



**NIRAS**

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## ABBREVIATIONS

<b>Abbreviations</b>	
ACDC	Action to the Community Development Center
AEPD	Association for Empowerment of Persons with Disabilities
CCLPHH	Center for Consulting on Legal and Policy on Health and HIV/AIDS
CED	Center for Research and Education of the Deaf and Hard of Hearing
CELA	Center for Legal Advice
CIRD	Centre for Indigenous Knowledge Research and Development
CSOs	Civil Society Organizations
CSWD	Center for Social Work Skills and Knowledge Development
DRD	Disability Research and Capacity Development Center
EQs	Evaluation Questions
ET	Evaluation Team
EU JULE	European Union Justice and Legal Empowerment Programme in Vietnam
FGD	Focus Group Discussion
F&JC	Family and Juvenile Courts
HCMC	Ho Chi Minh City
HCMCACR	Ho Chi Minh City Association for Protection of Child Rights
ICCPR	International Covenant of Civil and Political Rights
IDEA	Center of Research and Inclusive Development Action
IPs	Implementing Partners
JIFF	Justice Initiative Facilitation Fund
LAC	Legal Advice for Poor People and Community Development
LACEW	Legal Consulting and Legal Aid for Women and Children
LF	Logical Framework
M&E	Monitoring and Evaluation
MOJ	Ministry of Justice
MPS	Ministry of Public Security
MSD	Management and Sustainable Development Institute
MTE	Mid-Term Evaluation
NHRI	National Human Rights Institute
OO	Overall Objective
PMU	Project Management Unit
PSC	Programme Steering Committee
PwD	Persons with Disabilities
QBWDF	Quang Binh Women's Development Fund
RDPR	Rural Development and Poverty Reduction Fund
RIC	Research Center for Initiatives in Community Development

**Abbreviations**

SC	Steering Committee
SEDS	Social and Economic Development Strategy
SDTC	Social Development Training Center
SDGs	Sustainable Development Goals
SHRC	Social Sciences and Humanities Research Center
SPC	Supreme People's Court
SPP	Supreme People's Procuracy
UN	United Nations
UPR	Universal Periodic Review mechanism
UNDP	United Nations Development programme
UNICEF	United Nations United Nations Children's Fund
VACR	Vietnam Association for Protection of Child's Rights
VAE	Vietnam Association of the Elderly
VAVETSOW	Vietnam Association for Vocational Education Training and Social Work Profession
VBA	Vietnam Blind Association
VBF	Vietnam Bar Federation
VLA	Vietnam Lawyers Association
VFD	Vietnam Federation for Persons with Disabilities

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## **Executive Summary**

EU JULE is the project supported by the EU for the Government of Vietnam to enhance the justice services for the people. The relevant agencies of Vietnam and the EU had been negotiating for the project since 2013, and the Agreement of the project was signed on 02/12/2015. The Project document was discussed and started being implemented after approval in 08/2017. The Appendix to the Project Agreement was signed in May 2020 to extend the project's implementation period to December 2022. Thus, the EU Justice and Legal Empowerment (EU JULE) Programme (2017-2022) was formulated, and at present, has been implemented by the MOJ as the project owner responsible before the Government. UNDP, UNICEF, and Oxfam are in charge of the project implementation. The total amount of EU budget contribution is: EUR 14,000,000, the UN contribution: EUR 700,000 and the Government of Vietnam indicative contribution is EUR 1,400,000 (cash and in-kind).

The evaluation is focused on assessing achievements, the quality, and the results of EU Justice and Legal Empowerment Programme in Vietnam (EU JULE) interventions in the context of an evolving cooperation policy with an increasing emphasis on result-oriented approaches and the contribution towards the implementation of the SDGs.

The main users of this evaluation will be the EU Delegation to Vietnam, the Ministry of Justice, the Ministry of Public Security, the Supreme People's Court, the Supreme People's Procuracy, UNDP, UNICEF, Oxfam, Justice Initiative Facilitation Fund (JIFF) grantees as well as stakeholders.

The scope of the evaluation is limited to the EU JULE PROGRAMME that includes two contracts subject to this Mid-Term Evaluation, namely:

ACA/2015/372-239-Agreement with UNDP- PAGoDA- (including working with UNICEF) to support government institutions.

ACA/2017/382-51- Justice Initiatives Facilitation Fund: Establish a basket fund for civil society organisations managed by OXFAM Novib.

The evaluation is based on the six standard DAC evaluation criteria: relevance, coherence, effectiveness, efficiency, sustainability, and impact. In addition, the evaluation will assess one EU specific evaluation criterion: the EU added value (the extent to which the Intervention brings additional benefits to what would have resulted from Member States' interventions only).

The evaluation team shall furthermore consider whether gender, environment, digitalisation and climate change were mainstreamed; the relevant SDGs and their interlinkages were identified; the principle of Leave No-One Behind and the rights-based approach methodology was followed in the identification/formulation documents and the extent to which they have been reflected in the implementation of the Intervention, its governance and monitoring.

**The geographical scope of the evaluation** is stakeholders in Hanoi, Ho Chi Minh City, the beneficiaries in the four provinces of the programme that were included in the design based on poverty rate, socio-economic conditions, the prevalence of ethnic minorities, remote mountainous areas: Dong Thap, Nghe An, Hoa Binh, Quang Binh.

This Evaluation is **qualitative because of the participative approach** but quantitative data was collected when it was available. The capitalisation of existing knowledge and information is based on primary data collection methods, including structured and semi-structured interviews, online surveys, case studies, field observations and focus group interviews on investigating thematic questions in-depth.

Secondary data was collected from documents, reports and studies. The Evaluation Team created a designated folder on Google Drive. The Implementing Partners (IP) and the evaluators had access to all necessary documents and the possibility to upload and download. The information collected from the different sources has been aggregated and analysed. The on-site meetings and interviews, and desk review of the documents are modalities by which most information data was collected. A detailed description of the used tools is provided hereunder.

A summary of key lessons and findings from the responses to 23 evaluation questions and the OECD DAC is presented in this part of the evaluation report. Furthermore, every conclusion provided in the present section has been cross-referenced to the relevant findings and lessons.

#### Conclusion 1.

The EUJULE's goals and implementation are aligned with the beneficiary and stakeholder needs. Moreover, beneficiaries' priorities shaped the planning and implementation of the Programmes in PAGoDA and JIFF. As a result, action has contributed to meeting the needs of the disadvantaged and marginalized in six provinces of Vietnam with regard to access to justice. The design of the EUJULE is supported with adequately defined, realistic and feasible objectives. However, the design could benefit from strengthening the Result Framework and introducing indicators that could measure the outcome of each Result Area (4) from the perspective of the impact of their functioning. Therefore, given EUJULE's highly distinctive and local character, such indicators are best designed through a country-led consultative process, including stakeholders of state and non-state justice systems.

#### Conclusion 2.

The PAGoDA component has activated a significant and critical mass of legal professionals in this ongoing implementation. As a result of a collaboration between the UN agencies and the MoJ, the EU JULE Programme produced strategic documents and tools which will serve to inform the development of targeted public awareness of legal right interventions, enhance the capacity of legal and judicial officials and strengthen law implementation, increased the transparency of law-making and law-implementing institutions, as well as strengthened a justice sector that is more accessible and inclusive to all in Vietnam, leaving no one behind. Thus, the current environment is conducive to developing interventions in support of the State's international human rights obligation and endorsed recommendations from the Universal Periodic Review and UN Treaty Bodies mechanisms.

#### Conclusion 3.

PAGoDA contributed to improvement of legal aid system, the provision of child-friendly judicial proceeding and gender-sensitive grassroot mediation, and the availability of specialized justice institution. The EUJULE was pivotal in supporting the juvenile justice system and other child-friendly initiatives. Thanks to the joint contribution of the Supreme

Court and PAGoDA, the geographical map of the courts is expanding. In parallel, the higher legal education system that engaged with PAGoDA successfully institutionalised a course on juvenile justice; thus, these new branches of the justice system will be staffed with a generation of specialized child-friendly justice system lawyers. However, to fully finalise the circle of necessary elements of the juvenile justice reforms, the development of the probation system and adequate social and psychological services is necessary. Thus, the reforms should include these important elements. We also conclude that the perception of the impact could be more balanced across the main stakeholders to ensure a mutual understanding of the EUJULE's goal and how this success and change should be measured towards the end of the Programme.

#### Conclusion 4.

The JIFF component performed efficiently and effectively despite the short period of the grants and the systemic challenges that the implementation team and its grantees faced through the delays, pandemic-related restrictions, and natural disasters affecting the final beneficiaries of the grants.

JIFF and its grantees ensured that 58,924 people had benefited directly from the Action in this challenging environment. The scope of legal rights protection was broad, including economic and social rights. The supported grantees advanced the adherence of and awareness of national and international laws concerning children, people with disabilities, gender equality, marriage and family, domestic violence prevention, elderly, child protection, and other related legal documents and international conventions to which Vietnam is a signatory. JIFF's third call for proposals distributed grants to address environmental rights, and by this intervention, lack of activities on the necessary cross-cutting issues of the environment was balanced. We concluded, however, that an 18 months extension of the JIFF component is necessary to finalise the planned fifth call for proposals and to balance further the necessary cross-cutting issues of gender and environment in the ongoing implementation.

#### Conclusion 5.

The EUJULE as EU-funded Action would have benefited from more relevant best practices in legal aid, legal compensation, legal awareness, and juvenile justice system from the EUMS (Croatia, Slovenia, Poland, etc.) or countries with similar geopolitical, multi-ethnic representation and legal system with adequate anti-corruption and justice index record (Georgia, Lithuania,). The PAGoDA component could have also engaged experts from the European Commission for the Effectiveness of Justice (CEPEJ) of the Council of Europe (CoE)<sup>1</sup>, specifically relevant to Result Area 4. The PAGoDA component may need a no-cost extension to complete all planned activities and develop its exit strategy. In addition, to sustain the wealth of the knowledge and research developed and leverage the coherence among the development partners and beneficiaries, there is a need to systematically document the developed training tools and research publications. Such digitalised library could be developed with the help of the Human Rights Institute that could serve as a custodian and sustain the use of these resources. The institute is the Party's academic institution for research and teaching in the field of the state system, the political theory of human and fundamental rights and other related issues. Among its essential tasks are consulting the academy's president, conducting

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<sup>1</sup> <https://www.coe.int/en/web/cepej>

teaching events and courses on protecting human rights for party-members and government staff of all levels, preparing surveys for the government, cooperating with international and regional academic research institutions for human rights issues and scientific research projects on the protection of human and fundamental rights, as well as publishing and distributing materials and reference books on the protection of human and fundamental rights. In 2014 the master's course "Human Rights Law" was established. In 2021 the Institute launched the first PhD program on Human rights law and an academic journal titled "Vietnam Journal of Human rights Law."

#### Conclusion 6.

We concluded that the work with the larger scope of CSOs should be continued under different EU funding instruments for advancing human rights and democracy, including addressing the impact of global challenges, such as climate change and environmental degradation, digital and new technologies, or the COVID-19 pandemic. The approach, however, should secure result-oriented implementation of the planned interventions that includes grant scheme for the CSOs.

#### Conclusion 7

The request from the PAGoDA beneficiaries to support automation/digitalization of the court system, specifically the case management system, is justified. It is also in line with the EU priorities that promotes the digital sector to promote human development reconciling economic prosperity and efficiency, peaceful societies, social inclusion, and environmental responsibility<sup>2</sup>. Furthermore, if implemented promptly, the automated system can promote the transparency of the justice system and ensure expeditious justice for all. Thus, the EU should consider this avenue of collaboration with the State on automation of legal services across the system of justice.

### Recommendations

*Table 1 Recommendations table with targets, references and order of priorities*

Reference	Recommendations	Target	Order of priority
<b>Recommendations pertaining to the ongoing implementation of EUJULE</b>			
Conclusion 1 Ch. Relevance	Strengthen the result framework by including relevant indicators to ensure more result-oriented implementation, and monitor outcome results.	PAGoDA	HIGH
Conclusion 3 Ch. Impact	Ensure that the perception of the impact is balanced across the main stakeholders, ensuring that there is a mutual understanding of what the goal of the EUJULE is and how this success and change should be measured towards the end of the Programme.	PAGoDA	HIGH

<sup>2</sup> Reference to ICT can be found explicitly as a target under SDG 9 "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation", while ICT is also referenced in the targets related to climate change (SDGs 13, 14 and 15), gender equality and women empowerment (SDG 5), private sector development (SDG 8), education (SDG 4) and health (SDG 3).

Reference	Recommendations	Target	Order of priority
Conclusion 4 Ch. Efficiency	<p>Consider 18 months extension of the JIFF component to finalise the planned fourth call for proposals and further balance the necessary cross-cutting issues of gender and environment in the ongoing implementation.</p> <p>Consider the extension for the PAGoDA component to ensure complementary between the two components of the programme.</p>	EUDEL JIFF	HIGH
Conclusion 5 Ch. Efficiency Ch. EU- added Value	Consider introducing relevant best EUMS or EU and CoE best practices to leverage the EU-added value.	PAGoDA	HIGH
Conclusion 5 Ch. Efficiency	Discuss with the Human Rights Institute the possibilities of creating a digital Human Rights Library to sustain the wealth of the knowledge and research developed within the EUJULE. The Human Rights Institute could serve as a custodian and sustain the efficient, effective, and sustained use of these resources. Once established, the development partners could consult the digital library and update the necessary tools instead of duplicating the efforts.	PAGoDA JIFF Human Rights Institute	HIGH
<b>Recommendation pertaining to the follow-up phase (EQ 23)</b>			
Programmin g of any future EU- funded intervention (EQ 23)	<p>A) Identification and Formulation Mission for the next phase comprised of a team of experienced legal experts specializing in justice reforms, Human rights (international normative HRs frameworks), gender equality/gender and justice, administration of the justice processes, ICT in the modernization of justice institutions, probation system (if this topic is considered).</p> <p>B) Ensure that representatives of the concerned ministries and justice institutions, ad local legal experts are involved in the design and consultation to reach a broader consensus on the outcomes that all parties should deliver jointly.</p> <p>C) Ensure that the following objectives are included in the ToR for the team as mentioned above:</p> <ul style="list-style-type: none"> <li>To assess the level of political will of the beneficiaries in accordance with the international standards of human rights, access to justice, gender equality – the relevant UPR and UN TB</li> </ul>	EUDEL	HIGH

Reference	Recommendations	Target	Order of priority
	<p>recommendations accepted by Vietnam. Assess the political will to develop National Human Rights Action Plan.</p> <ul style="list-style-type: none"> <li>To identify best EU practices in access to justice, legal aid, juvenile justice, probation system, human rights reporting, evaluation and monitoring of UN recommendations relevant to Viet Nm's justice system and thus could be adapted and sustained within the same governmental structure.</li> <li>Stock-taking of the relevant UPR and UN TB recommendations should be exercised to identify relevant actions and ensure that these responses form the core of the result framework. Specifically, the development of the National Human Rights Action Plan.</li> </ul>		
Lesson Learned and best practices	The best practices of the JIFFs under the grant scheme should be sustained in the next round of the calls.	JIFF	Next Phase
Programming of any future EU-funded intervention (EQ 23)	<p>In the next EUJULE phase, design a distinctive component that supports Vietnam in the implementation of relevant recommendations from the UPR and UN Treaty Bodies with the following result areas:</p> <p>A) Support in the development of National Human Rights Institutes harmonised with the Paris Principles Support the development of National Human Rights Institutes, including National Mechanism on Prevention of torture.</p> <p>B) Support the State in fulfilling the UN Recommendation on ratifying the Second Optional Protocol to the International Covenant on Civil and Political Rights, aiming to abolish the death penalty.</p> <p>C) Facilitating technical assistance to the State and specifically to the MoJ in reporting on ICCPR. To this end, intervention could be designed to support reform on the moratorium or complete eradication of the death penalty through ratifying its Second Optional Protocol.</p> <p>D) An inter-agency, comprehensive national mechanism and action plan across all UN HRs mechanisms that address HRs implementation and reporting by themes, rather than by treaty.</p>	MOJ EUDEL UN	Next Phase

Reference	Recommendations	Target	Order of priority
Programming of any future EU-funded intervention (EQ 23)	<p>A) Consider support to Juvenile Justice Reform and activation of Juvenile Courts through strengthening the Human Resources Management of the activated courts</p> <p>B) To sustain the operability of the activated juvenile courts, building the capacity of the administrative staff to train, retain and maintain the necessary staff, matching the workload with the workforce, etc.</p> <p>The continuous legal and professional education should be part of future engagements, ensuring that relevant courses are mandatory.</p>	Supreme Court UNICEF EUDEL Ha Noi Law School Judicial Academy Academy of the Supreme Court.	Next Phase
Programming of any future EU-funded intervention (EQ 23)	<p>A) Support the development of a comprehensive probation system for the juveniles and humanisation of function to reduce the prison population.</p> <p>B) Conduct thorough identification and formulation mission by a team of experienced experts (national and international) to define all determinants and bottlenecks that could present smooth implementation of the future programming.</p> <p>C) Based on the analyses, consider designing a pilot project and initiative country-wide study on recidivism among the children in the areas where juvenile courts are operating or planning to operate should be considered.</p>	EUDEL UNICEF Supreme Court	Next Phase
Conclusion 6.	<p>A) Consider launching a wide-scale grant scheme action under the Global Europe Human Rights and Democracy programme (2021-2027).</p> <p>B) Entrust an eligible pillar-assessed development partner to undertake the operation and management of the prospective programme with indirect management aid modality to ensure flexible, result-oriented and prompt implementation of grant proposals.</p> <p>C) Increase the timeframe of the grants to ensure that prospective grantees have adequate time to implement their activities and sustain their results.</p>	EUDEL	Next Phase
Conclusion 7	<p>A) The EU Delegation should engage with the national partners and assess the level of interest in automation/digitalisation of the justice system.</p> <p>B) Consider comparative analyses of the normative environment on personal data protection to identify gaps</p>	Supreme Court EUDEL UNDP	Next Phase

Reference	Recommendations	Target	Order of priority
	<p>with international standards and other determinants and bottlenecks.</p> <p>C) Ensure that regulatory impact analyses are conducted to define the scope of financial resources and technical and human capacities needed to launch such an ambitious initiative. We recommend starting within the Result Area 4, Result 2 (Act. 2.6) or Result 3 (act. 3.2) of the ongoing EUJULE Programme, as digitalisation and innovation of the court, to some extent, enforced the transparency of the courts processes and services.</p>		

## **1 Context and background**

### **Overview**

The current population of Viet Nam is 98,305,167<sup>3</sup> distributed over 58 provinces and 5 municipalities, and Viet Nam is a unified country of 54 ethnic groups. The country has shown recent efforts in the strengthening of the rule of law and has ratified seven out of the nine fundamental UN international conventions on Human Rights and is considering the signing of the remaining Conventions: International Convention for the Protection of All Persons from Enforced Disappearance (CPED) and International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (ICRMW), as well as Optional Protocols of the Conventions. These international obligations oblige the State to respect, protect and promote Human Rights values. In line with these international obligations, 15 years ago, the State of Viet Nam embarked on a far-reaching and ambitious **reform to develop a comprehensive legal framework to strengthen legal and judicial institutions** for a more effective and accountable justice system. The two cornerstones of the reforms are Resolution No. 48/NQ-TW on 24/05/2005 on “Strategy for the Development and Improvement of Vietnam’s Legal System to the Year 2010, with a vision to 2020 (LSDS)” and Resolution No. 49-NQ/TW on the **Judicial Reform Strategy to 2020** (Resolution 49). The outcome of the ongoing reforms has been positively affecting the justice system and the overarching normative environment. Some noteworthy achievements are the 2013 Constitution that secures citizens' fundamental rights and obligations, the establishment of Family and Juvenile courts, and the reform of the Legal Aid system to leverage the professionalism and effectiveness of Family and Juvenile courts. These progressive changes are supported by the **growing political will** of the state actors to endorse principles of **effective and efficient justice and gender equality**. Despite these significant achievements, reforms have been hampered by multifaceted challenges to ensure access to justice for all, including the quality of work conducted by judicial agencies, remains inadequate; professional ethics of justice professionals need more development; institutional and human capacity to implement these reforms remains limited; tasks and projects to reform the organization and judicial activities are lacking coordination and common consensus between the State's institutions; the awareness of especially vulnerable people on their rights to access justice is relatively low; Viet Nam is lacking sufficient mechanisms for citizens' participation in law development and implementation; the level of people's confidence in the legal, judicial institutions is low; strong legal ambiguities, inefficiencies and discrepancies among laws, etc.

### **The European Union and Viet Nam**

Over 30 years, Vietnam has become a key partner of the European Union (EU) in Southeast Asia, and the collaboration has embraced political and security issues, regional and global challenges, trade and development, cooperation, and humanitarian aid. The two recent focal sectors of EU-Vietnam cooperation have been Sustainable energy and governance and the rule of law. The focus of the cooperation gradually encompassed other important but politically sensitive issues such as human rights and justice. In 2012, the EU and Vietnam signed the Framework Agreement on Comprehensive Partnership and Cooperation (PCA). In 2016, in Brussels, the EU and Vietnam held the sixth round of their annual enhanced Human Rights Dialogue, in the context of the EU-Vietnam Partnership and Cooperation Agreement (PCA).

<sup>3</sup> As of Tuesday, August 10, 2021, based on Worldometer elaboration of the latest United Nations data.

Discussions focused among other issues on legal and judicial reforms in Vietnam, the promotion of the rule of law and due process, combatting torture and ill-treatment, arbitrary detention, capital punishment, support to Vietnamese Civil Society Organisations (CSO) and Human Rights Defenders, and engagement within the United Nations framework<sup>4</sup>. The Dialogue paved the way to a constructive exchange on the human rights situation in Vietnam and allowed for discussions on best practices and the EU's support to reform efforts. In such a complex environment, UNDP, UNICEF, and Oxfam implementing the EU Justice and Legal Empowerment (EU JULE) Programme (2017-2022). The objectives of the Programme are to strengthen the rule of law in Viet Nam through a more reliable, trusted and better accessed justice system. And, to increase access to justice for citizens, especially for vulnerable groups.

#### **Positive Developments in the field of human rights, access to justice and the rule of law**

To date, Vietnam is proud to have achieved a number of Sustainable Development Goals (SDGs) - related results, including: (1) A substantial reduction in the national multi-dimensional poverty rate from 9.9 per cent in 2015 to less than 7 per cent in 2017; (2) Health insurance coverage reaching 86.4 per cent in 2017; (3) A primary net enrolment rate of 99.0 per cent; (4) Women's representation in the National Assembly in the 2016-2021 term reaching 26.7 per cent; (5) The proportion of households having access to safe water reaching 93.4 per cent in 2016; (6) Access to electricity by more than 99 per cent of Vietnamese households in 2016; (7) Internet use reaching 54.2 per cent; (8) Annual gross domestic product growth rates at 6.7, 6.2, and 6.8 per cent for 2015, 2016, and 2017 respectively; (9) Improvements in the protection and management of the environment and natural resources and an increase in forest cover to 41.5 per cent in 2017; and (10) A reduction in inequality and an improvement in the promotion of access to justice and information.

Moreover, sustainable development principles have been thoroughly mainstreamed into the 2011-2020 Social and Economic Development Strategy (SEDS) and the 2016-2020 Social and Economic Development Plan (SEDP). In the coming years, the SDGs will be fully and further integrated into Vietnam's 2021-2030 SEDS and 2021-2025 SEDP.

The Government of Vietnam has created an enabling legal environment and encouraged foreign and domestic private sectors to invest and do business in line with sustainable development principles. Accordingly, the Vietnam Business Council for Sustainable Development aims to enhance connections within the business community to share and spread good practices and play an important role in realizing the SDGs.

