**Monitoring and Evaluation (M&E) Framework**

**1. Objectives**

* Monitor progress against schedule, cost, and quality
* Evaluate impact and outcomes of the platform

**2. Indicators**

* App uptime, transaction volume, active users
* Fraud attempts vs successful blocks
* Customer support tickets resolved within SLA

**3. Reporting Tools**

* Power BI dashboards
* KPI scorecards
* Monthly performance reviews