A.9	ID of the Phone number	Name of phone owner / or position	Phone number
A.10	ID6		|__|__|__|__|__|__|__|
A.11	ID7		|__|__|__|__|__|__|__|
A.12	ID8		|__|__|__|__|__|__|__|
A.13	ID9		|__|__|__|__|__|__|__|

Additional phone numbers Provided by Tax Committee

A.14	ID of the Phone number	Name of phone owner / or position	Phone number
A.15	ID10		|__|__|__|__|__|__|__|
A.16	ID11		|__|__|__|__|__|__|__|
A.17	ID12		|__|__|__|__|__|__|__|
A.18	ID13		|__|__|__|__|__|__|__|

B. ATTEMPTS TO REACH THE RESPONDENT

		Attempt 1	Attempt 2	Attempt 3	Attempt 4
B.1	Date and time of the call	|__|__|/ |__|__|/2014 at |__|__| h |__|__|	|__|__|/ |__|__|/2014 at |__|__| h |__|__|	|__|__|/ |__|__|/2014 at |__|__| h |__|__|	|__|__|/ |__|__|/2014 at |__|__| h |__|__|
	ID of phone number tried # 1	|__|__|	|__|__|	|__|__|	|__|__|
B.2	Status of the phone number: 1. [ ] Phone number working and CEO/ chief accountant reached **---> Go to C1** 2. [ ] Nobody answered to the call 3. [ ] The phone number belongs to an unknown person 4. [ ] The phone number is disconnected 5. [ ] CEO or chief accountant was not available at this time. **---> ask when the CEO will be available and plan a call at that time**	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]
	ID of phone number tried #2:	|__|__|	|__|__|	|__|__|	|__|__|
B.3	Status of the phone number *Same codes as for phone number 1*	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]	1. [ ] **----> Go to C1** 2. [ ] 3. [ ] 4. [ ] 5. [ ]
B.4	Based on the result of this attempt and if all phone numbers available for this firm were tried more than XX times, or at not working, do you want to put this firm on the "***list of not reached firms***" . [This can only be done once for each firm]	1. [ ] Yes ---------------> **STOP THIS CALL --> mark this firm as "waiting for more contact information".** **2.** [ ] No **---> plan a new attempt in your agenda**	1. [ ] Yes ---------------> **STOP THIS CALL --> mark this firm as "waiting for more contact information".** 2. [ ] No	1. [ ] Yes ---------------> **STOP THIS CALL --> mark this firm as "waiting for more contact information".** 2. [ ] No	1. [ ] Yes ---------------> **STOP THIS CALL --> mark this firm as "waiting for more contact information".** 2. [ ] No

C. CALL RESULT

➔ The operator will invite the firm CEO or chief accountant to a training session, following the script made by ISYS and IFC. And then fill the section below:

C.1	What is the position of the person answering to the call	1. [ ] CEO 2. [ ] Chief accountant 3. [ ] other : specify ___________________________________
C.2	What was the result of the call?	1. [ ] The CEO/chief accountant accepted to come to the training session **----> Go to C3** 2. [ ] The CEO/chief accountant refused to come to any training session **----> Go to C4** 3. [ ] The CEO/ chief accountant wants more time to make a decision and want us to call him back. **----> Go to C5**

If firm agreed to come to a training session:

C.3	At what training did the CEO agreed to come?	Training ID: |__|__|__| Date |__|__|/|__|__|/14 at |__|__|h|__|__| ➔ **STOP THIS CALL and register this firm to the training session chosen**

If the firm refused to come to any training session:

C.4	Why did the firm refused to come?	1. [ ] Not interested to any training 2. [ ] does not have time to attend a training 3. [ ] Other answer: specify: _____________________________ ➔ **STOP THIS CALL and mark the firm as dropped**

If the firm wants more time and we need to callback:

C.5	When should we call back the firm?	Date |__|__|/|__|__|/14 at |__|__|h|__|__| ➔ **STOP THIS CALL and mark the date of callback in your agenda. Update C1 to C4 when you call back the firm.**
C.6	Comments on the call	____ ____