Vietnam is now a lower-middle-income country and is also one of the most affected countries by climate change. Moreover, increasingly integrated into the world economy, Vietnam is more vulnerable to its fluctuations. Therefore, to successfully achieve all 17 SDGs, Vietnam requires technical and human resources, financial support, and strengthened cooperation and knowledge exchange with the international community. At the same time, Vietnam is eager to share its own experiences and innovative approaches with other countries.

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<sup>4</sup> See: [https://eeas.europa.eu/headquarters/headquarters-homepage\\_en/16779/6th%20EU-Vietnam%20Human%20Rights%20Dialogue](https://eeas.europa.eu/headquarters/headquarters-homepage_en/16779/6th%20EU-Vietnam%20Human%20Rights%20Dialogue)

Despite many efforts, Vietnam still faces several development challenges to ensure access to justice for all, including lack of a consistent and predictable legal system and its limited effectiveness and efficiency; weak implementation of laws; lack of sufficient mechanisms for citizens' participation in law development and implementation oversight; especially disparities in access to justice persist across several demographic dimensions, such as ethnicity, gender, age, disability, poverty, education, and health status.

The need to promote legal empowerment and ensure justice remains strong in Vietnam. Accordingly, efforts are being made to strengthen the rule of law through increased effectiveness and responsiveness of justice institutions, for example, the establishment of Family and Juvenile Courts (F&JCs), shifting the focus of legal aid activities with the Legal Aid Reform Project and Legal Aid Law 2017<sup>5</sup>. However, the capacity to implement these reforms remains constrained by the lack of institutional and human capacity and weak monitoring and evaluation systems at all levels of the justice sector.

Going forward, Vietnam will therefore need to: improve society's awareness of and mobilize all stakeholders' participation in sustainable development efforts; enhance institutional set-up and policy frameworks for sustainable development; foster cooperation between the Government and the business sector, domestic organizations, and the international community in SDG implementation; issue national SDG indicators and strengthen national statistical capacity; mainstream SDGs into development policies and strategies; and strengthen the mobilization of resources, particularly from the private sector for SDG implementation.

The preparation of the Vietnam Voluntary National Review thus provides an opportunity to raise SDG awareness and mobilize the participation of different stakeholders, including the National Assembly, the Government, the United Nations in Vietnam, Political, Social, Professional and Mass Organizations, international and local NGOs, the business community, and other development partners.

Vietnam is confident that it will succeed in implementing the 2030 Agenda for current and future generations. In their enduring commitment as a responsible member of the international community, Vietnam will continue to contribute positively to global efforts to leave no one and no country behind. This is Vietnam's global endeavour for sustainable development.<sup>5</sup>

On 27 November 2015, the National Assembly voted in favour of removing seven crimes from the list of offences that can be punished by death, bringing the total number of capital offences down from 22 to 15<sup>6</sup>. The amendments also required the commutation of the death penalty for pregnant women, women with children under the age of 3, people aged 75 and over, and people sentenced to death for embezzlement of assets or taking bribes who return at least three-quarters of the embezzled assets. The reduction in the number of capital crimes and provisions for commutations represent a positive development; however, other offences not involving "the most serious crimes," to which the use of the death penalty must be restricted under

<sup>5</sup>See: Vietnam's Voluntary National Review- Key Messages. Voluntary National Review 2018. Available at [https://sustainabledevelopment.un.org/content/documents/19297VIET\\_NAM\\_VNR\\_Key\\_MessagesViet\\_Namedited.pdf](https://sustainabledevelopment.un.org/content/documents/19297VIET_NAM_VNR_Key_MessagesViet_Namedited.pdf), last visited <<1.01.2022>>.

<sup>6</sup> Submission To The United Nations Human Rights Committee 125th Session, 4-29 March 2019. Amnesty International.

international law, remain punishable by death. These include drug trafficking and embezzlement. Vietnam received and accepted nine recommendations under the Universal Periodic Review mechanism (UPR) on the death penalty. One of the accepted recommendations for Vietnam from the UPR under the Human Rights Council and a recommendation also reiterated by the Committees supervising the implementation of treaties that Vietnam is a party to, is to reduce the scope of crimes for which the death penalty applies and to consider a moratorium on the application of the death penalty.<sup>7</sup> Other vital recommendations concern the ratification of the Second Optional Protocol of the International Covenant of the Civil and Political Rights (ICCPR), aiming to abolish the death penalty.

Under the UPR, Vietnam received and accepted 8 recommendations to establish a National Human Rights Institute (NHRI) in line with Paris Principles<sup>8</sup>. One of the recommendations that Vietnam received under the Human Rights Committee's Concluding Observations on Vietnam's third periodic report is along the same line. The recommendation is repeated under the UN Special Rapporteur mechanism, for example, on the right to food.

Vietnam's openness to realise the recommendations under the two human rights mechanisms, including on issues related to the death penalty and NHRI, is demonstrated by the UPR Master Plan (Prime Minister's Decision 1975) and ICCPR Master Plan (Prime Minister's Decision 1252), which identify objectives and delegate tasks to national agencies to realise the recommendations<sup>9</sup>. In 2018, Vietnam expressed its willingness to consider a moratorium on the imposition of the death penalty during the 42nd and 43rd UN General Assembly's meetings on the resolution on the death penalty moratorium. The representative of Vietnam also stated that the country would likely move towards abolishing the death penalty. However, it was emphasized that several proposed policies should be adopted.<sup>10</sup>

## **2 Introduction of the Mid-Term Evaluation of EUJULE**

### **2.1 Objectives and results of the evaluation.**

The evaluation is focused on assessing achievements, the quality, and the results of EU Justice and Legal Empowerment Programme in Vietnam (EU JULE) interventions in the context of an evolving cooperation policy with an increasing emphasis on result-oriented approaches and the contribution towards the implementation of the SDGs.

<sup>7</sup> Recommendation 143.94 "Consider at least further restricting the use of the death penalty only for the most serious crimes, as stated in article 6 of ICCPR with a view to soon adopting a de facto moratorium on executions" (A/HRC/26/6)

<sup>8</sup> See: UPR: 38.66, 38.68, 38.71, 38.75, 38.79, 38.80, 38.85, 38.88; ICCPR Concluding Observations: 8; Rapporteur on Right to Food: 126

<sup>9</sup> See:<https://thuvienphapluat.vn/van-ban/Quyen-dan-su/Quyet-dinh-1975-QD-TTg-2019-Co-che-ra-soat-dinh-ky-pho-quat-ve-quyen-con-nguo-chu-ky-III-432887.aspx>, last assessed <<8.02.2022>>

<sup>10</sup> See: Civil Society Report on the Implementation of the ICCPR (Replies to the List of Issues CCPR/C/VNM/Q/3). Review of the third State Report of Vietnam (CCPR/C/VNM/3) At the 125th session of the Human Rights Committee. Geneva, 4 – 29 March 2019.

## MAIN OBJECTIVES

An overall independent assessment (relevance, effectiveness, efficiency, impact, sustainability and visibility) of the performance of the EU JULE PROGRAMME, paying particular attention to:

Its intermediate results measured against its expected objectives and the reasons underpinning such results.

Key lessons learned, conclusions and related recommendations to improve the current interventions to achieve the expected objectives and future EU intervention foreseen for "Strengthening Governance, Rule of Law and Institutional reform" under Vietnam Multi Annual Indicative Programme 2021-2027.

The main users of this evaluation will be the EU Delegation to Vietnam, the Ministry of Justice, the Ministry of Public Security, the Supreme People's Court, the Supreme People's Procuracy, UNDP, UNICEF, Oxfam, Justice Initiative Facilitation Fund (JIFF) grantees as well as stakeholders.

### 2.2 The scope of MTE

The scope of the evaluation is limited to the EU JULE PROGRAMME that includes two contracts subject to this Mid-Term Evaluation, namely:

ACA/2015/372-239-Agreement with UNDP- PAGoDA- (including working with UNICEF) to support government institutions.

ACA/2017/382-51- Justice Initiatives Facilitation Fund: Establish a basket fund for civil society organisations managed by OXFAM Novib.

The evaluation is based on the six standard DAC evaluation criteria: relevance, coherence, effectiveness, efficiency, sustainability, and impact. In addition, the evaluation will assess one EU specific evaluation criterion: the EU added value (the extent to which the Intervention brings additional benefits to what would have resulted from Member States' interventions only).

The evaluation team shall furthermore consider whether gender, environment, digitalisation and climate change were mainstreamed; the relevant SDGs and their interlinkages were identified; the principle of Leave No-One Behind and the rights-based approach methodology was followed in the identification/formulation documents and the extent to which they have been reflected in the implementation of the Intervention, its governance and monitoring.

**The geographical scope of the evaluation** is stakeholders in Hanoi, Ho Chi Minh City, the beneficiaries in the four provinces of the programme that were included in the design based on poverty rate, socio-economic conditions, the prevalence of ethnic minorities, remote mountainous areas: Dong Thap, Nghe An, Hoa Binh, Quang Binh.

### 2.3 Project Background

EU JULE is the project supported by the EU for the Government of Vietnam to enhance the justice services for the people. The relevant agencies of Vietnam and the EU had been negotiating for the project since 2013, and the Agreement of the project was signed on 02/12/2015. The Project document was discussed and started being implemented after approval in 08/2017. The Appendix to the Project Agreement was signed in May 2020 to extend the project's implementation period to December 2022. Thus, the EU Justice and Legal Empowerment (EU JULE) Programme (2017-2022) was formulated, and at present, has been implemented by the MOJ as the project owner responsible before the Government. UNDP, UNICEF, and Oxfam are in charge of the project implementation. The total amount of EU

budget contribution is: EUR 14,000,000, the UN contribution: EUR 700,000 and the Government of Vietnam indicative contribution is EUR 1,400,000 (cash and in-kind).

### **EU JULE's Implementation modality.**

The EUJULE envisaged a mix of direct and indirect management mechanisms. Specifically, the following two main mechanisms are used:

- **The Justice Initiative Facilitation Fund (direct management) supports** civil society through a single grant, with sub-granting as the main purpose<sup>11</sup>. Thus, the JIFF is a basket fund for civil society organizations managed by Oxfam M Novib. The role of the JIFF Secretariat (Oxfam) includes as well CSOs network development for policy advocacy. JIFF supports civil society initiatives via sub-granting towards the achievement of EU JULE Programme results. The Action contributes to the EU JULE specific objective and four results (The Overall objective is only measured at the EU JULE whole programme level). In the design of JIFF, Oxfam has set 3 Sub-results that each contributes to all 4 results of EU JULE. **This grant contract entails:** (i) the administration of the sub-grants for civil society, research by universities and research institutes and the media; (ii) secretarial functions for the grants selection; and (iii) provision of technical assistance to and capacity development of grantees. In the revised proposal submitted to the EU in July 2020, the target for the number of people with increased awareness and understanding of legal rights was increased from 48,000 to 54,000 people. As a result, an estimated 54,000 people will demonstrate increased awareness and understanding of legal rights and at least 32,000 people will receive legal advice or assistance. In addition, research, media outreach and advocacy will increase opportunities for access to justice for at least 4,500,000 people. The funds allocated to the JIFF component constitute EUR 6 455 406.
- **An Indirect Management Delegation Agreement**<sup>12</sup> with the UNDP under which UNICEF and UNODC operate to provide targeted capacity building to institutions and evidence-based research. After one year of implementation, the UNODC opted out of implementation. The total duration of the action is 61 months, from the 1<sup>st</sup> of November 2017 to the 30<sup>th</sup> of November 2022. The Indirect Management Delegation Agreement with UNDP covers: (i) technical assistance to and capacity development of state institutions, in particular for the strengthening of judicial integrity; and (ii) support the generation of independent information on the formal/informal judicial systems (grants to research institutes, universities, private companies/consultancy firms, etc.) for quantitative and qualitative surveys, research studies, analysis of statistical data, etc. and for activities promoting civil society and parliamentary oversight of the judicial systems. The main targets of the Action include:
  - **Ministries and other duty-bearers:** Ministry of Justice, Supreme People's Court, Supreme People's Procuracy, Ministry of Public Security, and Ministry of Labour, Invalids and Social Affairs; Vietnam Lawyers' Association, Vietnam Bar Federation, provincial departments of justice; the provincial courts and provincial procuracies; committees and agencies of the National Assembly; relevant ministries; law universities and research institutions relating to law and justice, and the media.
  - **Right-holders:** Citizens, including vulnerable groups: women, children, ethnic minorities, poor people, etc.

This Pagoda component is funded with EUR 7 400 000 (90.5 % EU contribution: 4.5% UN).

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<sup>11</sup> ACA/2017/382-514

<sup>12</sup> ACA/2015/372-239

## **Governance of the EUJULE.**

A Programme Steering Committee governs EU JULE (PSC), chaired by the Ministry of Justice and the EU, representing State's institutions, the JIFF and UNDP management. The PSC represents the highest management level of EU JULE with the power to decide policies, directions and approve annual work plans for implementing the Programme. All members have voting power and take decisions by consensus. The PSC meets at least once a year through extraordinary meetings called by any of the co-chairs. In accordance with Vietnamese law, a Project Management Unit (PMU) will be set up within the Ministry of Justice. MoJ bears the functioning costs of this PMU as a part of the Government's contribution to EU JULE. The PMU ensures achievement of expected outputs and effective budget management in accordance with regulations of the EU and Viet Nam's laws; support to the MoJ in management and coordination of the Programme in line with Viet Nam's laws; support the PSC to review annual work plans and handle all issues arising with both mechanisms' framework -PAGoDA and JIFF- before submitting to the PSC for review and decision-making; and to monitor daily operation within the programme framework.

## **3 Evaluation methodology and framework**

The methodology of this evaluation followed the approach laid down in the publication “Evaluation Methods for the European Union's External Assistance” produced by the Europe Aid Joint Evaluation Unit. Thus, the Evaluation Questions are linked to DAC Evaluation Criteria, i.e., relevance, effectiveness, efficiency, impact and sustainability, the additional EU Evaluation Criteria and the corresponding Result / Objective Area of the Programme.

### **3.1 Approaches**

- **Credibility approach.** The evaluation's overall approach was guided by the principle of credibility – ensuring that the best evidence available is harnessed, analysed appropriately, and generates findings, conclusions, and recommendations that management is confident to act upon. In addition, the methods was participatory, ensuring the collection of disaggregated data, assessing gender roles, contextually and culturally sensitive.
- **Theory-Based Approach.** The evaluation team reconstructed the Intervention Logic and the Theory of Change (ToC) of the EUJULE, recalled results to be achieved, set up evaluation criteria, drafted and agreed on Evaluation Questions (EQs) and sub-questions, selected judgment criteria for each question, indicators (measurement of results or achievements, or process indicator), identified sources of information.
- **A cross-cutting approach included:**
  - A **Human Rights-Based Approach (HRBA)** was used to assess the extent to which the HRBA was applied both in the design and in implementation by measuring the relevant outcomes in strengthening government institutions through technical partnerships, creating platforms for grassroots voices to reach policymakers, good practices, policy advocacy and support for action research.
  - A **Gender Equality approach: the relevant guidance methodologies for the Gender-Sensitive evaluations and the EU Gender Action Plan III on Integrating Human Rights and Gender Equality** in the Evaluation was adapted during the Inception Phase. The five key human rights principles: participation, accountability, non-discrimination and equality, empowerment, and legality was applied;

- Progressive achievement of **SDGs** and, in particular, goals 5 (gender equality)<sup>13</sup> and 16 (effective, accountable and inclusive institutions)<sup>14</sup>. Notably, the relevant policy recommendations developed for the EU-funded interventions were mainstreamed in the final report<sup>15</sup>.

Additionally, the evaluation will be carried out in line with the following guiding principles, which have been drafted based on the lessons learned from previous similar assignments:

- Independence, neutrality and transparency with stakeholders and the EU;
- Ownership of respondents and end-users for sustainability by applying a participatory, iterative, and constructive approach.
- Triangulation – Cross-checking, use of a variety of information sources (mostly qualitative yet also quantitative), diversity of voices heard, and systematic proof search;
- Process focus, actions within the programme will be analysed as a process, involving the interaction among several actors and the matching of the activities with larger, overarching processes.

### **3.2 Ethical standards**

As this evaluation involved interaction with ethnic and religious minorities, minors, survivors of domestic and gender-based violence, the ET applied whenever relevant, the following ethical standards in evaluation<sup>16</sup>:

**Informed consent:** All informants were asked for informed consent to participate in the interview and were assured of their anonymity and the confidentiality of their responses; at any time, all participants were given the right to choose whether or not to participate and/or withdraw from the evaluation; Prior permission was requested for the taking and use of photographs during individual and focus group interviews.

**Sensitivity:** the team was mindful of differences in culture, local customs, religious beliefs and practices, personal interaction and gender roles, age and ethnicity when planning, carrying out evaluation and reporting on the results.

**Privacy and Confidentiality:** the team ensured that no harm happened to the participants of the evaluation and that particular respondents' identification through data presentation and discussion in the note will not be allowed.

**Respect and empowerment:** the evaluation process and communication of results was conducted in a way that respects the stakeholders' dignity and self-worth and contributes to their empowerment.

**Fair representation:** the selection of participants was made in relation to the aims of the evaluation, not simply because of their availability; inclusion of both women and men from the excluded or most disadvantaged groups was ensured when relevant.

### **3.3 Evaluation's data collection tools**

This Evaluation is **qualitative because of the participative approach** but quantitative data was collected when it was available. The capitalisation of existing knowledge and information is based on primary data collection methods, including structured and semi-structured

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<sup>13</sup> See Goal 5: <https://www.ua.undp.org/content/ukraine/en/home/sustainable-development-goals/goal-5-gender-equality.html>

<sup>14</sup> See: SDG 16 <https://www.ua.undp.org/content/ukraine/en/home/sustainable-development-goals/goal-16-peace-justice-and-strong-institutions.html>

<sup>15</sup> Recommendations To the European Commission By The Subgroup On “Governance, Coherence And Rule Of Law” of the Multi-Stakeholder Platform on the Implementation of the Sustainable Development Goals in the EU. Governance, Coherence and Rule Of Law (Paper II – Expanded version)

<sup>16</sup> Adopted form the UNEG

interviews, online surveys, case studies, field observations and focus group interviews on investigating thematic questions in-depth.

Secondary data was collected from documents, reports and studies. The Evaluation Team created a designated folder on Google Drive. The Implementing Partners (IP) and the evaluators had access to all necessary documents and the possibility to upload and download. The information collected from the different sources has been aggregated and analysed. The on-site meetings and interviews, and desk review of the documents are modalities by which most information data was collected. A detailed description of the used tools is provided hereunder.

### **3.3.1 Desk review**

The ET conducted a systematic analysis of existing documentation, including quantitative and descriptive information about the EUJULE, its outputs and outcomes, such as documentation from capacity development activities, donor reports and other evidence.

*Advantages: Cost-efficient and time-efficient modality of collecting the information about the implementation.*

*Disadvantages: It can be difficult to code and analyse documentary evidence. And, it can be challenging to verify the reliability and validity of data.*

### **3.3.2 On-site assessment through meetings and interviews with key informants**

There were rounds of meetings and interviews with participating entities. The Inception Phase was a starting point when, in close collaboration with the EUD and IP, the contacts list, validation of work and travel plans, and validation of Evaluation Questions were discussed and confirmed. As an outcome of this meeting, the scope and scale of the evaluation was defined, the Evaluation Questions agreed and finalised, the final list of the contacts (and alternative contacts to mitigate) was submitted to the team.

*Advantages: Facilitates fuller coverage, range and depth of information on a topic.*

*Disadvantages: Can be time-consuming, difficult to analyse and costly. There are also potentials for the interviewer to bias the interviewee's responses.*

### **3.3.3 Focus Group Discussion (FGD)**

To ensure the EU evaluation standards for participatory evaluation, a FGD with participating CSOs and final beneficiaries was organised online to assess civil societies' perception of the actions, quality of delivered training, goods, and best practices.

*Advantages: Efficient way to obtain a high degree of in-depth information. Homogeneous groups often provide information and qualitative insights that are not articulated otherwise. This can also apply to other groups.*

*Disadvantages: Not very effective in online mode and hard to analyse responses. Requires trained facilitator and consecutive translation that brings the costs high. Difficult to schedule at the time of the pandemic.*

### **3.3.4 Key informant interview (KII)**

Some qualitative in-depth interviews with a wide range of stakeholders and experts who have first-hand knowledge of the EUJULE's implementation was organised. For instance with members of the PMU, UNDP and UNICEF involved in assessing the legislation, key players in the justice reforms. These experts provided particular knowledge and understanding of problems and recommended solutions. Most questions for this process were open-ended and meant to stimulate discussion.

*Advantages: Provided insight on the nature of problems and gave recommendations for solutions, different perspectives on a single issue and gave recommendations for solutions.*  
*Disadvantages: KII is subject to sampling bias and depends on some means of verifying or corroborating information.*

### 3.3.5 Direct observation

This data collection method consists mainly of what can be seen during field missions and project site visits and events such as training, seminars, provision of legal aid to the target group, and court proceedings. However, this method could be subjective as human vision and perception are selective, based on fields of interest or cultural sensitivities. Therefore, it was important to cross-validate facts and elements collected.

*Advantage: quick and cost-effective way to collect qualitative information.*

*Disadvantage: limited to what is visible at a particular point in time and to places where the observer has direct access. Was not possible with the pandemic to use it in each field visits, therefore, important information may be missed.*

### 3.3.6 Evaluation Questions

The ToR provide a set of indicative Evaluation Questions (EQ)/issues. After initial consultations, document analysis, and discussion with the EU, these questions are re-defined and completed based on potential usefulness and feasibility answers. Evaluators reduce the number of the issues from 33 to 22 evaluation questions to preserve coherence and respect the length of the forthcoming report and executive summary. In addition, the Evaluability Assessments was conducted to further incorporate the content of the specific issues into the evaluation criteria in the Evaluation Matrix (EM). As a result, the EQ was refined and presented in the table hereunder.

Table 2 Evaluation Question per the OECD DAC

Evaluation Criteria	Evaluation Questions (EQ)
Relevance	<ul style="list-style-type: none"> <li>• To what extent was the EU JULE Programme in line with national development priorities, the EU's Multiannual indicative Programme and preferences, the UNDP Strategic Plan, and the SDGs?</li> <li>• Are the EU JULE Programme objectives and outputs clear, practical, and feasible within its frame? For example, do they address women, men, and vulnerable groups and align with the EU and Vietnamese Government's strategy to increase access to justice for vulnerable people and strengthen the rule of law?</li> <li>• Have all the pre-conditions and assumptions are relevant during the implementation?</li> <li>• To what extent were lessons learned from other relevant projects considered in the design?</li> </ul>
Coherence	<ul style="list-style-type: none"> <li>• How have both project components been compatible and synergised with each other and with other interventions in the country, in the justice sector and partner organizations?</li> <li>• What are critical factors supporting or preventing the linkage and synergy?</li> </ul>
Effectiveness	<ul style="list-style-type: none"> <li>• What is the level of overall progress and results achieved by components and their contribution to the programme's overall purpose according to the logframe and its indicators?</li> <li>• What factors have contributed to achieving or not intended outputs and outcomes?</li> <li>• What, if any, alternative strategies would have been more effective in achieving the EU JULE Programme objectives?</li> </ul>

Evaluation Criteria	Evaluation Questions (EQ)
	<ul style="list-style-type: none"> <li>• To what extent have different stakeholders been involved in EU JULE Programme implementation? Is it participatory?</li> <li>• What has been the impact of COVID-19 on the project implementation and the project response?</li> <li>• To what extent was the EU JULE Programme management structure outlined in the EU JULE Programme document efficient in generating the expected results?</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>• To what extent have both component implementation strategy and execution been efficient and cost-effective?</li> <li>• To what extent do both components' monitoring and evaluations systems ensure effective and efficient project management?</li> </ul>
Impact	<ul style="list-style-type: none"> <li>• To what extent has the project achievements contributed to a more reliable, trusted and better-accessed justice system in Vietnam?</li> <li>• To what extent did the EU JULE Programme contribute to the EU priorities, the UNDP Strategic Plan and country programme outcomes and outputs, the SDGs and national development priorities?</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>• What have the project stakeholders been doing to sustain its results financially, institutionally, environmentally and at the policy level? To what extent will financial and economic resources be available to sustain the benefits achieved by the EU JULE Programme?</li> </ul>
Cross-cutting Issues	<ul style="list-style-type: none"> <li>• Have the relevant cross-cutting issues, including human rights, disability and gender equality, empowerment of women has been adequately mainstreamed in the design and the implementation of the programme?</li> <li>• To what extent environmental and/or climate-related challenges, as well as digital transformation aspects, have been considered?</li> </ul>
EU - Added Value	<ul style="list-style-type: none"> <li>• To which extent does the Intervention bring additional benefits to what would have resulted from Member States' interventions only?</li> </ul>
Visibility	<ul style="list-style-type: none"> <li>• What is the level of awareness between the beneficiaries and the stakeholders on the EU-funded Project?</li> </ul>
Lessons learned	<ul style="list-style-type: none"> <li>• Are there any best practices to sustain the programme results to be considered by the beneficiaries/EU JULE stakeholders? What can the team recommend for the programming of any future EU-funded intervention?</li> </ul>

### 3.4 Evaluation Matrix

The Evaluation Matrix with Evaluation Questions, judgement criteria, indicators, and data analysis and collection methods were developed (attached as an annex to the present Final report). The Evaluation Matrix was produced to guide the process of the MTE, which is entirely in line with Project Cycle Management, ToC, Logical Framework, and evaluation methodology.

## 4 Phases of the evaluation

### 4.1 Inception Phase - October 2021

The Inception Phase was launched with an initial study and preparation of the kick-off meeting, followed by a short meeting with EUD in Hanoi and a kick-off meeting with the Reference Group (consisting of the EUD, the Ministry of Justice's Project Management Unit (PMU) and

implementing partners: UNDP, Oxfam, UNICEF (5 participants) and the Evaluation Team (ET). Overall, a total of 31 participants (20 female and 11 male professionals). During this phase, the following **activities** were implemented:

- Stakeholder mapping was completed with the identification and categorisation of potential informants and disaggregated per the Result Area.
- ET conducted preliminary interviews with the Oxfam team.
- A presentation of the Justice Initiative Facilitation Fund (JIFF) and the progress with activities was delivered.
- The feasibility of the field trips to the project sites was discussed and agreed.
- Frequent consultations with the UNICEF and UNDP implementing teams were organised.
- The field visit approach was discussed, and alternative modalities and logistics were planned.
- The risks and mitigation measures were updated.
- Revision of the Theory of Change (ToC) as it represents the backbone for the evaluation and outlines the objectives against which the EU intervention was assessed.
- Elaboration and validation of the EQ: the ET conducted the Evaluability Assessments to reduce the number of EQs and downgraded some of the issues into sub-questions or evaluation criteria.
- The Evaluation matrix (identifying data sources and tools for each evaluation question and sub-question) was completed.

The ET conducted a desk review of key documents: 16 documents, including reports of the programme and documents mentioned in the ToR, were studied. In addition, the ET identified other relevant documents action, created a platform on Google Drive and organised the EUJULE's documents, report per IPs, and Result Area. However, due to the large amount of information submitted by the implementing partners very close to the Inception and Desk Note submission date, the ET continued the desk review simultaneously with the Field Phase.

#### **4.2 Field Phase - 29 November to 18 December 2021**

The Field Phase started after the approval of the inception & desk note by the Evaluation Manager and the arrival of the evaluation's Team Leader in Ha Noi. As a result, the Field Phase fully met its aims and validated all preliminary answers formulated during the Inception and Desk Note.

Furthermore, substantive information was collected during this phase through primary research and interviews with the implementing partners' stakeholders and final beneficiaries. All changes and deviations from the agreed work plan were communicated to EU Evaluation Manager. In addition, corrective measures were undertaken when the planned meeting was impossible to conduct physically.

In the first days of the field phase, on the 29<sup>th</sup> of November, the Evaluation Team held a briefing meeting with the EUD in Hanoi, MoJ-PMU, UNDP-UNICEF, and Oxfam. In addition, the team consulted with the different stakeholders (the relevant government authorities and agencies) and beneficiaries. Throughout the field phase, the ET used the most reliable and appropriate sources of information, respected the rights of individuals to provide information in confidence, and was sensitive to the beliefs and customs of local social and cultural environments. At the end of the field phase, the ET summarised its work, analysed data

collection's reliability and coverage, and presented preliminary findings in a meeting with the Reference Group. In addition, a Slide Presentation was prepared and presented physically at the EU Delegation and over Zoom to MoJ-PMU, UNDP-UNICEF, and Oxfam. The reference group endorsed all preliminary findings and recommendations. It was agreed that first draft of the report will be submitted to the EUDEL on 10 January 2022 for the Reference Group to provide comments and recommendations.

*Difficulties encountered during the field phase and mitigation measures adopted*

- Due to the impact of the Covid-19, many meetings were switched to remote mode as per request of the stakeholders and other informants. The negative impact of remote interviews was that experts could not fully assess the EU visibility in the field, meet with the final beneficiaries, visit the universities, or observe the provision of legal aid.
- Two physical site project field visits were conducted to Nghe An and Hoa Binh. In the capital city of Ha Noi, ET conducted three physical meetings. In addition, remote interviews and discussions were conducted in Ha Noi, HCMC and Dong Thap. However, all planned meetings have been completed.

**In total, 170 people were consulted** (117 female, 53 male) in 32 institutions and organisations. Out of this number, 44 are Final Beneficiaries (Persons with Disabilities (PWD), survivors of Gender-Based Violence, etc.).

*Figure 1 Map of the physical and online meetings visits in Vietnam*



#### **4.3 Synthesis Phase – 18 December 2021 to 10 February 2022**

Following the field phase, the ET analysed the information collected and ensured that a cross-section of beneficiaries' opinions is reflected throughout the evaluation report. The Final report was produced and shared with the EUDEL on 11 January 2022. The report included answers to all EQ and recommendations for the remaining duration of the Programme and follow-up intervention, including the overall **assessments, conclusions, lessons learned**.

*Addressing the comments from Reference Group (RG) – 20 January to 10 February 2022*

- During this phase, ET received jointly over 80 comments from the EU, PMU, UNDP, UNICEF, and JIFF. The evaluators integrated the comments of the RG and submitted the revised report to the EUDEL. During this period, the ET conducted following the demands of the RG additional round of interviews with the implementing agencies and beneficiaries.

#### **4.4 Dissemination Phase – February 2022**

The key findings and recommendations of the Final MTE Report will be presented at the two days' workshop at the end of February 2022 in Halong. The evaluators will draft a summary of recommendations at the end of the workshop. The executive summary and final version of the report will be provided to the EUDE. This phase will end with an online closure meeting with the EU Delegation.

### **5 Intervention Logic**

The EUJULE is supported with a Result Framework that contains an Overall Objective (OO) and a Specific Objective (SO). The overall objective aims at strengthening the rule of law in Vietnam through a **more reliable, trusted, and better-accessed justice system**. This aim will increase access to justice for vulnerable groups (women, children, ethnic minorities, poor people, etc.). Both interventions aim to raise people's awareness of their legal rights, helping them invoke those rights in practice, and improve the availability of legal advice and representation. Further, the action addresses the demand- and supply-side in the justice sector by building the capacity of civil society, Government institutions at both the central and provincial levels. The Programme's geographic focus is limited to several provinces to increase impact concerning the envisaged objectives. The four Result Areas are overarching the implementation across the PAGoDA and JIFF as presented hereunder:

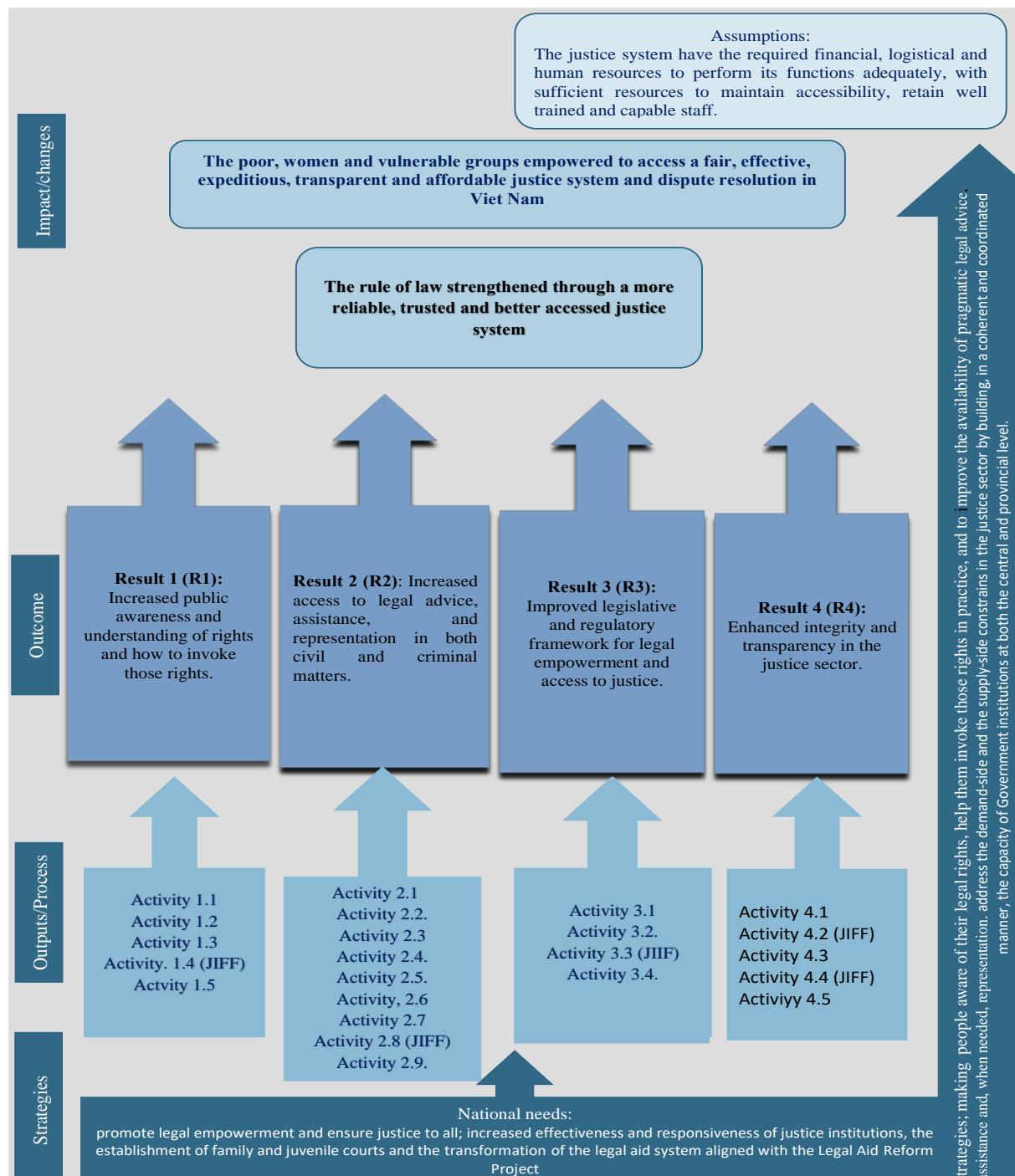
- **Result 1 (R1):** Increased public awareness and understanding of rights and how to invoke those rights.
- **Result 2 (R2):** Increased access to legal advice, assistance, and representation in civil and criminal matters.
- **Result 3 (R3):** An improved legislative and regulatory framework for legal empowerment and access to justice.
- **Result 4 (R4):** Enhanced integrity and transparency in the justice sector.

The EUJULE's Action Document does not provide a distinctive theory of change (ToC), nor was such ToC developed within the PAGoDA's Project description or JIFF's programming document. Thus, based on those mentioned above, Overall and Specific Objectives, the evaluators developed the ToC. In addition, evaluators scrutinised the Project's assumptions for how the impact and sustainability are planned to be achieved. This put into perspective the mechanisms of change and the assumptions, risks, and context that supported or hindered the achievement of results. Below is the reconstructed intervention logic, which aims to present

the causal pathway and articulate the ultimate significant picture outcome of how and why EUJULE expects the desired results to come about.

*If the people are aware of their legal rights(R1) and the access to legal services in all matters are available (R2) through the improved normative environment, and strengthened the capacity of legal and judicial officials (R3)and enhanced transparency of the justice sector (R4), then vulnerable groups: women, children, ethnic minorities, and poor people will enjoy expeditious, transparent access to justice (SO) because a more reliable, trusted and better-accessed justice system will be available for them (OO).*

Figure 2 The reconstructed ToC of the EUJULE



The reconstructed ToC builds on the needs of the vulnerable groups, the role of the stakeholders in addressing those needs and further describes the mechanism through which the interrelated levels (national, local, and grassroots) will lead the implementation towards the perceived change. The overarching and expected change is grounded on the assumption “To strengthen the rule of law through a more reliable, trusted and better-accessed justice system”. Thus, we have developed a people-centred ToC and propose to see the desired change and impact of the EUJULE on the people of Viet Nam. Although the list of activities is not presented in the ToC chart, evaluations will explain the cause-and-effect links among inputs and activities and outputs, outcomes and impacts in the final report.

## 6 Key findings/answers

### 6.1 Relevance

#### Evaluation Question 1.

To what extent was the EU JULE Programme in line with national development priorities, the EU's Multiannual indicative Programme and priorities, the UNDP Strategic Plan, and the SDGs?

We found that EUJULE remains relevant to the needs of direct and final beneficiaries as envisaged in the Action Document. To this end, we are presenting hereunder the stock-taking of relevant national priorities and needs with corresponding justification:

Relevant of the EUJULE to direct beneficiaries. The Action was relevant to the needs of the justice system's key players, such as juvenile court judges, prosecutors, lawyers, law schools and future generations of lawyers, and continuous professional education within the Justice Academia.

Relevance to final beneficiaries. The Action was relevant and vital for the support of the civil society organisations (CSO) sector and vulnerable groups that included people with disabilities (PWD), ethnic minorities, children's survivors of gender-based and domestic violence (GBV and DV).

Relevance to the national reforms. The Action builds on key legal and constitutional reforms, such as the 2013 Constitution, the 2014 Law on Organization of the People's Courts, the 2016 revised Law on Legal Aid and the 2015 Legal Aid Reform Project. In particular, action supports the development and implementation of a new vision and strategy for professional legal empowerment through behaviour change of justice institutions and actors, generating data to inform the legislative process to revise laws and regulations for legal empowerment and access to justice.

Relevance to national development priorities of Vietnam and key development partners engaged in the present Action. The EUJULE is entirely in **line with national development priorities and** is aligned to the priorities set by the Government of Vietnam in the Socio-Economic Development Plan 2016-2020. Specifically, the State has nationalised Seventeen

global SDGs into 115 Vietnam SDG (VSDG) targets in the “National Action Plan for Implementation of Agenda 2030 for Sustainable Development”, based on Vietnam’s development context and priorities and building on the successful implementation of the Millennium Development Goals. To this end, Vietnam has paid particular attention to vulnerable groups such as the poor, people with disabilities, women, children, and ethnic minorities through several policies promoting social equality to ensure that no one is left behind<sup>17</sup>. The Action advances State’s efforts in reaching specific goals within this agenda such as SDG 5 Gender, SDG 10 with progressing towards the reduction in inequality and an improvement in the promotion of access to justice and information, and SDG 16 on Promoting a peaceful, fair, just, equitable, and equal society for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels. The EU’s Multiannual indicative Programme and preferences and the One Strategic Plan between Vietnamese Government and the United Nations (UN) in Vietnam (OSP) 2017-2021, UNDP and UNICEF Country Programme Documents (CPDs) were entirely in line with the above-mentioned national priorities.

Relevance to Vietnam’s Human Rights Agenda. Vietnam has ratified seven out of nine core conventions related to human rights<sup>18</sup> and five conventions protecting rights promulgated within the International Labour Organisation (ILO) framework. Therefore, the EUJULE was relevant to the needs of the relevant agencies to advance the specific international commitments of the country. The activities implemented within the EUJULE support the adopted in 2015 Project on “Strengthening the dissemination of the basic contents of the Covenant and the laws of Vietnam on civil and political rights for officials, civil servants and the public for the 2015-2020 period”. In addition, the specific result area of the EUJULE was aligned to the needs of the MoJ and its professionals to implement recommendations stemming from the Human Rights Committee under the ICCPR.

Further, EUJULE supports the National Action Plan on Strengthening the Effectiveness of the Implementation of the International Covenant on Civil and Political Rights and the United Nations Human Rights Committee’s recommendations, including those mentioned in paragraphs 24, 46 and 52 the Concluding Observations. To this end, during 2019 and 2020, the MoJ, in co-operation with the United Nations Development Programme (UNDP), supported an expert team to prepare a research report on the formulation of a monitoring and assessment mechanism on the implementation of the Human Rights Committee (HRC) recommendations, in consultation with domestic organizations and agencies<sup>19</sup>. Following the recommendations of the research report, in 2020, a set of ICCPR indicators on the right to a fair trial, equality and non-discrimination was developed and adopted as a reference by UNDP and MoJ. Also

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<sup>17</sup> Vietnam’s Voluntary National Review- Key Messages. Voluntary National Review 2018. Available at [https://sustainabledevelopment.un.org/content/documents/19297VIET\\_NAM\\_VNR\\_Key\\_MessagesViet\\_Namedited.pdf](https://sustainabledevelopment.un.org/content/documents/19297VIET_NAM_VNR_Key_MessagesViet_Namedited.pdf), last visited <<1.01.2022>>

<sup>18</sup> International Covenant on Civil and Political Rights, International Covenant on Economic, Social and Cultural Rights, Convention on the Rights of the Child, Convention on the Elimination of All Forms of Discrimination against Women, Convention on the Rights of Persons with Disabilities. See also

[https://tbinternet.ohchr.org/\\_layouts/15/TreatyBodyExternal/countries.aspx?CountryCode=VNM&Lang=EN](https://tbinternet.ohchr.org/_layouts/15/TreatyBodyExternal/countries.aspx?CountryCode=VNM&Lang=EN), last visited <<1.01.2022>>

<sup>19</sup> Information received from Vietnam on follow-up to the concluding observations on its third periodic report. CCPR/C/VNM/FCO/3. April 2021

relating to the implementation of HRC's Concluding Observations to Vietnam under ICCPR, and to respond to the challenges in realising civil and political rights in the context of Covid-19 pandemic, a comprehensive law review on Vietnam's current legal framework on the right non-discrimination, to privacy, access to information and freedom to the movement was conducted<sup>20</sup>. The review aimed at ensuring that existing regulations are in line with ICCPR, especially on civil and political rights that are at greater risk of restriction while protecting public health. These relevant activities were also outcomes of the successful collaboration within the EUJULE.

### Evaluation Question 2.

**Are the EU JULE Programme objectives and outputs clear, practical, and feasible within its frame? For example, do they address women, men, and vulnerable groups and align with the EU and Vietnamese Government's strategy to increase access to justice for vulnerable people and strengthen the rule of law?**

We found that the design of the EU JULE's, including its overall objective the division of the four result **areas**, are clear. Yet, the Result Framework of Action needs strengthening to ensure more result-oriented implementation and reporting. Therefore, the result framework and the relevance of some indicators to measure the outcome of the EUJULE should be revisited during the ongoing cycle to take note and address the following listed hereunder findings:

**First, we have initiated our analyses by assessing the Action Document's<sup>21</sup> result framework** to understand whether these indicators could be used to measure the results and guide the ongoing implementation towards the prospective impact of the EUJULE. In conducting this exercise, we took note of the following indicators on the level of Specific Objectives:

1. Aggregate Justice Index indicator on the accessibility of the justice system (indicators 1.1, 1.2, 1.3).
2. Percentage of people from vulnerable groups who believe they can get justice if they have a grievance.
3. Aggregate score for satisfaction with public administrative procedures (Provincial Governance and Public Administration Index).
4. Number of legal aid programmes supported by the EU/ Number of individuals benefitting from EU-funded legal aid programmes (by gender, age, income, and ethnic minority group).

According to these result frameworks, the quality of a reliable, trusted, and better-accessed justice system Overall Objective (OO) is measured through the satisfaction survey of the beneficiaries and the number of programmes supported. However, **focusing narrowly on client satisfaction as an indication of service effectiveness is insufficient** because

<sup>20</sup>See:<http://docstore.ohchr.org/SelfServices/FilesHandler.ashx?enc=6QkG1d%2FPPRiCAqhKb7yhslrjZYHLHPYdqrup6FR%2FpxpoKD6CFGnGSaZiMZA5cstApQ4%2FLSGVGL6rHIXBfZYdGh1DO9LG7%2BM6pkcuSoJ7H38G4X1D4w%2B0PGGRuCuB0OLW>, last visited <<8.02.2022>>

<sup>21</sup> See: Action Document. EU Justice and Legal Empowerment Programme in Vietnam (EU JULE). DCI-ASIE/2014/037-404

beneficiaries' viewpoints, while very important, provide little information to measure the quality and correctness of the advice and adequate/appropriate assistance<sup>22</sup>. Thus, we found that these indicators cannot be used for the entirety of the implementation to measure the mid-term or overall impact of the EUJULE. A range of SMART indicators are included in the Logical Framework (LF); however, these indicators are set mostly on mid-term result measuring. As a result, the number of indicators is excessive and do not always correspond to the Result Area. For example, the indicators against Result Area 4 can be mentioned in this regard.

Secondly, we analysed the LF of PAGoDA that follows the four Result Areas (Specific Objectives) of the Action as mentioned above. There are 18 indicators set to monitor and measure the progress against these four SOs. Out of these numbers, only three indicators are disaggregated<sup>23</sup>. We found that within the mentioned LF, the other eight indicators could be further disaggregated by gender and vulnerabilities to report how EUJULE address women, men, and vulnerable groups and vulnerable people's increased access to justice. In addition, the activities implemented within the MoJ's Department of the State compensation should be measured with a specific indicator to measure the outcome result areas.

#### Comments on the Logical Framework (LF) of Justice Initiative Facilitation Fund (JIFF)

We found that JIFF's result framework is coherent and adequate at the mid-term implementation. There are about 20 indicators set against OO and SO and sub-result levels. The LF also includes the indicator to measure the "Evidence of thematic and geographic linkage between JIFF and UN/PAGoDA activities in each objective area". The LF is gender-disaggregated, and the progress against the result areas are measured with relevant indicators, also disaggregated by the vulnerabilities. During the Inception Phase, the ET has learned that initially, Oxfam developed its original intervention logic and the Theory of Change (ToC) that stipulates the following:

*"If vulnerable people in six target provinces increase their knowledge of their rights and learn how to exercise them, then they raise their voice to claim their rights (R1) and increase access to legal assistance (R2). With support from strengthened CSOs, people can also participate in the decision-making process that contributes to a more enabling environment (R3) and enhanced transparency and accountability of the justice sector in these provinces. And then, all vulnerable groups in the country will increase access to justice (SO) that contribute to a more reliable, trusted, and the better-accessed justice system in Vietnam."*

The JIFF's ToC was also supported with a set of relevant programmatic assumptions related to the subject of implementation.

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<sup>22</sup> See also: p.15. par.1. Understanding Effective Access to Justice. 3-4 November 2016. OECD Conference Centre, Paris

<sup>23</sup> These indicators are: (d) Existence of indicators on children in contact with law and children involved in family law cases integrated in the reporting systems of the Supreme People's Court and Procuracy; (c) Number of women who receive gender-sensitive information on protection against GBV under EU JULE; (d) Number of children who receive child-sensitive information on the protection of their rights under EU JULE.

### Evaluation Question 3

To what extent were lessons learned from other relevant projects considered in the design?

The EU-commissioned Formulation Mission for the EUJULE has pointed out the necessity to work strategically to ensure programmes align with current government policies and priorities related to the Judicial Reform Strategy<sup>24</sup>. Working with the Central Judicial Reform Steering Committee was pointed as a critical factor and, at the same time, demanding due to its institutional weakness. A strong relationship with the CJRSC on a more operational level was recommended to ensure a strategic relationship towards the shared goals of justice reform. The UNDP considered this recommendation in the design of the EUJULE, and support was extended for capacity development of the Ministry of Justice and the Central Judicial Reform Steering Committee (CJRSC) and other state agencies in policy dialogue and partnership.

We also noted the lessons presented in the EU-funded Justice Partnership Programme (JPP) that was finalised in June 2015. To this end, the JPP targeted both the supply and demand side of justice through three components: working with institutions in component 1, the legal profession through component 2 and civil society through component 3. This rationale to work with justice institutions and users was preserved in the design of the EUJULE to create synergies for a more significant impact. However, the design did not consider a lesson learnt from JPP to avoid working in silos and increase collaboration and boost access to justice. The main determinant here is that JIFF and its beneficiaries are working in silos in this process. At the same time, it is important to work with all partners to ensure a common understanding of what an access to justice approach includes and its implications for its use in a Vietnamese context. We have provided more information on the consequences of these design aspects in the chapter on Coherence.

#### 6.2 Efficiency

### Evaluation Question 4

To what extent was the EU JULE Programme management structure outlined in the EU JULE Programme document efficient in generating the expected results?

The Action involves a wide range of implementing agencies and stakeholders. Therefore, the mechanism of management and governance is complex and cascaded.

Effectiveness of EUJULE's Governance and management structure.

**Programme Steering Committee.** The EUJULE's two components of PAGoDA and JIFF are governed by the Project's Steering Committee (PSC), comprised of the representative of each participating agency and the EU. This governing body gathers once a year to discuss the progress and approve the work plan with activities and budget. The review of the Steering Committee minutes demonstrates the adequate level of transparency between the Implementing Partners (IPs) and across the stakeholders.

<sup>24</sup> See: Support to Programming of ODA 2014-2020 in Vietnam. Formulation report. April 2014.

**Project management Unit (PMU).** This structure of the EU JULE management is tasked with the following:

- To ensure achievement of expected outputs and effective budget management in accordance with regulations of the EU and Vietnam's laws.
- To support the MoJ in the management and coordination of the Programme in line with Vietnam's laws.
- To coordinate with the ICD of MoJ the support to the PSC to recapitulate annual work plans and handle all issues arising with both mechanisms-PAGoDA and JIFF- before submitting to the PSC for review and making decisions.
- To monitor operations within the Programme's framework.

From UNDP observation, PMU is cooperative and helpful in supporting UNDP and UNICEF in implementing the PAGoDa component. PMU also supported UN agencies in pushing the progress of implementation of some partners.

**The UN Program Coordination Team (PCT).** This body has been formed and led by the UNDP to support regular meetings among the Heads of UN agencies, discuss the progress, and plan the implementation. The interviewed staff said the mentioned management structure worked smoothly during the last three years. Potential risks to the implementation are adequately monitored and managed every quarter. Close cooperation with the PMU in MOJ has been maintained with regular biweekly meetings to update on the progress and address challenges. Efforts have been made to keep the quarterly meetings with PMU even during COVID outbreaks through virtual meetings to update the progress of activities and address challenges. UNDP and UNICEF maintained proactive communication with MOJ's Project Management Unit to ensure effective programme implementation, develop the draft AWP, and prepare for the PSC meetings.

However, the **extensive numbers and levels of approval within the current governance structure are not justified and, from our point of view, prevent the expeditious generation of results.** For example, it is not justified why the SC must also approve the successful grant proposal under the JIFF component. We also could not receive feedback on what specific criteria are used for approval or rejection at the level of SC. Thus, while the envisaged model of governance in EUJULE is logical and, in theory, should have to increase the Action's efficiency, effectiveness, and transparency, we did not find this specific model effective in practice. Our argumentation is explained further:

- The PSC meetings occur once a year. The work of the PSC and the opinion of the members were also communicated via mail during the pandemic. However, this is insufficient for such a multifaceted intervention that requires many approvals before moving the activities forward. The PSC should not be overburdened by acting as quality control and approval mechanism but rather serve as a platform where all IPs could present their achievements and challenges equally. The core elements of the governance's function in the development projects are assessing the project's progress, developing mitigation solutions, endorsing the work plans, and checking the activities' relevance towards the national priorities and ownership. In other words, supporting the implementation at all stages.

- The complex level of approvals envisaged in the design poses systemic delays for both components. For example, in addition to receiving approval from the Project Steering Committee, JIFF grantees also need to obtain permission from Provincial People's Committees in 6 provinces, and some of them (such as Ho Chi Minh City Law University) require additional approval from their line management agencies. As a result, it took 3-5 months for the first round of grantees to obtain permission, thus significantly affecting the progress and results of implementing activities in the initiative areas.

We have analysed the timeframe of the delays imposed by the complex management and governance structure of the EUJULE and found that the average waiting time between the Grant Committee and SC per call was two months. Therefore, while the duration of the approval process was shortened by half during the last call, we do consider such a process inefficient because it poses a negative impact on the already short implementation timeframe of the project on a larger picture. In other words, out of the designated 12 months of implementation, the grantees cannot use 20% of their time and resources. As a result, some activities are implemented in hassle or cancelled to meet the deadline. But most importantly, grantees are left with an unrealistic time to sustain their results.

*Table 3 The timeframe of SC's final approval of the grants*

Call	Submission date of Grant Committee's selection	Final approval date from Project Steering Committee	Duration
1	14 March 2019	24 May 2019	2 months, 10 days
2	4 March 2020	13 May 2020	2 months, 9 days
3	23 July 2021	27 August 2021	1 month, 4 days

Later, the PSC gave grantees more time to fulfil their proposals to minimize these challenges.

#### **Evaluation Question 5**

**To what extent have the component implementation strategy and the execution been efficient and cost-effective?**

To determine the cost-effectiveness of the activities and deliverables, we reviewed 16 training modules and two published research. Overall, we found that, in terms of efficiency and quality, the funds were sparingly used, and mainly national expertise was procured. The ToR was designed to prioritize the procurement of national expert services and allow those specialists to lead the assignment. As far as engaging and enhancing the capacity of national experts, this approach worked well. However, even though this approach reduces the high cost associated with procuring the services of the expert, it does not provide for a more diversified exchange of knowledge. The international expertise was procured with fewer input days, which affected their participation and efficient contribution. In addition, the opportunity of involving international expertise in capacity development was sometimes overlooked. Thus, we are not confident that it worked for all assignments equally in terms of quality and diversified

international best practices. Aside from the issues mentioned above, we believe EUJULE was an appropriate use of the EU funds, with some quality deliverables, research, and recommendations developed.

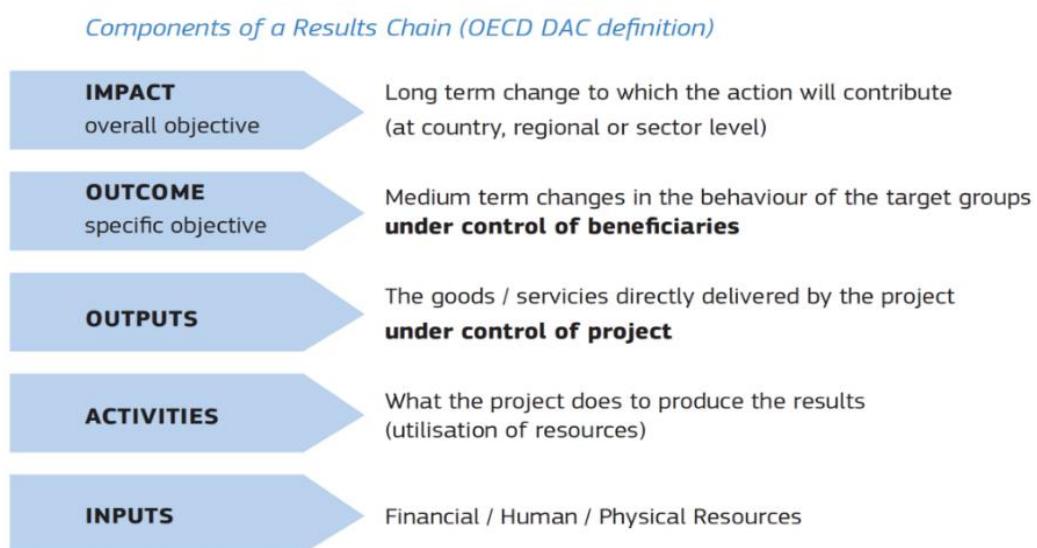
### Evaluation Question 6

#### To what extent do both components' monitoring and evaluations systems ensure effective and efficient project management?

We found that EUJULE has adequate support from the Monitoring and Evaluation (M&E) experts at JIFF, UNDP, and UNICEF. The financial documentation appears to be in order. The workplan with subsequent budgets are discussed in the SC's meeting. Thus, there is a level of transparency in the monitoring process. The financial, reporting and monitoring systems have been set up, involving country-level working arrangements among UN agencies and country offices and regional/HQ offices.

According to the following chart, the results reported between the two actions meet the output-level quality. However, such reporting will not be sufficient towards the end of the implementation. Therefore, to better align the SMART indicators with the EU strategy and rationale in the EU JULE's Action Document (AD), it is essential to include SMART indicators to measure the quality of access to justice.

Figure 3 Presentation of the Result Chain



Based on the Result Chain, we could not validate many results that could indicate the medium-term changes in the target group's behaviour or the long-term changes that should be expected. Such results may be available but they have not been reported. As these results are under beneficiaries' control, they should be reported by IPs. Therefore, we recommend incorporating these outcome-level indicators or alternative outcome-level indicators in the result framework:

Indicator measured by number or percentage	Data source:
<b>Result 2 “Increased access to legal advice, assistance, and representation in both civil and criminal matters.”</b>	
An average score of expert perception on the availability of free legal assistance for indigent defendants (Number).	At least two rounds of expert surveys as part of the Project M&E system.
A number of people who received public representation free of charge (disaggregated by sex, age, disability, and type of case: civil, criminal, or administrative).	At least two rounds of expert surveys as part of the Project M&E system.
The annual public budget allocated to legal aid (in Euro).	Budget data provided by the government, at the beginning and end of the intervention. Additional information: Value of state budget allocated to legal aid.
The average score of expert perception on the quality of legal representation of the people at the court.	At least two rounds of expert surveys as part of the Project M&E system.
The proportion of victims who received compensation within X months (Percentage).	MoJ
Number of people directly benefitting from legal aid programmes supported by the EU (disaggregated by sex, age and disability/social group, and type of case: criminal, civil or administrative) (Number of people)	Project M&E system
Number of cases referred to/processed through alternative dispute resolution provided by the project (Number)	Project M&E system and implementing partners
<b>Result 3: Improved enabling legislative and regulatory framework for legal empowerment and access to justice.</b>	
Number of children in pre-sentence detention per 100,000 child population (Number). Dynamic: Direction and level of change in the number over time.	Project M&E system and implementing partners
Number of children in detention per 100,000 child population (disaggregated by sex) (Percentage).	Project M&E system and implementing partners

Further, for the alignment of the implementation with the design of the Action Document, we find that the JIFF component should monitor and report on specific results (under the control of the project) concerning the cross-cutting issues on the environment. Such possibilities are provided within JIFF’s Third Call. To boost credibility and relevance, the indicators should be developed jointly with the grantees and final beneficiaries.

### 6.3 Coherence

### Evaluation Question 7

**How have both project components been compatible and synergized with each other and with other interventions in the country, in the justice sector and in partner organizations?**

Synergies between PAGoDA implementing agencies. EU JULE project is implemented synergistically with other interventions of UNDP, UNICEF, and other UN agencies under the One Strategic Plan 2017-2021, especially Focus Area 4, Outcome 4.2 Human rights protection, Rule of Law and Strengthened Access to Justice and the UN Sustainable Development Framework 2022-2026, under the outcome on Improved Governance and Access to Justice.

The level of coherence between the UNDP and UNICEF is on an adequate level. These two UN agencies have many advantages to support effective implementation of the project to achieve the EUJULE results. Both agencies had agreed on strategies to support legal and judicial reform in Vietnam. The experience goes nearly two decades back with work with the Ministry of Justice, Supreme People's Court, Supreme People's Procuracy, and other legal and judicial institutions. The workload was shared between UNDP supporting the justice sector in Vietnam (on both the demand and supply side) and UNICEF promoting justice for children. When UNODC withdrew from EUJULE in late 2018, UNDP and UNICEF took over the additional activities inherited from UNODC without any disagreement from the Government of Vietnam and UNODC's partners (MPS, SPP, SPC).

Both agencies confirmed that cooperation in implementing PAGoDA is going well thanks to coherent reporting lines and shared responsibilities. For example, in terms of the distribution of funds, both of these agencies signed a UN2UN agreement that specifies the transfer schedule from UNDP to UNICEF. Additionally, the same agreement sets a reporting schedule according to which UNICEF submits reports to UNDP for consolidation and submission to EUD. Consequently, these two agencies avoid overlaps and create synergies across their activities with the beneficiaries as a consequence of such well-designed coherent coordination.

### Evaluation Question 8

**What are critical factors supporting or preventing the linkage and synergy?**

Synergies between the PAGoDA and JIFF. The designed implementation modalities facilitate synergies and collaboration among partners, direct beneficiaries, and final beneficiaries. We identified effective synergies between the PAGoDA's IPs and their beneficiaries, but we could not determine the same level of effectiveness between the JIFF and PAGoDA. In the JIFF Component, the grantees have ample opportunities to complement or be involved in each of the result areas of the PAGoDA because they represent the right-holders, and this balance is essential to ensuring the Human Rights-Based Approach. For example, data on gender and vulnerability have been generated by JIFF and research in legal aid, abuse of children, and people with disabilities. Grantees in these cities and provinces are directly involved with local communities and provide local insights. Thus, their involvement should not be limited to

participation at joint events but rather equal involvement in the EUJULE. The absence of specific strategies regarding how the components can be linked and synergistically enhanced hinders not only the coherence of the implementation but also its effectiveness and sustainability in the future.

#### 6.4 Effectiveness

##### Evaluation Question 9

**What is the level of overall progress and results achieved by components and their contribution to the programme's overall purpose according to the logframe and its indicators?**

Effectiveness PAGoDA Key achievements per EUJULE's Four Result Area. Through the desk study of the project documents and interviews with the IPs of the PAGoDA, including the four departments of the MoJ, we validated the following output-level results:

##### **Result 1:**

- (i) Orientation and key policies of a national strategy to strengthen legal awareness, focusing on improving legal awareness for the people, focusing on vulnerable groups were identified and recommended to MOJ.
- (ii) A capacity building programme including a curriculum and teaching materials for legal communicators and legal disseminators using modern adult-centred learning methodologies and information technology has been developed.
- (iii) A communication master plan for strengthened legal awareness of minors in contact with the law and women and child survivors of gender-based violence has been developed.
- (iv) Selected interventions to raise legal awareness for some vulnerable groups, including ethnic minorities, women, children, and persons with disabilities, have been implemented; various forms of communications products have been developed to support national stakeholders in legal education and dissemination in the coming years. For example, some communication materials have been translated into ethnic minority languages and signed language to promote access to legal information for ethnic minorities and persons with disabilities, respectively. In addition, guidelines on child-friendly legal aid were developed to guide lawyers and legal aid office representatives' works that provide services to children in contact with the law.

##### **Result 2:**

- (i) To enhance the capacity of officials in the legal and justice system, in particular legal communicators and disseminators, lawyers, judges, legal aid providers, legal consultancy providers, grassroots mediators, law lecturers and law students, 9 sets of training materials and 4 guiding documents with the piloted process were developed. In addition, as a result of good feedback from trainees, national partners proposed to work with UNDP to develop more training materials in 2021 and 2022.
- (ii) As a result of support for the roll-out and effective operation of Family and Juvenile courts (F&JC), 38 provinces/cities and 03 high courts are operational. This includes institutional capacity building for Family and Juvenile judges through foundational and three advanced

child justice training programmes developed and delivered by the Court Academy. In addition, a guideline on essential equipment of F&JC was adopted, and equipment was procured for HCMC and Dong Thap for demonstration purposes, which will allow hundreds of children and women to avoid trauma and re-victimization during trials.

(iii) EUJULE has strengthened partnerships with key partners in the legal and justice sector and contributed towards establishing strong cadres and future legal practitioners, including critical evidence generated developing the social service workforce in the justice sector for children in contact with the law. As a result, a child justice subject was incorporated into the Ha Noi Law University curriculum for undergraduate students. Some 5000 students signed for the mentioned course.

(iv) The child justice legal and policy framework has been improved with the adoption of the SPC Resolution #6 on the adjudication of sexual crimes and protection of children under 18 who are survivors of sexual abuse during criminal proceedings. As a result, an inter-agency circular is pending its finalisation and endorsement. This document will provide a legal ground for child-friendly and gender-sensitive handling of child sexual abuse cases.

### **Result 3:**

(i) Implementation of laws that affect access to justice, in particular for women, children, ethnic minorities, and poor people, was reviewed to propose interventions to make the law more responsive to the needs and aspirations of the people, for example, Law on Civil Registration, Law on Criminal Record, Law on Mutual Legal Assistance, Law on the Organization of People's Court., In addition, Guidelines on case management of child offenders were developed to promote the implementation of new diversionary measures under the Penal Code.

(ii) Various legal studies have been conducted to provide recommendations of improving legal framework to align with standards set out in the core UN human right conventions and implementation of Human Rights Committee's recommendations, such as a study on the possibility for Vietnam to accede to the Second Optional Protocol to the International Covenant on Civil and Political Rights (ICCPR), a review on Vietnam's current legal framework in light of HRC's Concluding Observations in the context of Covid-19 pandemic, preparation for the review of the Third Periodic Report under Article 40 of the International Covenant on Civil and Political Rights (ICCPR)<sup>25</sup>; access to justice for women (in accordance with CEDAW) and persons with disabilities (CRPD).

(iii) Child justice monitoring system was improved with the integration of child justice indicators into the national criminal statistical systems through the approval of three new sub-laws of the Supreme People's Procuracy and Supreme People's Court for systemic collection and management of data and reporting on child victims, alleged offenders, and other children in contact with the justice system handled by Family and Juvenile Courts.

(iv) Legal Partnership Forums were held annually to maintain high-level dialogues between the Government of Vietnam, the United Nations, the European Union, and other development partners on law implementation to improve the protection of vulnerable groups and on grassroots mediation

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<sup>25</sup> See: A Review On Viet Nam's Current Legal Framework In Light Of The Concluding Observation 6(A) Of The Human Rights Committee In The Context Of Covid-19 Pandemic

Legal Policy Dialogues also were held to assess the current situation and discuss how to implement policies that increase the consistency of the justice sector, heighten awareness of legal rights, and improve access to justice services for vulnerable communities. Following topics have been discussed: anti-discrimination against women and prevention of gender-based violence, child rights and child justice in the legal and judicial reform; improving the effectiveness of grassroots mediation in Vietnam; increasing legal awareness for strengthened prevention and response to violence against children; strengthening access to legal aid for poor people and vulnerable groups in Vietnam

#### **Result 4**

- (i) Integrity and transparency of the justice sector have been improved through interventions on review, development, and dissemination code of conduct for legal professionals, including judges and lawyers. In addition, the process of selection of precedent has been reviewed and revised; court judgments have been proposed as new precedents, and independent commentaries on precedents were published with the support of EU JULE.
- (ii) Capacity of judges and court officers were improved through training on drafting skills of court decisions/judgements in criminal, civil and administrative areas and training on knowledge and skills of full compliance with Code of Ethics and Conduct for judges.
- (iii) Guidelines on statistical analysis and assessment on provisions results of the public services in the justice sector, focusing on grassroots mediation and legal aid was developed, serving as a tool to help judicial officials provide gender-sensitive grassroots mediation and legal aid services at all levels to evaluate their work through statistical evidence so that they can make appropriate changes and reforms.

Effectiveness JIFF In our opinion, JIFF component performed well under challenging circumstances of delays, pandemic, and natural disasters in the concerned project sites. To this end, JIFF successfully finalised the launch process for all three rounds of grants.

In connection with Result Area 1, in total, 33 initiatives in these two rounds of calls raised the legal awareness of 51,637 people (63% female; 0.5% LGBTI; 38% ethnic minorities; 24% children; and 55% near-poor). In this regard, JIFF exceeded its target by reaching 107.5% of the planned target on awareness-raising.

Regarding Result Area 2 of the EUJULE, 7,779 (66% women; 18% ethnic minorities; 11% children; 42% poor) people in JIFF-focused provinces benefited from access to legal advice or assistance from JIFF grantees. JIFF grantees assisted in solving 81 disputes and legal representation in 20 court cases.

Regarding the Result Area 3 of the EUJULE, JIFF grantees contributed to enabling environment and regulatory framework for legal empowerment and access to justice by advocacy activities on 10 laws and policies including Labour Law for Foreigners; Law on Medical Examination and Treatment; Education Law; Insurance Law; Law for the Disabled. In addition, within the same result area, two research papers on grassroots dispute mediation and legal support by Oxfam were generated.

Within Result Area 4, JIFF grantees produced 63 media articles that do not necessarily address the justice sector's integrity, transparency, and accountability. Nevertheless, they are in line with the overall objective of the EUJULE.

In its most recent report, JIFF provides that overall, by 31 October 2021, 45 grants of the first, second, and third calls contribution against the result areas stand as follows:

- 44 grants contributed to Result 1 (98%)
- 41 grants contributed to Result 2 (91%)
- 27 grants contributed to Result 3 (60%)

There is no relevant contribution from the grants towards Result 4 of the Action.

In addition, 35,072 people received training to raise legal awareness on topics related to gender equality, domestic violence prevention and control, children's rights, elderly people, and people with disabilities. 4,644 people received legal advice and representation in court regarding the above matters.

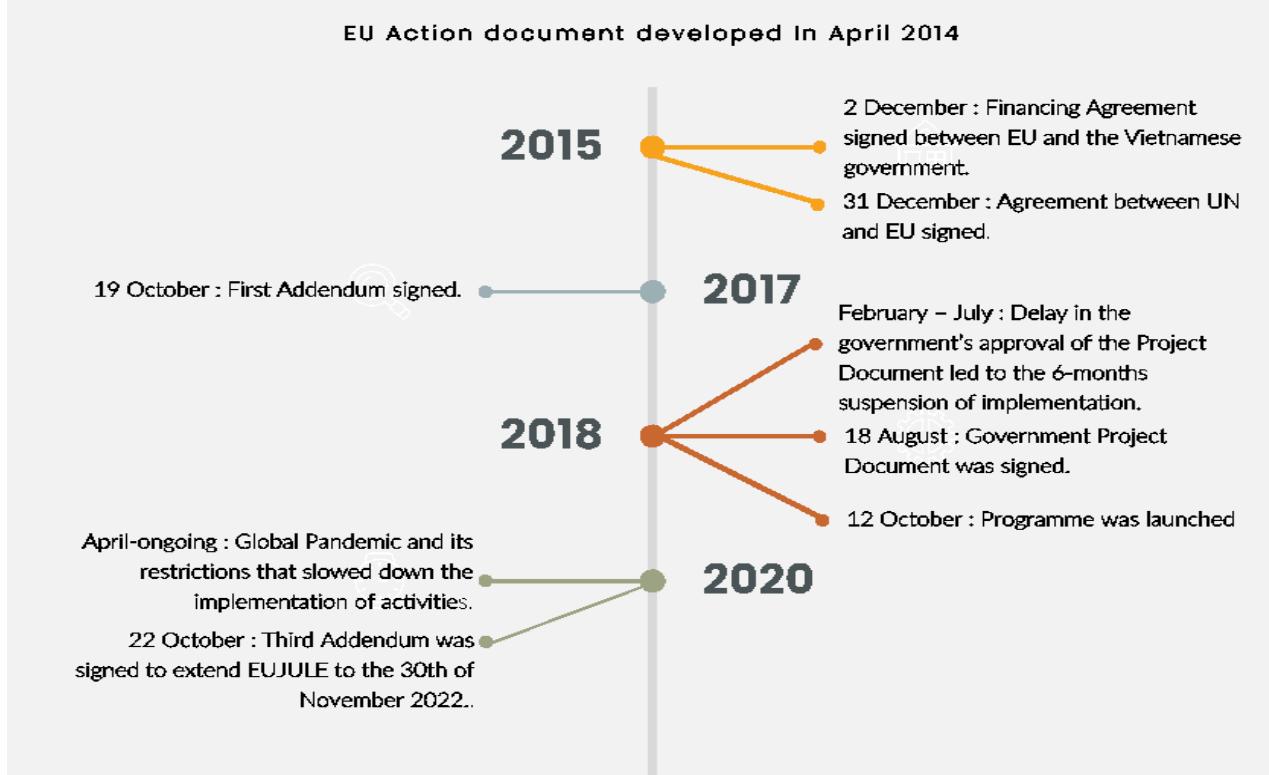
#### Evaluation Question 10

#### What factors have contributed to achieving/not achieving intended outputs and outcomes?

**Impact of delay factor on the implementation.** The implementing partners provided that systemic delays had negatively impacted the implementation. As designed in 2015, the original programme was formulated with a 5-year timeframe in mind. With the two-year extension, the end date was fixed for 30 November 2022. However, because of the delay in the programme's start and the suspension period, there remained only 52 months of implementation time from August 2018 (when the Programme was resumed after a 6-month suspension) to November 2022. In addition, COVID- 19 outbreaks occurring in 2020 and 2021 coupled with protracted social distancing measures put several pauses into implementing the project. The chart hereunder depicts the timeline of the occurred delays.

*Figure 4 timeline of important milestones and factors that caused significant delays*

## Timeline of important milestones and factors that caused significant delays



The delays were also reported within in the exercising the mandate of the Programme Steering committee. For example, it takes a month to get the endorsement of the minutes<sup>26</sup>. As a result, the approved work plan is shared late with implementing partners, and consequently, the activities are also implemented with delay. This process was out of the control of the UN, which could discuss AWP with government partners only after they received the document from the PMU.

Redundancy of needs and priorities and lack of effective coordination of some government partners. Not all identified in 2014-2015 needs of government stakeholders were on demand by the launch of the EUJULE. As a result of the delayed start of the programme, some planned activities, in particular Act. 2.5, 4.5. are no longer the priority. Therefore, it partly affects the achievement of the expected result.

Change of leadership. Due to a leadership change, commitment, and priorities of national partners, several activities were not progressing and were proposed for cancellation by national partners. In addition, some government stakeholders' re-structure and change of policies caused the delays and withdrawal of planned activities, especially activities with the Ministry of Public Security (MPS).

<sup>26</sup> 1<sup>st</sup> PSC meeting on 20 Aug. 2018, the minutes was signed on 24 September 2018; 2<sup>nd</sup> PSC meeting was on 24 January 2019, the minutes was singed on 1 March 2019; the 3<sup>rd</sup> PSC meeting was on 18 December 2019, the minutes was signed on 14 February 2020; the 4<sup>th</sup> PSC meeting was on 16 April 2021, the minute was signed on 6 May 2021

Withdrawal of UNODC in 2019. The UNODC had its share of work in EUJULE, however, after windrowing from the Programme, UNDP and UNICEF need some time and efforts to adjust to additional activities previously planned for UNODC. In addition, engagement with government partners to implement former UNODC activities faced some difficulties, including with MPS.

Coherence between the implementing agencies in developing the proposals and workplans. We learned that the invitation to propose activities under the programme is extended exclusively to State agencies, VLA and VBF. At the same time, these entities are requested to submit proposals within an unrealistic timeframe and without reference or logical connection to the approved ProDoc. As a result, sometimes proposals for activities submitted to the PMU lack relevance towards the agreed results framework. The situation was mitigated by the UN agencies anticipating the call for proposals and working with each agency/MOJ department exclusively to ensure that proposed MOJ ICD interventions were more in line with the four programme results. Thanks to this approach, negotiation of the Annual Work Plan became smoother, however, UN agencies could not implement some activities as envisaged in the Delegation of Agreement.

The differences between the Government ProDoc and the co-Delegation Agreement caused many challenges for the UN team because UN agencies and JIFF followed the Programme's implementation based on the DoA. In contrast, Vietnamese agencies are bound by the ProDoc that does not envisage any activities to be implemented with NGOs or research institutes. And such an approach is not in line with the co-delegation Agreement Activity 3.1. These critical discrepancies between the co-Delegation Agreement and the ProDoc have been updated in Rider 3. However, as a result, some designed activities/partners could not be implemented and had to change during implementation. Overall, this mitigation process was a time-consuming and ineffective use of the programme's time.

Natural disaster's impact. JIFF's grantees were also affected by natural disasters, especially in central Vietnam in 2020. Due to this unfortunate event, some activities took longer to finalise. The situation was further exacerbated during the ongoing pandemic that affected both PAGoDA and JIFF equally.

#### Evaluation Question 11

**What, if any, alternative strategies would have been more effective in achieving the EU  
JULE Programme objectives?**

After analysing key factors, determinants, and bottlenecks that prevented the programme from a full-swing generation of outcomes, we have summarized strategies/approaches that could provide a more effective implementation. To this end and in our humble opinion, IP should consider the following:

- a) the Excessive number of approvals across the management and governance structure is unnecessary because, except for the delays, they did not provide any positive outcome. Thus,

the PMU and PSC should revisit their structure and simplify the process for the remaining implementation time, come up with more effective and efficient deadlines, or find any other suitable solutions for all parties'. We also learned that the proposed modality of indirect and direct management under one umbrella management structure did not prove to be as effective as planned. In the future, such a mix of aid modalities should be considered if the implementing partners secure a certain level of flexibility, transparency, and agility.

- c) Ensuring complementarities and synergies between the JIFF and PAGoDA by linking the duty-bearer with right-holders, CSOs with the State's agencies - is the best strategy for the people-centred implementation.
- d) Creating a digital library for all training tools, materials and research publications generated by JIFF's grantees and PAGoDA could enhance the coherence and avoid duplication between the two components. The level of coherence between the two is not clear at the moment. We have learned that both components develop training tools for a similar vulnerable group but on different national and province levels. A digital publication fair would be important for displaying or exhibiting the training tools to promote coherence among the development partners and national agencies and stimulate interest among the beneficiaries.
- e) To promote the Programme's broader coverage, efficiency, and sustainability, a strategy should be adopted to share the EUJULE's outputs among national agencies and localities. For instance, training materials and pilot courses for lawyers' skills should be shared and used by relevant training centres/academies to extend training coverage for legal professionals (i.e., lawyers) nationwide.
- f) The envisaged 12 months implementation period for the JIFF grants was insufficient to cope with the many approvals, pandemic, and consequences of the natural disaster. While grantees performed well and delivered planned activities, no time was left to sustain the results. In the given context, at least 18 months to two years should be planned for the next phase of grant applications of the CSOs.
- g) Finally, lifting the implementation efforts from the output level to the outcome and overall objective, ensuring that all implementing partners and beneficiaries have an adequate understanding of EUJULE objectives – this result-oriented strategy may effectively achieve the anticipated goals.

#### Evaluation Question 12

#### To what extent have different stakeholders been involved in EU JULE Programme implementation? Is it participatory?

We found that all stakeholders relevant to the EUJULE were involved within the scope envisaged in the Programme activities. The key justice institutions such as Vietnam Lawyers' Association, Vietnam Bar Federation, Ha Noi Law University, Police Academy of the MPS,

Court Academy of the SPC, the Ha Noi Procuratorate University of the SPP, the Supreme People's Court (SPC) and the Supreme People's Procuracy (SPP), Ministry of Justice, Supreme People's Court, Supreme People's Procuracy, Ministry of Public Security – all were actively involved in the implementation. Thus, PAGoDA has ensured the participation of a critical mass of legal professionals.

The participatory implementation, however, was not always preserved. Specifically, within the PAGoDA, due to the different nature of the work of the justice system agencies and their specific functions, the participation was active within the scope of their respective work and matching capacity building activities. For example, UNDP has been working with the Ministry of Labour, Invalids and Social Affairs for many years and has implemented many other relevant activities to increase the staff's participation in EUJULE activities. For example, UNDP has conducted a study on legal gaps between Vietnam's Law on Persons with Disabilities and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and a study on improving employment policies for PWDs, however specific JIFF grantees working on access to justice for PwD were not aware of the recommendations of this high-quality study, neither such participation was ensured in other joints with MOLISA evaluation of ten years of the Law on People with Disability (2010).

We also believe that involving the Human Rights Institute in any part of the research or training capacity building would have benefited the Action and provided more sustainability<sup>27</sup>. But, again, this is something that the IPs could take on board for the next phase.

At the level of JIFF, participation was secured by involving all relevant vulnerable groups and ethnic minorities. For example, out of 167,149 participants in public awareness on understanding and use of legal rights, 63% represented women, 0.5% LGBTI, 38% ethnic minorities, 24% children and 55% near-poor. Thus, a critical mass of vulnerable groups has participated in the intervention. The JIFF should ensure the effective participation of its beneficiaries, contributing towards ensuring access to justice.

### Evaluation Question 13

#### What has been the impact of COVID-19 on the project implementation and the project response?

Both components were negatively affected by the EUJULE's initial approval's delays. However, COVID 19-related restrictions further delayed the implementation of many activities that required group gathering and travel to the provinces. Both components have adequately documented the delays, and the revised work plan was discussed during the most recent Steering Committee. Examples of the negative impact include long delays in conducting field surveys, capacity development activities, consultation workshops, challenges in the deployment of the International to Vietnam, lack of capacity for smart working (home office).

<sup>27</sup> The institute is the country's academic institution for research and teaching in the field of state system, the political theory of human and fundamental rights and other related issues. Among its essential tasks are consulting the academy's president, conducting teaching events and courses on protecting human rights for party-members and government staff of all levels, preparing surveys for the government, cooperating with international and regional academic research institutions for human rights issues and scientific research projects on the protection of human and fundamental rights, as well as publishing and distributing materials and reference books on the protection of human and fundamental rights. In 2014 the master's course "Human Rights" was established. (English source: GIZ)

Project response to pandemic-related restrictions. The **Mitigation measures employed by each component includes** switching to online events, advocating for e-learning programmes, changing research methodology from offline field survey to hybrid methods. The UNDP and UNICEF consistently suggested the relevant partners switch from offline to online working methodologies, including trainings and workshops; advised the relevant partners to include online participatory training methodology as one of the main items in the training materials to be developed; keep guiding consultants and governmental partners about designing and implementing the distance learning and meeting workshops appropriately for the relevant activities. These are placing additional pressure on UNDP and UNICEF regarding quality assurance and timely reporting processes. To mitigate these challenges, PMU set up a Zoom account and shared it with the partners to hold their meetings and large workshops in 2020 and early 2021. The support was also extended to assist the partners with less IT experience.

Challenges of online work. The transformation to online was not always smooth as trainings worked at the province level but excluded some specific groups at the community level. The latter did not have a stable internet connection, computers, laptops, cameras, microphones. The use of the smartphone was not a sustainable solution since the internet connection is limited to a slow speed. The budget calculated prior to the global pandemic in 2017 did not consider these needs as mentioned above.

## 6.5 Impact

### Evaluation Question 14

To what extent has the project achievements contributed to a more reliable, trusted, and better-accessed justice system in Vietnam

PAGODA contributed to improvement of legal aid system, the provision of child-friendly judicial proceeding and gender-sensitive grassroot mediation, and the availability of specialized justice institution. The PAGoDA component in the last three years produced strategic reports and evidence, and tools that paved the way for the development of targeted public awareness of legal right interventions, enhanced capacity of legal and judicial officials and strengthened law implementation. Action has built the capacity of a critical mass of legal services providers and other duty bearers, including legal aid providers, legal communicators, legal disseminators, law teachers and future legal professionals, grassroots mediators, law enforcement personnel, prosecutors, and judges. It is expected that this important force will make an impact to serve better and protect vulnerable groups in the justice system and promote access to justice for all.

Under PAGoDA, the quality of legal aid, child friendly and gender-sensitive judicial proceedings and availability of specialist child justice institutions were enhanced. The Action also increased the number of vulnerable people and children who have access to child-friendly justice services in 38 provinces/cities and three High Courts.

PAGoDA has good chances of delivering impact level results also in the areas pertaining to the State's international obligation. For example, Action builds the capacity of the state agencies in reporting to HRC under the ICCPR and is paving the way for the ratification of the Second Optional Protocol. If materialised, the latter would be another laudable milestone in the history of the State. However, we have noted that the perception of the impact could be more balanced across the main stakeholders to ensure that there is a mutual understanding of the EUJULE's goal and how this success and change should be measured towards the end of the Programme.

As for the JIFF, the impact of the two rounds of call with 12 months' time-frame grants is that currently, 58,924 people are benefiting directly from the project. JIFF and its partners created three national legal fora on grassroots dispute mediation, capacity building and legal education on employment that has encompassed the large scope of the vulnerable people in the six target provinces of the country. In addition, JIFF's grantees raised the awareness of 51,637 (63% female, 0.5% LGBTI; 38% ethnic minorities; 24% children; 55% near-poor) on understanding legal rights and how to invoke these rights. As a result, at least 167,149 vulnerable people are empowered with knowledge and skills, which is a critical mass of people with knowledge far from the capital<sup>28</sup>.

### Evaluation Question 15

To what extent did the EU JULE Programme contribute to the EU priorities, the UNDP Strategic Plan and country programme outcomes and outputs, the SDGs and national development priorities?

Contribution to the EU priority development goals. The EUJULE contributes to SDG 16.3 and the New European Consensus on Development (2017), which recognise that promoting the rule of law and justice should be at the core of sustainable development and long-term peace and stability<sup>29</sup>. The activities within both components support the justice sector to uphold the rule of law and its core function according to its principles. Specifically, four results areas and activities within the JIFF's grants projects promote the spirit of the Consensus in ensuring that EU-funded action promotes and foster efficient, transparent, independent, open, and accountable justice systems, access to justice for all, in particular the poor and persons in vulnerable situations.

Contribution to the One UN Plan. While Action benefited from the existing Joint Programming Group ( JPG) on Governance and Rule of Law established by the United Nations in Vietnam, it also greatly contributed towards the effective implementation of the One UN Plan results in governance and the rule of law.

Contribution to national development priorities. EUJULE is essential in the implementation of the legal and judicial reforms for strengthening children's and women's rights (PC, PPC, Legal aid law, child law), supporting court reform and the rolling out of family and juvenile courts, Legal Aid Reform Strategy, Legal Dissemination Programme, and National Child Protection

28 Source: JIFF's Annual Report.

29 See: The New European Consensus on Development 'Our World, Our Dignity, Our Future'. A/Res/71/256

Programme. The Action made commendable contribution in State's implementation of concluding observation of UN convention committees (ICCPR, CRC, CRPD, CEDAW)<sup>30</sup>

## 6.6 Sustainability

### Evaluation Question 16

#### To what extent will financial and economic resources be available to sustain the benefits achieved by the EU JULE Programme

Most of the result areas do not have a distinguished exit strategy for various reasons explained hereunder:

1. For the PAGoDA component, as part of the exit strategy, UNICEF and UNDP consulted with the government and the donor on the vision of the government and donors for child justice in Vietnam and capacity building programme for officials in the legal and judicial system.

**The dialogue, however, is more toward a possibility of an extension of the current programme, given major needs and gaps in this sector.**

2. The national partners are looking forward to continuing the support, and it will be necessary to sustain the current output-level results. In a way, EUJULE was sustaining the momentum for the pre-existing results and expanding the geographical scope of the activities. For example, UNICEF initially supported child-friendly courts in 2 provinces – HCMC and Dong Thap. With the current support, EU JULE's work will be expanded to courts of 36 provinces.

3. For PAGoDA components, not all result areas are backed by the necessary resources to sustain the benefits. We were not able to verify the specific budget for the legal aid and compensations. For the evaluation team, increase or decrease of these budget lines was important to assess the financial sustainability of Result 1 and Result 2 and to understand whether the awareness-raising activities have resulted in people applying for legal aid and compensation to realise their access to justice rights fully.

4. Currently, the most sustained activities are developed and endorsed courses. We have, however, noted that these endorsed courses still do not constitute the core and mandatory part of the respected curricula. For example, the course on juvenile justice at the Hanoi Law School is popular at the time being but not mandatory. In the assumption that juvenile justice courts will be rolled-out across all 36 provinces and cities, there will be a great need for a child justice specialist to staff these courts. Therefore, it is important to ensure that future generations of lawyers pass the mandatory course in law school and arrive at the workplace with the necessary professional competence.

5. The initiatives aiming at the reforms have more chances to be sustained: The child justice legal and policy framework (adoption of the SPC Resolution #6) on the adjudication of sexual crimes and protection of children under 18 who are survivors of sexual abuse during criminal proceedings is one of the examples of the sustained result. Furthermore, activities directed on

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<sup>30</sup> Source: UNICEF Vietnam.

support in fulfilment of the State's International Human Rights obligation and implementation of recommendations are one of the most commended results mentioned by the stakeholders and the development partners. For example, support in reporting to the HRC under the ICCPR and assistance in ratifying the Second Protocol could further sustain the result and attract more development partners to work alongside the State and the CSOs.

6. As for the grantees of the JIFF component, their intervention's timespan is too short, overcomplicated by the time wasted on receiving the necessary approval to launch the project. This situation results in a very limited time to prepare for the exit/sustainability strategy. Nevertheless, we noted that on the individual level of each right-holder that received the support, the knowledge and built capacities were sustained and, most likely, will be passed over within the community.

#### **6.7 EU-added value**

##### **Evaluation Question 17**

**To which extent does the Intervention bring additional benefits to what would have resulted from Member States' interventions only?**

We found that the EU added considerable value above and beyond the efforts of individual MS interventions through continued, holistic, and not patchworked support. We have, however, noted that not many best EU practices were introduced in this EU-funded action. This is surprising as the legal system of Vietnam has “all the characteristics of a civil law tradition, which is essentially based on the written law”<sup>31</sup>. This means that many best practices of the EUMS with similar legal systems could be showcased in developing legal aid standards, access to justice for PwD, juvenile justice and others. While best practices from USA and Canada, Japan and South Korea were mentioned, the EU-added value would have increased and could bring an additional benefit if more relevant European expertise was attracted and introduced.

#### **6.8 Cross-cutting Issues**

##### **Evaluation Question 19**

**Have the relevant cross-cutting issues, including human rights, disability and gender equality, empowerment of women has, been adequately mainstreamed in the design and the implementation of the programme?**

We found that except for the missing gender-disaggregated data and indicators in the LF of PAGoDA, the cross-cutting issues of disability, gender equality and empowerment of women are present in the implementation process of both components EUJULE. Human rights-related issues such as access to justice through adequate legal aid, human rights education, awareness-raising campaign, and trainings - these all-important aspects are placed at the core of the design and implementation. Within PAGoDA, between 2018 and 2021, gender equality and gender

<sup>31</sup> See: Overview of the Legal System of Vietnam Council of ASEAN Chief Justices

mainstreaming were conducted through (1) Improving legal framework for ensuring equal access to justice; (2) Analysis of gender-differentiated needs on legal services and action taken; sex-disaggregated child justice monitoring; (3) Combat to gender-based violence (GBV) and discrimination, including through capacity building gender-sensitive criminal proceedings and GBV, and **gender mainstreaming in the training programme of law training institutes; and** 4) Increased children access to justice.

#### Evaluation Question 20

#### To what extent environmental and/or climate-related challenges, as well as digital transformation aspects, have been considered?

Environmental and/or climate-related challenges. As mentioned in the chapter on Relevance, the issue of the environment, while envisaged in the Action Document, was not adhered to at the start of the implementation, and the activities concerning the environment were relatively scarce. However, the situation was balanced within the JIFF component. For example, three research grants (one in Call 2 and two in Call 3) have helped make the system more accountable in providing tools to assess environmental and social impacts in national conservation areas, including forestry and marine protected areas.

Further to support the environmental and climate-related challenges, JIFF has launched the 3rd grant call on environmental protection on 17 May 2021. As a result of the broad awareness-raising strategies of the JIFF, 76 project proposals were received from social organisations and associations, research institutes, and universities located inside the six key provinces. The Secretariat shortlisted 62 eligible applications for the Grant Committee (GC) members for evaluation and scoring. As a result, a list of 13 eligible initiatives was unanimously selected by all three GC members under the supervision of the EU and the PMU of the MOJ. However, on 31 August 2021, 12 out of 13 initiatives were approved. The rejection was explained as “it was not effective and feasible”<sup>32</sup>.

In our humble opinion, the fourth call, which was cancelled due to the protracted process of delays, should be reinstated to launch the issues concerning the climate-related challenges in Vietnam. For example, the fourth call could tackle the issue of climate change and the environment from the gender perspective. In particular, the activities could support women, men, girls, and boys, in all their diversity, in addressing land use and management, climate change in their daily lives and preserving the natural environment<sup>33</sup>

Digital transformation aspects. The issues concerning the digital transformation, automation of justice or other legal services were not considered in the design of the Action. However, the interviewed direct beneficiaries of the PAGoDA expressed their view on the possibilities of digital transformation of the case management system. We have covered this issue in more

32 See; 4 Annual Report. JIFF. 1 November 2020 – 31 October 2021

33 See: Climate Change and Environment. Gender Action Plan III: An Ambitious Vision on Gender Equality and Women’s Empowerment for EU External Action. EC. 2021

detail with our response Evaluation Questions (EQ) 23 and consider that digitalisation should be one of the core areas of the next phase. However, this intervention should be initiated with adequate documentation of costing needs and gaps analyses, including regulatory impact analyses, analyses of the human and technical abilities. Finally, the adequacy of the normative environment towards the international standards should be assessed and relevant recommendations generated. Based on these steps and political commitments to implement the recommendations beyond the formal endorsement, the EU and partners should agree on designing a distinctive intervention on digitalization of court procedures and services (e-court or just electronic case management system).

## 6.9 Visibility

### Evaluation Question 21

#### What is the level of awareness between the beneficiaries and the stakeholders on the EU-funded Project?

The EU Delegation's participation in many activities of the EUJULE at the national and regional levels has increased the visibility of the EU's support and increased the awareness of the final beneficiaries. In addition, the EU's officials conduct regular visits to EUJULE's sites.

We found that JIFF's grantees and their final beneficiaries are adequately aware of the EU's support of EUJULE. A similar observation was made during the discussions with the direct beneficiaries of the PAGoDA.

Such a level of success was possible thanks to targeted communication activities ensuring awareness of the Programme. For example, a nationwide Logo Design Competition called "JUST ART: Design logo contest for EU JULE Programme" successfully attracted more than 4000 people. Furthermore, during the project implementation, EU JULE events received extensive media coverage, with more than 250 news articles and TV media outlets, including VTV1, VTV3, VTV4 and Nhan Dan (The People Online Newspaper), Phap Luat Vietnam (Vietnamese Law Online Newspaper) and Phu Nu Vietnam (Vietnamese Women Online Newspaper).

An effective social platform such as Facebook was used to increase the visibility of EU JULE. As a result, since its establishment of the EU JULE Facebook Page in August 2019, the site collected 1,100 "Likes" within a few months. Regular posts were available in English and Vietnamese. To date, the Facebook page collected 3400-page likes and has 3600 followers. In addition, 278 posts were featured on EU JULE Facebook Page, both in Vietnamese and English, which reached more than 412,000 people in total. All of EU JULE's posts covered the key messages on strengthening Vietnam's legal and justice system. In addition, the project webpage was launched in June 2019 with more interactive features such as videos, publications, job vacancies, and links to EU JULE social media channels. In addition, promotional products, including T-shirts, notebooks, and mask with the logo of EUJULE, have been distributed to workshop participants and final beneficiaries during field trips and surveys.

As for the JIFF component, EU's funding was highlighted in all meetings where the displayed EU logo in training events organised to date (Activity 2.1 – 2.6). At the beginning of the second call, JIFF adjusted its communication interventions by focusing on coaching for all grantee's communication activities. Thanks to this strategy, the EU's standards were adhered to across the JIFF's intervention. JIFF closely monitors the visibility standards and provides that to date, the EU name and logo have been displayed on a series of the product, including: 54 training courses, 73 communication campaigns and events, 18 research reports, 20 handbooks /manuals, and seven package leaflets, 144 videos (documentary films, short clips, TV news, live video streams), six messages on local radio stations, 25 newspaper articles about grantees activities, 22 newspaper articles on JIFF Secretariat's activities and many news items about project activities on grantees websites/Facebook pages<sup>34</sup>.

Despite such extensive work on the visibility of EU-funded projects, the room for improvement is there, and the PAGoDA component needs to ensure that visibility efforts are balanced across each national partner that benefits from the EUJULE.

In addition, adequate attention should be given to printed materials with the fund of the EUJULE that should include EU or EUJULE's logo. We have brought the issue to the attention of the relevant IPs during the de-briefing, and hopefully, this will also be solved in the future activities.

#### 6.10 Lessons Learned

##### Evaluation Question 22

**Are there any best practices to sustain the programme results to be considered by the beneficiaries/EU JULE stakeholders?**

Through the discussion with the JIFF Secretariat and their grantees, we have learned about some innovative approaches to raising access to justice for vulnerable people. This includes, among others, the development of the specific application. For example, JIFF's grantee Disability Research and Capacity Development (DRD) developed the DLaw application (which has been used 86,000 times) and the Vietnam Association for the Protection of Child Rights (VACR) online training/forum (which has been used 31,747 times). In our opinion, proposals that use IT for the benefit of vulnerable groups should be promoted in the future.

The call one of the JIFF was most fruitful to produce best practices. To this end, seven best practices were studied in the evaluation process. However, to preserve the agreed limits of the report, we have presented hereunder practice. The complete list of all seven best practices could be found in Annex 3 of the present Evaluation report.

A sample of best practices is presented hereunder:

Research Center for Initiatives in Community Development (RIC)

<sup>34</sup> See; 4 Annual Report. 1 November 2020 – 31 October 2021

Number of people benefiting from the project: 2.755 people (Ethnic women and men, children)

The model “Developing mechanisms for inter-sectoral coordination and making policy proposals at the provincial level to address gender-equality issues” was implemented in the framework of Initiative 6, “Effective cooperation for the Right to legal advice and legal assistance of the poorest ethnic minority communities in Hoa Binh” implemented by RIC. The initiative promoted the mechanism for inter-sectoral coordination and the making of policy proposals at the provincial level to address gender-equality issues, the improved legal capacity for core groups in the community as well as provides the legal knowledge and legal assistance for people, particularly people of ethnic minorities (Muong, Thai, H’Mong).

A core working group from local departments of the local authority in Hoa Binh province, including the Department of Labor, War Invalids and Social Affairs (DoLISA), Department of Culture, Sports and Tourism (DoCS&T), Women Union (WU), Provincial Department of Public Security (DoP), Department of Culture, Sports and Tourism (DoE&T), Youth Union, Lawyers Association, Legal Aid Centre, Ethnic Committee jointly developed and promoted provincial strategy and plan and approved the provincial decision No. 2728/QD-CTUBND to prevent and support child abuse in Hoa Binh province. Thus, the initiative was successful and adequately sustained by strengthening the normative environment pertaining to the children's rights on the provincial level. A similar approach could be promoted within the next EU-funded grants.

### Evaluation Question 23

#### What can the team recommend for the programming of any future EU-funded intervention?

The EU provides targeted support to justice systems worldwide, aiming to enhance their independence, impartiality, accountability, accessibility, efficiency, and quality and increase their compliance with international human rights standards. EU interventions aim to promote the independence and impartiality of relevant justice actors, strengthen their capacities, and improve the management and performance of courts. Thus, in consideration of delivered results and to match our recommendations with the EU and national values, we recommend that the EU Delegation to Vietnam and national partners considers the following areas of intervention with a summary of justifications:

1. In the next EUJULE phase, in addition to the JIFF component, design a distinctive component that supports Vietnam in implementing accepted recommendations stemming from the UPR and other UN Treaty Bodies. Such a distinguished angle would be relevant for the following reasons:

- In 2024, VN is expected to submit its national report to implement UPR recommendations in the third cycle.
- In 2023, VN will undergo periodic review under ICCPR, CRPD, CEDAW, CAT and ICESCR.
- The beneficiary institution, in this case, would include but not be limited to the MoJ, MoFA, MPS, MOLISA and National Human Rights Institute.

To this end, the support could be designed around the following intervention:

- A) Technical assistance in developing a comprehensive national mechanism for monitoring the implementation of the recommendations from the UPR and UN Treaty Bodies. Specifically, developing National Human Rights Action Plan that could encompass all recommendations clustered by the category of the specific rights: Civil, Political, Cultural, Economic and Social. These categories of human rights are cutting across all the international treaties signed by Viet Nam and protect all relevant vulnerable groups: women, children, PwD, migrants, ethnic and other minorities, and other groups.

*Justification:* Currently, monitoring and reporting on these treaties are divided between the lead ministries. In line with the two Prime Ministers' decisions and national master plans, such a mechanism for implementing and reporting HRs commitments under all UNHRs treaties could strengthen coherence, coordination and effectiveness in monitoring and reporting. Many progressive UN member states have adopted such an approach<sup>35</sup>. The prospective plan may include a relevant result framework, monitoring and evaluation mechanisms and the secretariat coordinating work across the line ministries and institutions.

- B) Support in the development of the Human Rights Institute under the Ho Chi Minh Academy of Politics harmonised with the Paris Principles, including developing the National Mechanism on Prevention of torture. Or support the development of the separate independent structure based on the international model (Paris Principles). The Paris Principles are **the international minimum standards** that all NHRIs – regardless of size or structure – must meet if they are legitimate, credible and effective in promoting and protecting human rights. Therefore, the first and most essential requirement for an NHRI's independence.

*Justification:* the NHRI, as a model, plays an increasingly important part in safeguarding human rights in their respective countries. They monitor and report on the human rights situation, advise parliaments and governments, deal with complaints from citizens whose rights have been violated, train authorities, provide public information and much more to strengthen and protect the human rights of people in their country. The critical role of NHRIs have also been recognised in the 2030 Agenda as fully independent and well-functioning (A-status). Furthermore, NHRIs have been chosen as an indicator for SDG 16 on peace, justice, and strong institutions. To this end, support should be extended to the State to ratify, without reservations, the Second Optional Protocol to the International Covenant on Civil and Political Rights, aiming at the abolition of the death penalty (UN Recommendations to Vietnam).

We have, however, identified a challenge and risks in connection with the proposed component as stipulated hereunder:

- To support in harmonisation with the Paris Principles or the extension of Human Rights Institute's mandate to reporting on HR is heavily dependent on the political will of the State to establish an independent HR institution
- C) Facilitating technical assistance to the State and specifically to the MoJ in reporting on ICCPR. To this end, specific intervention could be designed to support reform on

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<sup>35</sup> See: <https://www.ohchr.org/en/issues/plansactions/pages/plansofactionindex.aspx>, last visited <<9.02.2022>>

the moratorium or complete eradication of the death penalty by ratifying its Second Optional Protocol.

2. The next phase of the EUJULE may build on the tangible results of the ongoing phase and include more concrete areas with the following justification:

- A) Access to effective and fair justice systems is essential for addressing the underlying causes of poverty and inequality and contributing to shared prosperity, inclusive growth, and a healthy business environment. Therefore, we think that support for Juvenile Justice Reform and activation of Juvenile Court's through strengthening the Human Resources Management of the activated courts should continue in the next phase. To sustain the operability of the activated juvenile courts, it is important to build the capacity of the administrative staff to train, retain and maintain the necessary staff, match workload with the workforce, etc. In addition, continuous legal and professional education should be part of future engagements, ensuring that relevant courses are mandatory.
- B) The EU pays special attention to improving prison and detention conditions and promoting access to justice for all, particularly for women, children, and vulnerable groups. Supporting the development of a comprehensive probation system for the juveniles and humanization of function. This area of engagement may require a thorough identification and formulation by a team of experienced experts (national and international) to define all determinants and bottlenecks. Based on the analyses, a pilot project could be designed. A study on recidivism among the children in the areas where juvenile courts are operating or planning to operate should be considered within this result area.
- C) Automation/Digitalisation of Justice System. The EU Delegation should engage with the national partners and assess the level of interest in the automation/digitalisation of the justice system. However, there are many issues that both the national partners and the donor should take into consideration:
  - Before Information and Communication Technologies (ICT) automates the Justice Sector, the Sector must have organised and implemented a standardized, integrated information management strategy within each institution and across the sector that reflects the most effective, accountable, and transparent process possible under the current legal framework of Vietnam and the best practices of the EU.
  - The development of digital systems may also require introducing additional legislation to protect rights-holders and direct the mandates of duty bearers, including regulatory acts.
  - It is essential to develop realistic objectives and expected results, considering the national partners' absorption capacity and political commitment. Comparative analyses of the normative environment on personal data protection with determinants and bottlenecks.

3. Support the CSOs and ensure that the grant scheme is implemented through a mechanism that represents transparency, agility, effectiveness, and representation in selecting eligible grants. The design of the call should be informed from the lessons learned and best practices

of the present report (Annexed). The prospective grants should include new provinces of the state and be balanced in terms of geographic scope. In line with the new Human Rights Instrument, ensure that future grants address climate change and environmental degradation, digital and new technologies.

**Special note to EU concerning the formulation of future actions.**

1. The future Action Document should have a distinguished Theory of Change (ToC) developed by qualified experts in human rights and justice reforms and endorsed by national stakeholders. This approach could increase understanding of impact and ensure ownership from the start.
2. The reference group of the prospective Action should develop the overarching result framework (logical framework). To this end, a workshop on Human Rights Indicators should be planned for the component on Human Rights and the State's obligation to develop the capacity of the relevant stakeholders in monitoring the implementation processes<sup>36</sup>.
3. Ensure that the future intervention design supporting Economic/Legal Empowerment of the Women and specific objectives matching EU Gender Marker 1 or 2 included objectives and relevant indicators of the EC's EU Gender Action Plan III and Result Framework are incorporated. To this end, access to justice initiatives should also be measured from the perspective of economic implication (positive or otherwise) resolutions of disputes have on their economic/social activities and legal status.
4. Ensure that the Identification and Formulation Mission for the next phase is comprised of a team of experienced legal experts specializing in justice reforms, gender equality/gender and justice, administration of the justice processes, ICT in the modernisation of justice institutions, probation system (if this topic is considered). In addition, it is paramount that representatives of the concerned ministries and justice institutions and local legal experts are included in the design and consultation to reach a broader consensus on the outcomes that all parties should deliver jointly.
5. The following objectives should be included in the ToR for the team as mentioned above:
  - a) To assess the level of political will of the beneficiaries in accordance with the international standards of human rights, access to justice, gender equality – the relevant UPR and UN Treaty Bodies recommendations accepted by Vietnam.
  - b) To identify best EU practices in access to justice, legal aid, juvenile justice, probation system, human rights reporting, evaluation and monitoring of UN recommendations that are relevant to Vietnam's justice system and thus could be adapted and sustained within the same governmental structure.
  - c) Stock-taking of the relevant UPR and UN TB recommendations should be exercised to identify relevant actions and ensure that these responses form the core of the result framework.

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<sup>36</sup> See: [https://www.ohchr.org/Documents/Publications/Human\\_rights\\_indicators\\_en.pdf](https://www.ohchr.org/Documents/Publications/Human_rights_indicators_en.pdf), last visited <<4.01.2021>>

## **7 Conclusions**

A summary of key lessons and findings from the responses to 23 evaluation questions and the OECD DAC is presented in this part of the evaluation report. Furthermore, every conclusion provided in the present section has been cross-referenced to the relevant findings and lessons.

### **Conclusion 1.**

The EUJULE's goals and implementation are aligned with the beneficiary and stakeholder needs. Moreover, beneficiaries' priorities shaped the planning and implementation of the Programmes in PAGoDA and JIFF. As a result, action has contributed to meeting the needs of the disadvantaged and marginalized in six provinces of Vietnam with regard to access to justice. The design of the EUJULE is supported with adequately defined, realistic and feasible objectives. However, the design could benefit from strengthening the Result Framework and introducing indicators that could measure the outcome of each Result Area (4) from the perspective of the impact of their functioning. Therefore, given EUJULE's highly distinctive and local character, such indicators are best designed through a country-led consultative process, including stakeholders of state and non-state justice systems.

### **Conclusion 2.**

The PAGoDA component has activated a significant and critical mass of legal professionals in this ongoing implementation. As a result of a collaboration between the UN agencies and the MoJ, the EU JULE Programme produced strategic documents and tools which will serve to inform the development of targeted public awareness of legal right interventions, enhance the capacity of legal and judicial officials and strengthen law implementation, increased the transparency of law-making and law-implementing institutions, as well as strengthened a justice sector that is more accessible and inclusive to all in Vietnam, leaving no one behind. Thus, the current environment is conducive to developing interventions in support of the State's international human rights obligation and endorsed recommendations from the Universal Periodic Review and UN Treaty Bodies mechanisms.

### **Conclusion 3.**

PAGoDA contributed to improvement of legal aid system, the provision of child-friendly judicial proceeding and gender-sensitive grassroot mediation, and the availability of specialized justice institution. The EUJULE was pivotal in supporting the juvenile justice system and other child-friendly initiatives. Thanks to the joint contribution of the Supreme Court and PAGoDA, the geographical map of the courts is expanding. In parallel, the higher legal education system that engaged with PAGoDA successfully institutionalised a course on juvenile justice; thus, these new branches of the justice system will be staffed with a generation of specialized child-friendly justice system lawyers. However, to fully finalise the circle of necessary elements of the juvenile justice reforms, the development of the probation system and adequate social and psychological services is necessary. Thus, the reforms should include these important elements. We also conclude that the perception of the impact could be more balanced across the main stakeholders to ensure a mutual understanding of the EUJULE's goal and how this success and change should be measured towards the end of the Programme.

#### **Conclusion 4.**

The JIFF component performed efficiently and effectively despite the short period of the grants and the systemic challenges that the implementation team and its grantees faced through the delays, pandemic-related restrictions, and natural disasters affecting the final beneficiaries of the grants.

JIFF and its grantees ensured that 58,924 people had benefited directly from the Action in this challenging environment. The scope of legal rights protection was broad, including economic and social rights. The supported grantees advanced the adherence of and awareness of national and international laws concerning children, people with disabilities, gender equality, marriage and family, domestic violence prevention, elderly, child protection, and other related legal documents and international conventions to which Vietnam is a signatory. JIFF's third call for proposals distributed grants to address environmental rights, and by this intervention, lack of activities on the necessary cross-cutting issues of the environment was balanced. We concluded, however, that an 18 months extension of the JIFF component is necessary to finalise the planned firth call for proposals and to balance further the necessary cross-cutting issues of gender and environment in the ongoing implementation.

#### **Conclusion 5.**

The EUJULE as EU-funded Action would have benefited from more relevant best practices in legal aid, legal compensation, legal awareness, and juvenile justice system from the EUMS (Croatia, Slovenia, Poland, etc.) or countries with similar geopolitical, multi-ethnic representation and legal system with adequate anti-corruption and justice index record (Georgia, Lithuania,). The PAGoDA component could have also engaged experts from the European Commission for the Effectiveness of Justice (CEPEJ) of the Council of Europe (CoE)<sup>37</sup>, specifically relevant to Result Area 4. The PAGoDA component may need a no-cost extension to complete all planned activities and develop its exit strategy. In addition, to sustain the wealth of the knowledge and research developed and leverage the coherence among the development partners and beneficiaries, there is a need to systematically document the developed training tools and research publications. Such digitalised library could be developed with the help of the Human Rights Institute that could serve as a custodian and sustain the use of these resources. The institute is the Party's academic institution for research and teaching in the field of the state system, the political theory of human and fundamental rights and other related issues. Among its essential tasks are consulting the academy's president, conducting teaching events and courses on protecting human rights for party-members and government staff of all levels, preparing surveys for the government, cooperating with international and regional academic research institutions for human rights issues and scientific research projects on the protection of human and fundamental rights, as well as publishing and distributing materials and reference books on the protection of human and fundamental rights. In 2014 the master's course "Human Rights Law" was established. In 2021 the Institute launched the first PhD program on Human rights law and an academic journal titled "Vietnam Journal of Human rights Law."

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<sup>37</sup> <https://www.coe.int/en/web/cepej>

## **Conclusion 6.**

We concluded that the work with the larger scope of CSOs should be continued under different EU funding instruments for advancing human rights and democracy, including addressing the impact of global challenges, such as climate change and environmental degradation, digital and new technologies, or the COVID-19 pandemic. The approach, however, should secure result-oriented implementation of the planned interventions that includes grant scheme for the CSOs.

## **Conclusion 7**

The request from the PAGoDA beneficiaries to support automation/digitalization of the court system, specifically the case management system, is justified. It is also in line with the EU priorities that promotes the digital sector to promote human development reconciling economic prosperity and efficiency, peaceful societies, social inclusion, and environmental responsibility<sup>38</sup>. Furthermore, if implemented promptly, the automated system can promote the transparency of the justice system and ensure expeditious justice for all. Thus, the EU should consider this avenue of collaboration with the State on automation of legal services across the system of justice.

## **8 Recommendations**

The present chapter is organised with the recommendations received from the PAGoDA Implementing partners and beneficiaries, JIFF's beneficiaries, and grantees. Finally, the chapter is concluded by the recommendations from the Evaluation Team. The nature of recommendations is formative to address the ongoing implementation, and summative to guide the EU in future engagements. For coherence purposes, we have defined the target audience and the order of priority to attract the attention of the IPs on the instances when the corrective actions could be applied already within the ongoing phase.

*Table 4 Recommendations table with targets, references and order of priorities*

Reference	Recommendations	Target	Order of priority
<b>Recommendations pertaining to the ongoing implementation of EUJULE</b>			
Conclusion 1 Ch. Relevance	Strengthen the result framework by including relevant indicators to ensure more result-oriented implementation, and monitor outcome results.	PAGoDA	HIGH
Conclusion 3 Ch. Impact	Ensure that the perception of the impact is balanced across the main stakeholders, ensuring that there is a mutual understanding of what the goal of the EUJULE is and how this success and change should be measured towards the end of the Programme.	PAGoDA	HIGH

<sup>38</sup> Reference to ICT can be found explicitly as a target under SDG 9 "Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation", while ICT is also referenced in the targets related to climate change (SDGs 13, 14 and 15), gender equality and women empowerment (SDG 5), private sector development (SDG 8), education (SDG 4) and health (SDG 3).

Reference	Recommendations	Target	Order of priority
Conclusion 4 Ch. Efficiency	<p>Consider 18 months extension of the JIFF component to finalise the planned fourth call for proposals and further balance the necessary cross-cutting issues of gender and environment in the ongoing implementation.</p> <p>Consider the extension for the PAGoDA component to ensure complementary between the two components of the programme.</p>	EUDEL JIFF	HIGH
Conclusion 5 Ch. Efficiency Ch. EU- added Value	Consider introducing relevant best EUMS or EU and CoE best practices to leverage the EU-added value.	PAGoDA	HIGH
Conclusion 5 Ch. Efficiency	Discuss with the Human Rights Institute the possibilities of creating a digital Human Rights Library to sustain the wealth of the knowledge and research developed within the EUJULE. The Human Rights Institute could serve as a custodian and sustain the efficient, effective, and sustained use of these resources. Once established, the development partners could consult the digital library and update the necessary tools instead of duplicating the efforts.	PAGoDA JIFF Human Rights Institute	HIGH
<b>Recommendation pertaining to the follow-up phase (EQ 23)</b>			
Programmin g of any future EU- funded intervention (EQ 23)	<p>A) Identification and Formulation Mission for the next phase comprised of a team of experienced legal experts specializing in justice reforms, Human rights (international normative HRs frameworks), gender equality/gender and justice, administration of the justice processes, ICT in the modernization of justice institutions, probation system (if this topic is considered).</p> <p>B) Ensure that representatives of the concerned ministries and justice institutions, ad local legal experts are involved in the design and consultation to reach a broader consensus on the outcomes that all parties should deliver jointly.</p> <p>C) Ensure that the following objectives are included in the ToR for the team as mentioned above:</p> <ul style="list-style-type: none"> <li>To assess the level of political will of the beneficiaries in accordance with the international standards of human rights, access to justice, gender equality – the relevant UPR and UN TB</li> </ul>	EUDEL	HIGH

Reference	Recommendations	Target	Order of priority
	<p>recommendations accepted by Vietnam. Assess the political will to develop National Human Rights Action Plan.</p> <ul style="list-style-type: none"> <li>• To identify best EU practices in access to justice, legal aid, juvenile justice, probation system, human rights reporting, evaluation and monitoring of UN recommendations relevant to Viet Nm's justice system and thus could be adapted and sustained within the same governmental structure.</li> <li>• Stock-taking of the relevant UPR and UN TB recommendations should be exercised to identify relevant actions and ensure that these responses form the core of the result framework. Specifically, the development of the National Human Rights Action Plan.</li> </ul>		
Lesson Learned and best practices	The best practices of the JIFFs under the grant scheme should be sustained in the next round of the calls.	JIFF	Next Phase
Programming of any future EU-funded intervention (EQ 23)	<p>In the next EUJULE phase, design a distinctive component that supports Vietnam in the implementation of relevant recommendations from the UPR and UN Treaty Bodies with the following result areas:</p> <p>A) Support in the development of National Human Rights Institutes harmonised with the Paris Principles Support the development of National Human Rights Institutes, including National Mechanism on Prevention of torture.</p> <p>B) Support the State in fulfilling the UN Recommendation on ratifying the Second Optional Protocol to the International Covenant on Civil and Political Rights, aiming to abolish the death penalty.</p> <p>C) Facilitating technical assistance to the State and specifically to the MoJ in reporting on ICCPR. To this end, intervention could be designed to support reform on the moratorium or complete eradication of the death penalty through ratifying its Second Optional Protocol.</p> <p>D) An inter-agency, comprehensive national mechanism and action plan across all UN HRs mechanisms that address HRs implementation and reporting by themes, rather than by treaty.</p>	MOJ EUDEL UN	Next Phase

Reference	Recommendations	Target	Order of priority
Programming of any future EU-funded intervention (EQ 23)	<p>A) Consider support to Juvenile Justice Reform and activation of Juvenile Courts through strengthening the Human Resources Management of the activated courts</p> <p>B) To sustain the operability of the activated juvenile courts, building the capacity of the administrative staff to train, retain and maintain the necessary staff, matching the workload with the workforce, etc.</p> <p>The continuous legal and professional education should be part of future engagements, ensuring that relevant courses are mandatory.</p>	Supreme Court UNICEF EUDEL Ha Noi Law School Judicial Academy Academy of the Supreme Court.	Next Phase
Programming of any future EU-funded intervention (EQ 23)	<p>A) Support the development of a comprehensive probation system for the juveniles and humanisation of function to reduce the prison population.</p> <p>B) Conduct thorough identification and formulation mission by a team of experienced experts (national and international) to define all determinants and bottlenecks that could present smooth implementation of the future programming.</p> <p>C) Based on the analyses, consider designing a pilot project and initiative country-wide study on recidivism among the children in the areas where juvenile courts are operating or planning to operate should be considered.</p>	EUDEL UNICEF Supreme Court	Next Phase
Conclusion 6.	<p>A) Consider launching a wide-scale grant scheme action under the Global Europe Human Rights and Democracy programme (2021-2027).</p> <p>B) Entrust an eligible pillar-assessed development partner to undertake the operation and management of the prospective programme with indirect management aid modality to ensure flexible, result-oriented and prompt implementation of grant proposals.</p> <p>C) Increase the timeframe of the grants to ensure that prospective grantees have adequate time to implement their activities and sustain their results.</p>	EUDEL	Next Phase
Conclusion 7	<p>A) The EU Delegation should engage with the national partners and assess the level of interest in automation/digitalisation of the justice system.</p> <p>B) Consider comparative analyses of the normative environment on personal data protection to identify gaps</p>	Supreme Court EUDEL UNDP	Next Phase

Reference	Recommendations	Target	Order of priority
	<p>with international standards and other determinants and bottlenecks.</p> <p>C) Ensure that regulatory impact analyses are conducted to define the scope of financial resources and technical and human capacities needed to launch such an ambitious initiative. We recommend starting within the Result Area 4, Result 2 (Act. 2.6) or Result 3 (act. 3.2) of the ongoing EUJULE Programme, as digitalisation and innovation of the court, to some extent, enforced the transparency of the courts processes and services.</p>		

## 9 Annexes

### 9.1 The Terms of Reference

**SPECIFIC TERMS OF REFERENCE – PART A**

**EU Justice and Legal Empowerment Programme in Vietnam (EU JULE)**

**Mid-term evaluation**

**FWC SIEA 2018 – LOT 3 Human Rights, Democracy and Peace  
EuropeAid/138778/DH/SER/multi**

**OPSYS REFERENCE NUMBER SIEA-2018-5354**

**CONTRACTING AUTHORITY: THE EUROPEAN UNION DELEGATION TO VIETNAM**

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## **1. BACKGROUND**

### **1.1 Relevant country / region / sector background**

During 15- year implementation of two strategies for the development and improvement of the Viet Nam Legal System and Judicial Reform<sup>1</sup>, Viet Nam has made significant efforts to develop a robust legal framework and to strengthen legal and judicial institutions towards building a more effective and accountable justice system. Fundamental rights and obligations of citizens are secured by the 2013 Constitution and progressive changes to domestic legislation indicate a growing willingness to embrace the principles of good governance, gender equality, to address all forms of discrimination and violence in the public and private arenas. Efforts are being made to strengthen the rule of law through increased effectiveness and responsiveness of justice institutions, for example the establishment of family and juvenile courts, and the transformation of the legal aid system aligned with the Legal Aid Reform Project and development codes of conducts for professionals in the justice system.

While impressive strides have been made, Viet Nam still faces a number of development challenges to ensure access to justice for all, including: lack of a consistent and predictable legal system and its limited effectiveness and efficiency; weak implementation of laws; limited public legal awareness of rights and lack of sufficient mechanisms for citizens' participation in law development and implementation oversight; and disparities in access to justice persist across several demographic dimensions, such as ethnicity, gender, age, disability, poverty, education and health status. Moreover, the capacity to implement these reforms remain constrained by institutional and human capacity as well as weak coordination between different entities and levels of the justice sector.

Thus, the need to promote legal empowerment and ensure justice to all remains strong in Viet Nam.

More work is needed to improve these institutions' reliability, accountability and accessibility so they can address the widening inequalities and injustices that particularly affect women, children, and vulnerable groups including ethnic minorities, people with disabilities, survivors of gender-based violence and human trafficking and internal migrants. This is not the task of a single institution but requires closely coordinate joint efforts and partnership among political, legislative, executive, and judicial institutions, and civil society organizations, at national and local levels. Progressive changes to domestic legislation indicate a growing willingness to embrace the principles of good governance, promote gender equality, address all forms of discrimination and violence in public and private arenas, and respect and protect human rights. Demonstrable efforts are needed to ensure that the justice sector consistently upholds the rule of law at all levels and abides by international standards of due process and transparency. Stronger mechanisms for transparency and integrity in the judiciary are needed to support the country's development and ensure the protection of human rights, especially as a neutral and effective arbiter to ensure that other branches of government adhere to Viet Nam's Constitution, laws and international legal commitments.

Viet Nam is a member state of the United Nations and has ratified the Universal Declaration of Human Rights and the International Covenant on Civil and Political Rights, two core components of the

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<sup>1</sup>

The two main documents upon which the judicial reform agenda is based are the Strategy for the Development and Improvement of Viet Nam's Legal System to 2010 with a Vision to 2020 (Resolution No.48/2005) –LSDS- and the Judicial Reform Strategy for the Period until 2020 Resolution No.49/2005)- LRS.

The LSDS is Vietnam's first long-term legal sector development strategy. The overall objective of the LSDS is to build up a consistent and transparent legal system, to promote the rule of law, and to fulfil human and democratic rights and freedoms. The LSDS emphasises the need for active participation of the people in the reform process. The Judicial Reform Strategy outlines areas in need of revision, including substantive and procedural criminal law, the introduction of adversarial litigation modalities, publication of judgements, and improving both the availability and quality of legal services. The JRS also stresses the need to better engage the public in the process of reforming the justice system. It recognises the importance of promoting greater popular ownership through increased legal awareness and knowledge, and emphasises the role of the media in attaining this objective

International Bill on Human Rights that concern freedom of speech. Furthermore, Viet Nam is obligated to implement accepted recommendations from United Nations' bodies, such as the UN Human Rights Council and the UN Human Rights Committee.

So far, Viet Nam has adopted seven out of the nine international conventions on human rights and has constructive cooperation with the UN Human Rights mechanisms.

Universal Periodic Review (UPR) : In June 2019, Viet Nam presented its reply to the report of the Working Group on the Universal Periodic Review to the 41st session of the Human Rights Committee, accepting 241 out of 291 recommendations. Among the accepted recommendation, Viet Nam committed to review all the recommendations of the Committee against Torture and to develop an action plan.

International Covenant of Civil and Political Rights (ICCPR): Viet Nam ratified the ICCPR in 1982. In December 2017, Viet Nam submitted its third report to the Human Rights Committee (HRC) in the context of ICCPR. The report was reviewed the HRC adopted recommendations on 29 August 2019. Death penalty, freedom of expression and human rights defenders were identified as priorities, and Vietnam provided information on the implementation on these recommendations, as requested, by March 2021.

## 1.2 The Interventions to be evaluated<sup>2</sup>

<b>Titles of the Interventions to be evaluated</b>	<b>EU Justice and Legal Empowerment Programme in Vietnam (EU JULE)</b>  - EU Justice and Legal Empowerment Programme in Vietnam (EU JULE): PAGoDA with UNDP  - Justice Initiatives Facilitation Fund of the EU Legal and Judicial Empowerment Programme in Viet Nam (EU JULE JIFF) with Oxfam
-	<b>Total amount of EU budget contribution: EUR 14,000,000</b> <b>UN contribution: EUR 700,000.</b>  -Pagoda component: 7 400 000 (90.5 % EU contribution; 4.5% UN) -JIFF component: 6 455 406€
<b>CRIS and / or OPSYS numbers of the Interventions to be evaluated</b>	Decision ACA/2014/37404 <ul style="list-style-type: none"> <li>• Pagoda: ACA/2015/372-239</li> <li>• JIFF: ACA/2017/382-514</li> </ul>
<b>Dates of the Interventions to be evaluated</b>	<ul style="list-style-type: none"> <li>• Start:01/11/2017</li> <li>• End: 30/11/2022</li> </ul>

The EU JULE PROGRAMME activities is being delivered through a mix of tools that include two (2) contracts; which are the subject of this mid-term Evaluation. The achievements of these contracts will be reviewed at once.

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<sup>2</sup> The term 'Action' is used throughout the report as a synonym of 'project and programme'.

- ✓ **ACA/2015/372-239-Agreement with UNDP- PAGoDA-** (including working with UNICEF): EUR 7.4M (EUR 6.7M from EU and EUR 0.7 from UN) to support government institutions
- ✓ **ACA/2017/382-51- Justice Initiatives Facilitation Fund (JIFF):** Establishment of a **basket fund for civil society organisations** managed by OXFAM Novib -grant contract:- EUR 6.5 (all EU).

The EU JULE programme aims to strengthen the Rule of law in Vietnam through a more reliable, trusted and better accessed justice system.

This objective will be achieved by increasing access to justice for vulnerable groups, and in particular for women, children, ethnic minorities and poor people.

The strategic approach is to make people aware of their legal rights, help them invoke those rights in practice, and to improve the availability of pragmatic legal advice, assistance and, when needed, representation.

The strategic and rights-based approach of the Programme is to address the demand-side and the supply-side constraints in the justice sector by building, in a coherent and coordinated manner, the capacity of Government institutions at both the central and provincial level. This is undertaken in coordination with the building of capacity of civil society under the JIFF mechanism of the EU JULE programme. On the demand-side, the Programme will increase levels of public knowledge and awareness around the rights and legal remedies that exist and are available under the current laws and regulations in Viet Nam, and improve the availability of legal services such as legal advice, assistance and representation, for those groups in society who are known to face exceptional difficulties in accessing justice (women, children, ethnic minorities and the poor). Such demand-side support is then combined with further strengthening of the supply-side of the justice system by the targeted support to reforms that prove necessary to overcome specific obstacles in the implementation of laws and regulations or for the revision of laws and regulations that are proven to constitute substantial impediments to enhancing access to justice

EU JULE Programme is implemented in collaboration with Ministry of Justice, the Supreme People's Court, the Supreme People Procuracy, the Ministry of Public Security, the Viet Nam Lawyers' Association, the Viet Nam Bar Federation, and others.

The Pagoda component of the programme has a national coverage and the JIFF component has a focus on 6 provinces selected on the basis of poverty rate, socio economic conditions, prevalence of ethnic minorities, mountainous remote areas : Hanoi, Ho Chi Minh City, Dong Thap, Nghe An, Hoa Binh, Quang Binh

## **OBJECTIVES**

The objectives of the programme are to be achieved through four results:

- (1) Result 1: Increased public awareness and understanding of rights and how to invoke those rights.
- (2) Result 2: Increased access to legal advice, assistance and representation in both civil and criminal matters.
- (3) Result 3: Improved enabling legislative and regulatory framework for legal empowerment and access to justice.
- (4) Result 4: Enhanced integrity and transparency in the justice sector.

### **Pagoda component:**

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The Pagoda component contributes to the 4 EU JULE Programme results.

To implement the Action, the main approach and methodologies include (i) technical assistance to and capacity development of state institutions, in particular for the strengthening of judicial integrity; and (ii) support the generation of independent information and evidence on the formal/informal judicial systems (sub-grants to research institutes and universities) through quantitative and qualitative surveys, research studies, analysis of statistical data, and for activities promoting civil society and parliamentary oversight of the judicial systems.

To reach the project objectives, the Action is designed as an integrated intervention comprising 4 main pillars as focus areas: (i) rights awareness and understanding of rights holders; (ii) accessible legal advice and representation; (iii) legal empowerment framework and mechanisms; and (iv) judicial institutions and actors with integrity and transparency. In each of the focus areas UNDP and UNICEF will pay attention to issues listed below as key to addressing gaps and barriers to realizing legal empowerment, increasing access to justice and protecting rights across all sectors in the society:

- Enhancing the accountability of state actors in implementation;
- Strengthening national and provincial capacities to rigorously monitor and evaluate performance of judicial institutions and actors both at national and sub-national levels;
- Strengthening sectoral and inter-sectoral coordination mechanisms, platforms and practices for rights protection and administration of justice;
- Improving data systems and evidence-based processes, with a strong focus on integrity, transparency, equality and accessibility;
- Supporting the engagement and participation of citizens and civil society to engage in legislative process and monitoring law implementation and performance of judicial institutions;
- Increasing responsiveness and 'people-centeredness' in the justice sector

The first expected result on increasing legal awareness will be achieved through advocating the development and implementation of a comprehensive and professional legal empowerment behaviour strategy to strengthen the capacity of all types of judicial agencies and persons providing legal information, judicial service and enforcement to ensure they address the legal awareness needs of the vulnerable groups, including women, children, ethnic minorities and the poor. In addition, a capacity building program for legal communicators and disseminators, who play an important role in providing legal information to citizen, will be developed using people-centered approach and innovative methodologies. Specific interventions to raise public awareness on protection of rights and access to justice for some specific groups also another area of focus.

Increased access to legal advice, assistance and representation in both criminal and civil cases, especially for some specific vulnerable groups such as women, children, especially gender based violence and child victims of abuse, ethnic minorities and person in custody, who have particularly urgent needs for legal assistance under Result 2 will be achieved through capacity building for the supply-side, including legal aid providers, law enforcement, targeted support for implementation of the Law on Legal Aid and Legal Aid Reform, operation of the Family and Juvenile Court. In addition, promoting community-based and annexed to the court dispute resolution mechanisms, is also an intervention under Result 2.

Key interventions are identified under Result 3 based on international standards set out in the UN core human right conventions<sup>3</sup> to support Vietnam to improve the enabling legislative and regulatory framework

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<sup>3</sup> including the International Covenant on Civil and Political Rights (ICCPR), the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), the Convention on the Rights of the Child (CRC), the Convention on the Rights of Persons with Disabilities (CRPD) and other normative documents.

for legal empowerment and access to justice. Constructive policy dialogues among various stakeholders with involvement of the international community and civil society are promoted to discuss on how to implement policies that increase the consistency of the justice sector, heighten awareness of legal rights, and improve access to justice services for vulnerable communities.

To achieve expected Result 4 on increased integrity and transparency in the justice sector, key interventions include the development and implementation the codes of conduct and ethical standards for legal professionals, in particular code of conducts for judges and lawyers. Publication of court judgement, legal precedent as well as its guidelines, together with development of a justice index also are key interventions toward transparent justice system

**The logical framework** was original envisaged in the Description of Action, a part of the PAGoDA and JIFF agreements in 2015 is based on data sources that are no longer available in Viet Nam, e.g the Viet Nam Justice Index and official data. In addition, it appears that most indicators are formulated as outcome indicators, i.e. not in the control of the EU JULE programme alone.

To better measure direct outputs of the programme and ensure indicators and targets are in fact measurable, the original logical framework was proposed to be reviewed, revising the numerical targets, which were being dependent on the unavailable data sources, amending indicators as well as proposing of new means of verification. The Logical Framework has been amended in the Rider 3 to the Delegation Agreement and the Rider 1 to the Grant Contract (in October 2020).

#### **The JIFF component:**

The JIFF component directly contributes to the 4 Programme results. Additionally, in the design of JIFF, Oxfam has set 3 Sub-results that each contribute to the above four..

**Specific objective:** To increase access to justice for vulnerable groups, particularly women, children. The objectives and results of the Action will be achieved through a program of grant-making to civil society organizations (CSOs) linked to capacity development, networking, and evidence-based research for national-level policy dialogue.

**Sub-result 1:** Civil society organizations and networks in northern, central, and southern Vietnam complete 64 JIFF grants on priority topics related to 4 Results.

**Sub-result 2:** A minimum of 48 civil society organizations and networks in focus provinces deliver better quality legal services, undertake more effective, evidence based advocacy and become more effective organizations.

**Sub-result 3:** Networking and collaboration among at least 50 CSOs and policy makers facilitates evidence-based dialogue on JIFF priority topics and increases transparency and accountability in the justice sector

Sub-grants under Results 1 and 2 will directly benefit an estimated 80,000 people belonging to one or more vulnerable groups. An estimated 48,000 people will demonstrate increased awareness and understanding of legal rights; and at least 32,000 people will receive legal advice or assistance. Sub-grants under Results 3 and 4 will increase opportunities for access to justice for at least 4,500,000 people in 6 focus provinces. All Vietnamese citizens will benefit indirectly from changes in the regulatory environment and transparency of the justice sector.

Oxfam in Vietnam (OIV) hosts the JIFF Secretariat and delivers its principal functions, ensuring the effectiveness, efficiency, and sustainability of the Action as follows:

- Administration of basket fund for civil society organizations: manage whole cycle of granting from developing guidelines for proposals, to launching calls, screening of applications, finance management and monitoring of grants on priority topics in 4 result areas; administer JIFF basket fund through a dedicated bank account, including financial management, accounting and reporting; prepare and submit work plans, budgets, progress reports; prepare accounts for audits and audited annual financial statements; maintain all necessary documents for audit verification; and all responsibilities to refund and repay EU as relevant; develop guidelines and policies for the sub-contracting of technical assistance.
- Technical assistance and capacity development for civil society organizations: through pre- and post-grant training and coaching for CSOs in the justice sector; capacity assessment and training of grantees including governance with internal policy and control, administrative, financial and operational management; substance related capacity development of civil society interventions related to the four key results of the action, including on research and advocacy; monitoring of all CSO grants.
- Network development for policy advocacy: facilitation of provincial networks of CSOs in the justice sector; formation of a national justice platform; and organizing national dialogues on key policy topics.
- Act as Secretariat for the Grants Committee: liaise with the respective chair persons; announce meetings and distribute documentation to the members; proceedings, minutes and follow up from semi-annual meetings, ethnic minorities, and poor people

The preconditions and assumptions identified in the description of action were as follows:

A key pre-condition is that the financing agreement between EU and the Government of Vietnam for the implementation of EU JULE will constitute the legal umbrella for the implementation of EU JULE JIFF grants and other program actions. As such, it is anticipated that all organizations awarded EU JULE JIFF grantees will be able to implement their projects/actions without requiring further registration and/or authorisation by relevant authorities. This would also include that Oxfam receives the same approval.

Key assumptions concern the government's openness and commitment to engage CSOs in the national platform of dialogue so as to provide an enabling environment and to be responsive to Oxfam's role in facilitating the close coordination with state institutions to promote the engagement between CSOs and government in a sector wide approach. A strong working relationship between the JIFF and PAGoDA components of EU JULE is also crucial to ensuring the overall success of the program and leveraging strong working relationships with government counterparts.

Other assumptions at result and sub-result level are listed in the logical framework. These include the use of ethnic minority languages; the possibility for grant calls on civil and criminal law, as well as legal representation of vulnerable groups; the inclusion of justice-related laws on the National Assembly legislative calendar; and the possibility to disseminate research results in the media.

The evaluation team will assess to what extent these preconditions and assumptions have been respected.

**Implementation:** The programme started in 2017, due to the pending the adoption of the Government's Programme Document, the first meeting of the Programme Steering Committee (PSC) was held on 20 August 2018 and the Programme was launched on 12 October 2018. The programme was extended to 30 November 2022.

The programme has already been implemented for almost three years with a number of activities have been accomplished aiming at bringing justice closer to vulnerable groups; hence the Mid-term evaluation is planned to assess programme's progress against objective, expected results and identify key challenges

in achieving programmes; outcome and provide appropriate recommendations for the programme to reach its objective for the remaining period.

In addition, Covid-19 caused great impact on the implementation of the programme. It is necessary to evaluate how implementing agencies and Vietnamese partners manage to carry out activities showing the resilience during this exceptionally difficult time.

The mid- term evaluation will be outcome oriented, meaning that the evaluation should go beyond the assessment of programme activities and be geared as much as possible to programme contributions to the desired changes of justice system in Vietnam in general.

### **1.3 Stakeholders of the Intervention**

In line with its objectives and specific activities, the Action has the following main targets:

- Ministry of Justice (MOJ)
- Supreme People's Court (SPC)
- Supreme People's Procuracy (SPP)
- Ministry of Public Security (MPS)
- Ministry of Labour, Invalids and Social Affairs (MOLISA)
- Vietnam Lawyers' Association (VLA)
- Vietnam Bar Federation (VBF)
- JIFF grantees and other
- Vietnam Justice Association for the Poor (**VIJUSAP**)
- Institute for Policy Research, Law and Development (**PLD**).
- Provincial authorities in particular in the 6 JIFF target provinces of Hoa Binh, Hanoi, Nghe An, Quang Binh, HCMC and Dong Thap
- Communities in EU JULE six target provinces and **cities**
- Civil society organisation working on legal issues

Other target groups include provincial departments of justice; the provincial courts and provincial procuracies; relevant agencies; committees and agencies of the National Assembly; law universities and research institutions relating to law and justice, and the media.

In particular, the following groups are beneficiary groups identified as vulnerable within the Action:

- The poor
- Women, in particular the survivors of gender based violence
- Children in conflict with the law and child victims/witness of crimes
- Ethnic minorities.

JIFF stakeholders, roles and their relationships can be visualized in the Annex VIII diagram.

### **1.4 Other available information**

Please find in Annex the Minutes of Project Steering Committees

## 2 DESCRIPTION OF THE EVALUATION ASSIGNMENT

Type of evaluation	mid-term
Coverage	The intervention in its entirety will be evaluated
Geographic scope	Vietnam : all provinces for Pagoda Focus provinces for JIFF : Hanoi, Ho Chi Minh City, Dong Thap, Nghe An, Hoa Binh, Quang Binh
Period to be evaluated	the entire period of the Intervention to date (Nov 2019- to June 2021)

### 2.1 Objectives of the evaluation

Systematic and timely evaluation of its programmes and activities is an established priority<sup>4</sup> of the European Commission<sup>5</sup>. The focus of evaluations is on the **assessment of achievements**, the **quality** and the **results**<sup>6</sup> of Interventions in the context of an evolving cooperation policy with an increasing emphasis on **result-oriented approaches and the contribution towards the implementation of the SDGs.**<sup>7</sup>

From this perspective, evaluations should **look for evidence of why, whether or how these results are linked to the EU intervention** and seek to **identify the factors driving or hindering progress**.

Evaluations should provide an understanding of the **cause and effect links** among: inputs and activities, and outputs, outcomes and impacts. Evaluations should serve accountability, decision making, learning and management purposes.

The main objectives of this evaluation are to provide the relevant services of the European Union, the interested stakeholders and the wider public with:

- an overall independent assessment of the performance of the EU JULE PROGRAMME, paying particular attention to its intermediate results measured against its expected objectives; and the reasons underpinning such results;
- key lessons learned, conclusions and related recommendations in order to improve current and future interventions.

This evaluation will serve as means to assess the relevance, effectiveness, efficiency, impact, sustainability and visibility of the Action. This evaluation should provide recommendations on how to improve the

<sup>4</sup> COM(2013) 686 final "Strengthening the foundations of Smart Regulation –improving evaluation" - [http://ec.europa.eu/smart-regulation/docs/com\\_2013\\_686\\_en.pdf](http://ec.europa.eu/smart-regulation/docs/com_2013_686_en.pdf); EU Financial regulation (art 27); Regulation (EC) No 1905/200; Regulation (EC) No 1889/2006; Regulation (EC) No 1638/2006; Regulation (EC) No 1717/2006; Council Regulation (EC) No 215/2008

<sup>5</sup> SEC (2007)213 "Responding to Strategic Needs: Reinforcing the use of evaluation", [https://ec.europa.eu/smart-regulation/docs/com\\_2013\\_686\\_en.pdf](https://ec.europa.eu/smart-regulation/docs/com_2013_686_en.pdf); SWD (2015)111 "Better Regulation Guidelines", [http://ec.europa.eu/smart-regulation/guidelines/docs/swd\\_br\\_guidelines\\_en.pdf](http://ec.europa.eu/smart-regulation/guidelines/docs/swd_br_guidelines_en.pdf); COM(2017) 651 final 'Completing the Better Regulation Agenda: Better solutions for better results', [https://ec.europa.eu/info/sites/info/files/completing-the-better-regulation-agenda-better-solutions-for-better-results\\_en.pdf](https://ec.europa.eu/info/sites/info/files/completing-the-better-regulation-agenda-better-solutions-for-better-results_en.pdf)

<sup>6</sup> Reference is made to the entire results chain, covering outputs, outcomes and impacts. Cf. Regulation (EU) No 236/2014 "Laying down common rules and procedures for the implementation of the Union's instruments for financing external action" - [https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/pdf/financial\\_assistance/ipa/2014/236-2014\\_cir.pdf](https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/pdf/financial_assistance/ipa/2014/236-2014_cir.pdf)

<sup>7</sup> The New European Consensus on Development 'Our World, Our Dignity, Our Future', Official Journal 30th of June 2017. <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:C:2017:210:TOC>

Intervention during its residual duration in order to achieve the expected objectives, taking into account problems and opportunities.

In particular, this evaluation will serve to understand the performance of the Intervention, its enabling factors and those hampering a proper delivery of results to inform the planning of the future EU intervention foreseen for "Strengthening Governance, Rule of Law and Institutional reform" under Vietnam Multi Annual Indicative Programme 2021-2027<sup>8</sup>.

The main users of this evaluation will be the EU Delegation to Viet Nam, the Ministry of Justice, the Ministry of Public Security, the Supreme People's Court, the Supreme People's Procuracy, UNDP, UNICEF, Oxfam, JIFF grantees as well as stakeholders defined in 1.3.

## 2.2 Requested services

### 2.2.1 Scope of the evaluation

The evaluation will assess the Intervention using the six standard DAC evaluation criteria namely: relevance, coherence, effectiveness, efficiency, sustainability and impact. In addition, the evaluation will assess one EU specific evaluation criterion, which is:

- the EU added value (the extent to which the Intervention brings additional benefits to what would have resulted from Member States' interventions only);

In its assessment, the evaluation team will use the six standard DAC evaluation criteria **integrating human rights and gender equality** and the EU added value

The definition of the 6 DAC + 1 EU evaluation criteria is contained for reference in the Annex VII.

The evaluation team shall furthermore consider whether gender, environment, digitalisation and climate change were mainstreamed; the relevant SDGs and their interlinkages were identified; the principle of Leave No-One Behind and the rights-based approach methodology was followed in the identification/formulation documents and the extent to which they have been reflected in the implementation of the Intervention, its governance and monitoring.

### 2.2.2 Indicative Evaluation Questions

The specific Evaluation Questions as formulated below are indicative. Based on the latter and following initial consultations and document analysis, the evaluation team will discuss them with the Evaluation Manager<sup>9</sup> and propose in their Inception Report a complete and finalised set of Evaluation Questions with indication of specific Judgement Criteria and Indicators, as well as the relevant data collection sources and tools.

Once agreed through the approval of the Inception Report, the Evaluation Questions will become contractually binding.

#### 1. Assess the relevance and coherence of the programme:

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<sup>8</sup> The MIP 20212027 has not yet been adopted and therefore the title and scope of the intervention might be modified.

<sup>9</sup> The Evaluation Manager is the staff of the Contracting Authority managing the evaluation contract. In most cases this person will be the Operational manager of the Action(s) under evaluation.

- To what extent was the EU JULE Programme in line with national development priorities, country programme outputs and outcomes, the EU's Multiannual Indicative Programme and priorities, the UNDP Strategic Plan, and the SDGs? In particular, how well do the design and areas covered help Viet Nam implement the Constitution 2013, the Strategy for the Development and Improvement of Viet Nam's Legal System to 2010 with a Vision to 2020 and the Judicial Reform Strategy for the Period until 2020? To what extent has the EU JULE Programme been appropriately responsive to legal, and justice, changes in the country? If not, what should be changed?
- To what extent does the EU JULE Programme contribute to the theory of change for the relevant country programme outcome?
- To what extent does the EU JULE Programme contribute to gender equality, the empowerment of women and the human rights-based approach?
- How has the project been relevant to target groups' needs and aligned with EU and Vietnamese Government's strategy regarding increasing access to justice for vulnerable people and strengthening the rule of law?
- Have all the pre-conditions and assumptions are relevant during the implementation? How has the project adapted to the changes in the context (i.e changing from Vietnamese governmental legal framework, Covid-19, roles and involvement of key stakeholders (PSC, PMU, local authorities and CSOs)?
- To what extent were lessons learned from other relevant projects considered in the design?
- How have both component of the project been compatible and synergised with each other and with other interventions in the country, in justice sector and in partner organizations?
- To what extend has EU JULE been linked or synergized with other development programs in Vietnam led by the EU, the Vietnamese government, UN and CSOs in order to create coordinated and larger impacts? What are critical factors supporting or preventing the linkage and synergy?

**2. Assess the effectiveness of the programme:**

- Identify and assess overall progress, and results achieved by component. Assess how they contributed to the overall purpose of the programme. The mid-term evaluation will also look into the logframe and indicators of results achieved.
- To what extent did the EU JULE Programme contribute to the EU priorities, the UNDP Strategic Plan and country programme outcomes and outputs, the SDGs and national development priorities?
- Are the EU JULE Programme objectives and outputs clear, practical and feasible within its frame? Do they clearly address women, men and vulnerable groups?
- What factors have contributed to achieving, or not, intended outputs and outcomes? What are key constraints and challenges in achieving programmes expected results?

- In which areas does the EU JULE Programme have the greatest achievements? Why and what have been the supporting factors? How can the EU JULE Programme build on or expand these achievements?
- In which areas does the EU JULE Programme have the fewest achievements? What have been the constraining factors and why? How can or could they be overcome?
- What, if any, alternative strategies would have been more effective in achieving the EU JULE Programme objectives?
- To what extent have different stakeholders been involved in EU JULE Programme implementation?
- Assess the appropriateness of implementation modalities and the level of involvement its beneficiaries; as well as the adequacy of the EUD engagement in support of the programme implementation. To what extent has the partnership strategy been appropriate and effective? To what extent are EU JULE Programme management and implementation participatory, and is this participation of men, women and vulnerable groups contributing towards achievement of the EU JULE Programme objectives?

**3. Assess the efficiency of the programme:**

- To what extent was the EU JULE Programme management structure as outlined in the EU JULE Programme document efficient in generating the expected results?
- To what extent have both component implementation strategy and execution been efficient and cost-effective?
- To what extent have EU JULE Programme funds and activities been delivered in a timely manner?
- To what extent do the Monitoring and evaluations systems utilized by both components ensure effective and efficient project management?
- How have the Programme ensured the communication and visibility? How can the programme be better communicated?

**4. Assess the sustainability of the programme** and how the results and benefits will be maintained after EU JULE ends. Suggest actions which could ensure continuity in the areas covered by EU JULE.

- What have the project stakeholders been doing to sustain its results financially, institutionally, environmentally and at policy level?
- To what extent will targeted beneficiaries from the EU JULE Programme interventions continue in the long-term?
- To what extent will financial and economic resources be available to sustain the benefits achieved by the EU JULE Programme?

- Are there any social or political risks that may jeopardize sustainability of EU JULE Programme outputs and the project contributions to country programme outputs and outcomes?
- Do the legal frameworks, policies and governance structures and processes within which the project operates pose risks that may jeopardize sustainability of project benefits?
- To what extent are lessons learned documented by the project team on a continual basis and shared with appropriate parties who could learn from the project?
- To what extent do EU JULE interventions have already formulated well-designed and well-planned exit strategies? What could be done to strengthen its exit strategies and sustainability?

**5. Assess the impact of the programme**

- To what extent has the project achievements contributed to a more reliable, trusted and better accessed justice system in Vietnam
- Determine if the programme has produced improvements in the technical and/or managerial capacity EU JULE beneficiaries

**6. Assess the visibility of the programme** (in line with EU guidelines), including any impact on the EU visibility in Viet Nam.

**7. Lessons learned, best practices as well as recommendations** to sustain the programme results to be considered by the beneficiaries/EU JULE stakeholders, and recommendations that can be useful to take into account during the programming of any future EU funded intervention. Recommendations on main issues to be addressed in future interventions. .

**8. Cross-cutting issues:** have the relevant cross cutting issues, including human rights, disability and gender equality, empowerment of women and COVID 19 been adequately mainstreamed in the design and the implementation of the programme? To what extent environmental and/or climate related challenges as well as digital transformation aspects have been taken into account?

- Human rights: to what extent have poor, indigenous and physically challenged, women, men and other disadvantaged and marginalized groups benefited from Programme's intervention?
- Gender equality: to what extent have gender equality and the empowerment of women been addressed in the design, implementation and monitoring of the project? Is the gender marker assigned to this project representative of reality? To what extent has the project promoted positive changes in gender equality and the empowerment of women?
- Disability: were persons with disabilities consulted and meaningfully involved in programme implementation?
- COVID-19 related question: what has been the impact of COVID-19 on the project implementation? How did the project respond?

9. **EU added value:** to which extent does the Intervention bring additional benefits to what would have resulted from Member States' interventions only?

### 2.3 Phases of the evaluation and required outputs

The evaluation process will be carried out in four phases

- Inception/desk
- Field
- Synthesis
- Dissemination

The outputs of each phase are to be submitted at the end of the corresponding phases as specified in the synoptic table in section 2.3.1.

#### 2.3.1 *Synoptic table*

The following table presents an overview of the key activities to be conducted within each phase and lists the outputs to be produced by the team as well as the key meetings with the **Contracting Authority** (EU Delegation) and/or the **Reference Group**, consisting of members of EU Delegation and members of EU JULE Programme Management Unit at Ministry of Justice, UNDP and UNICEF (Pagoda component) and Oxfam (JIFF component). The main content of each output is described in Chapter 5.

Phases of the evaluation	Key activities	Outputs and meetings
<u>Inception Phase and Desk Phase</u>	<ul style="list-style-type: none"> <li>• Initial document/data collection</li> <li>• Background analysis</li> <li>• Inception interviews</li> <li>• Stakeholder analysis</li> <li>• Reconstruction (or as necessary, construction) of the Intervention Logic, and / or description of the Theory of Change (based upon available documentation and interviews)</li> <li>• Methodological design of the evaluation (Evaluation Questions with judgement criteria, indicators and methods of data collection and analysis) and evaluation matrix</li> </ul>	<ul style="list-style-type: none"> <li>• Short briefing session with EU Delegation in Hanoi</li> <li>• Kick-off meeting with the Reference Group.</li> <li>• <b>Inception Note</b></li> <li>• Slide presentation of the Inception Note</li> </ul>

Phases of the evaluation	Key activities	Outputs and meetings
<b><u>Field Phase</u></b>	<ul style="list-style-type: none"> <li>In-depth document analysis (focused on the Evaluation Questions)</li> <li>Interviews with implementing partners (if deemed relevant in the inception note)</li> <li>Identification of information gaps and of hypotheses to be tested in the field phase</li> <li>Methodological design of the Field Phase Gathering of primary evidence with the use of most appropriate techniques</li> <li>Data collection and analysis</li> </ul>	<ul style="list-style-type: none"> <li>Briefing at EU Delegation</li> <li>Initial meetings at country level with main stakeholders</li> <li><b>Intermediary Note</b></li> <li>Slide Presentation of key findings of the field phase</li> <li>Debriefing with the Reference Group</li> </ul>
<b><u>Synthesis phase</u></b>	<ul style="list-style-type: none"> <li>Final analysis of findings (with focus on the Evaluation Questions)</li> <li>Formulation of the overall assessment, conclusions and recommendations</li> <li>Reporting</li> <li>Organisation of the consultation workshop</li> </ul>	<ul style="list-style-type: none"> <li><b>Draft Final Report</b></li> <li><b>Executive Summary</b> according to the standard template published in the EVAL module</li> <li>Consultation workshop on draft report + draft summary of recommendations</li> <li>Slide presentation</li> <li><b>Final Report</b></li> </ul>
<b><u>Dissemination phase</u></b>	<ul style="list-style-type: none"> <li>Final debriefing meeting</li> </ul>	<ul style="list-style-type: none"> <li>Final debriefing meeting with the EU Delegation and the Reference Group</li> <li>Submission of complete reports to EUD</li> </ul>

Meetings will be face to face, COVID 19 situation permitting.

### 2.3.2 Inception Phase and desk phase

This phase aims at structuring the evaluation and clarifying the key issues to be addressed. This phase is also when the document analysis takes place. The analysis should include a brief synthesis of the existing literature relevant to the Intervention.

The phase will start with initial background study, to be conducted by the evaluators from home. It will then continue with a short meeting with EU Delegation in Hanoi () followed with kick-off session in Hanoi between the Reference Group composed of representatives of EUD, MOJ-PMU; Pagoda (UNDP, UNICEF), JIFF (OXFAM) and the evaluators. The meeting aims at arriving at a clear and shared understanding of the scope of the evaluation, its limitations and feasibility. It also serves to clarify expectations regarding evaluation outputs, the methodology to be used and, where necessary, to pass on additional or latest relevant information.

In the Inception phase, the relevant documents will be reviewed (see annex II).

Further to a first desk review of the political, institutional and/or technical/cooperation framework of EU support to Governance in Vietnam, the evaluation team, in consultation with the Evaluation Manager will validate or reconstruct, the Intervention Logic of the Intervention to be evaluated.

Furthermore, based on the Intervention Logic, the evaluators will develop a narrative explanation of the logic of the Intervention that describes how change is expected to happen within the Intervention, all along its results chain, i.e. Theory of Change. This explanation includes an assessment of the evidence underpinning this logic (especially between outputs and outcomes, and between outcomes and impact), and articulates the assumptions that must hold for the Intervention to work, as well as identification of the factors most likely to inhibit the change from happening.

Based on the Intervention Logic and the Theory of Change the evaluators will finalise i) the Evaluation Questions with the definition of judgement criteria and indicators, the selection of data collection tools and sources, ii) the evaluation methodology, and iii) the planning of the following phases. All these should be part of the Inception Note?

The methodological approach will be represented in an Evaluation Design Matrix<sup>10</sup>, which will be included in the Inception Report. The **methodology of the evaluation should be gender sensitive, contemplate the use of sex- and age-disaggregated data and demonstrate how actions have contributed to progress on gender equality.**

The limitations faced or to be faced during the evaluation exercise will be discussed and mitigation measures described in the **Inception Note**. Finally, the work plan for the overall evaluation process will be presented and agreed in this phase; this work plan shall be in line with that proposed in the present ToR. Any modifications shall be justified and agreed with the Evaluation Manager.

The analysis of the relevant documents shall be systematic and reflect the methodology developed and approved during the Inception Phase.

Selected face-to-face or phone interviews with the programme management, the EUD in and key partners in Hanoi may be conducted during this phase to support the analysis of secondary sources.

The activities to be conducted during this phase should allow for the provision of preliminary responses to each evaluation question, stating the information already gathered and its limitations. They will also identify the issues still to be covered and the preliminary hypotheses to be tested.

During this phase the evaluation team shall fine-tune the evaluation tools to be used during the Field Phase and describe the preparatory steps, including the list of people to be interviewed, dates and itinerary of visits, and attribution of tasks within the team.

At the end of the inception/desk phase an **Inception & desk Note** will be prepared on the basis of the information collected; its content is described in Chapter 5.

### 2.3.3 *Field Phase*

The Field Phase starts after approval of the **Inception & desk note** by the Evaluation Manager.

The Field Phase aims at validating / changing the preliminary answers formulated during the Inception/Desktop phase and further completing information through primary research.

If any significant deviation from the agreed work plan or schedule is perceived as creating a risk for the quality of the evaluation or not respecting the end of the validity of the specific contract, these elements are to be immediately discussed with the Evaluation Manager and, regarding the validity of the contract, corrective measures undertaken.

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<sup>10</sup> The Evaluation Matrix is a tool to structure the evaluation analysis (by defining judgement criteria and indicators for each evaluation question). It helps also to consider the most appropriate and feasible data collection method for each of the questions,

In the first days of the field phase, the evaluation team shall hold a briefing meeting with EUD in Hanoi, MoJ-PMU, UNDP-UNICEF and Oxfam as well as other relevant stakeholders identified in the inception note.

During the field phase, the evaluation team shall ensure adequate contact and consultation with, and involvement of the different stakeholders; with the relevant government authorities and agencies. Throughout the mission the evaluation team will use the most reliable and appropriate sources of information, respect the rights of individuals to provide information in confidence, and be sensitive to the beliefs and customs of local social and cultural environments.

At the end of the field phase, the evaluation team will summarise its work, analyse the reliability and coverage of data collection, and present preliminary findings in a meeting with the Reference Group.

At the end of the Field Phase an **Intermediary Note** and a Slide Presentation will be prepared; its content is described in Chapter 5.

#### **2.3.4 Synthesis Phase**

This phase is devoted to the preparation by the contractor of **two distinct documents**: the **Executive Summary** and the **Final Report**, whose structures are described in the Annex III; it entails the analysis of the data collected during the desk and field phases to answer the Evaluation Questions and preparation of the overall assessment, conclusions and recommendations of the evaluation.

The evaluation team will present, in a single Report with Annexes, their findings, conclusions and recommendations in accordance with the structure in Annex III; a separate Executive Summary will be produced as well, following the compulsory format given in the EVAL module (see Annex III).

The evaluation team will make sure that:

- Their assessments are objective and balanced, statements are accurate and evidence-based, and recommendations realistic and clearly targeted.
- When drafting the report, they will acknowledge clearly where changes in the desired direction are known to be already taking place.
- The wording, inclusive of the abbreviations used, takes into account the audience as identified in art. 2.1 above.
- The evaluation team will deliver and then present the **Draft Final Report** during a 2 days workshop to discuss the draft findings, conclusions and recommendations. Two day of presence is required of – as minimum – for all members of the evaluation team (tentatively in Halong end October –November to be confirmed Participants to the workshop will be EUD,MoJ, implementing agencies (both PAGoDA and JIFF), other stakeholders (estimation of 70 people). It will be financed under the Pagoda Component.
- A summary of recommendations expressed will be drafted by the evaluation team at the end of the seminar.

Following the workshop, the **Evaluation Manager** consolidates the comments expressed and sends them to the evaluation team for the report revision, together with a first version of the Quality Assessment Grid (QAG) assessing the quality of the Draft Final Report. The content of the QAG will be discussed with the evaluation team to verify if further improvements are required, and the evaluation team will be invited to comment on the conclusions formulated in the QAG (through the EVAL Module).

The evaluation team will then finalise the **Final Report** and the **Executive Summary** by addressing the relevant comments. While potential quality issues, factual errors or methodological problems should be

corrected, comments linked to diverging judgements may be either accepted or rejected. In the latter instance, the evaluation team must explain the reasons in writing. After approval of the final report, the QAG will be updated and sent to the evaluators via EVAL Module.

### **2.3.5 Dissemination phase**

A final debriefing meeting with the Contracting Authority and the Reference Group will be organised and the final reports distributed.

## **2.4 Specific Contract Organisation and Methodology (Technical offer)**

The invited Framework Contractors will submit their specific Contract Organisation and Methodology by using the standard Service for the Implementation of External Aid ( SIEA) template B-VII-d-i and its annexes 1 and 2 (B-VII-d-ii).

The evaluation methodology proposed to undertake the assignment will be described in the Chapter 3 (Strategy and timetable of work) of the template B-VII-d-i. Contractors will describe how their proposed methodology will address the cross-cutting issues mentioned in these Terms of Reference and notably human rights, gender equality and the empowerment of women. This will include (if applicable) the communication action messages, materials and management structures.

## **2.5 Management and Steering of the evaluation**

### **2.5.1 At the EU level**

The evaluation is managed by the Evaluation Manager at EUD in Hanoi; the progress of the evaluation will be followed closely with the assistance of a Reference Group consisting of members of EU Delegation and members of EU JULE Programme Management Unit at Ministry of Justice, UNDP and UNICEF (Pagoda component) and Oxfam (JIFF component).

The main functions of the Reference Group are:

- To define and /or validate the Evaluation Questions.
- To facilitate contacts between the evaluation team and the EU services and external stakeholders.
- To ensure that the evaluation team has access to and has consulted all relevant information sources and documents related to the Intervention.
- To discuss and comment on notes and reports delivered by the evaluation team. Comments by individual group members are compiled into a single document by the Evaluation Manager and subsequently transmitted to the evaluation team.
- To assist in feedback on the findings, conclusions, lessons and recommendations from the evaluation.
- To support the development of a proper follow-up action plan after completion of the evaluation.

### **2.5.2 At the Contractor level**

Further to the Requirements set in the art. 6 of the Global Terms of Reference and in the Global Organisation and Methodology, respectively annexes II and III of the Framework contract SIEA 2018, the contractor is responsible for the quality of: the process; the evaluation design; the inputs and the outputs of the evaluation. In particular, it will:

- Support the Team Leader in its role, mainly from a team management perspective. In this regard, the contractor should make sure that, for each evaluation phase, specific tasks and outputs for each team member are clearly defined and understood.

- Provide backstopping and quality control of the evaluation team's work throughout the assignment.
- Ensure that the evaluators are adequately resourced to perform all required tasks within the time framework of the contract.

### **3 LOGISTICS AND TIMING**

Please refer to Part B of the Terms of Reference.

#### **3.1 Planning, including the period for notification for placement of the staff<sup>11</sup>**

As part of the technical offer, the framework contractor must fill in the timetable in the Annex IV (to be finalised in the **Inception Note**). The 'Indicative dates' are not to be formulated as fixed dates but rather as days (or weeks, or months) from the beginning of the assignment (to be referenced as '0').

Sufficient forward planning is to be taken into account in order to ensure the active participation and consultation with government representatives, national / local or other stakeholders.

### **4 REQUIREMENTS**

Please refer to Part B of the Terms of Reference.

### **5 REPORTS**

For the list of reports, please refer to Part B of the Terms of Reference.

#### **5.1 Use of the EVAL module by the evaluators**

It is strongly recommended that the **submission of deliverables** by the selected contractor **be performed through their uploading in the EVAL Module**, an evaluation process management tool and repository of the European Commission. The selected contractor will receive access to online and offline guidance in order to operate with the module during the related Specific contract validity.

#### **5.2 Number of report copies**

Apart from their submission -preferably via the EVAL Module-, the approved version of the Final Report will be also provided in 6 paper copies and in electronic version at no extra cost.

#### **5.3 Formatting of reports**

All reports will be produced using Font Arial or Times New Roman minimum letter size 11 and 12 respectively, single spacing, double sided. They will be sent in Word and PDF formats.

### **6 MONITORING AND EVALUATION**

#### **6.1 Content of reporting**

The outputs must match quality standards. The text of the reports should be illustrated, as appropriate, with maps, graphs and tables; a map of the area(s) of Intervention is required (to be attached as Annex).

#### **6.2 Comments on the outputs**

For each report, the Evaluation Manager will send to the Contractor consolidated comments received from the Reference Group or the approval of the report within 6 calendar days. The revised reports addressing

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<sup>11</sup> As per art 16.4 a) of the General Conditions of the Framework Contract SIEA

the comments shall be submitted within 5 calendar days from the date of receipt of the comments. The evaluation team should provide a separate document explaining how and where comments have been integrated or the reason for not integrating certain comments, if this is the case.

#### **6.3 Assessment of the quality of the Final Report and of the Executive Summary**

The quality of the draft versions of the Final Report and of the Executive Summary will be assessed by the Evaluation Manager using the online Quality Assessment Grid (QAG) in the EVAL Module (text provided in Annex V). The Contractor is given – through the EVAL module - the possibility to comment on the assessments formulated by the Evaluation Manager. The QAG will then be reviewed following the submission of the final version of the Final Report and of the Executive Summary.

The compilation of the QAG will support/inform the compilation by the Evaluation Manager of the FWC SIEA's Specific Contract Performance Evaluation.

### **7 PRACTICAL INFORMATION**

Please address any request for clarification and other communication to the following address: [delegation-vietnam-cris-fwc-offers@eeas.europa.eu](mailto:delegation-vietnam-cris-fwc-offers@eeas.europa.eu)

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## ANNEXES TO TOR - PART A

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### ANNEX I: SPECIFIC TECHNICAL EVALUATION CRITERIA

#### SPECIFIC TECHNICAL EVALUATION CRITERIA

Request for Services n.SIEA 2018-5354

FWC SIEA 2018 – LOT 3- Human Rights, Democracy and Peace

EuropeAid/138778/DH/SER/multi

#### 1. TECHNICAL EVALUATION CRITERIA

The Contracting Authority selects the offer with the best value for money using an 80/20 weighting between technical quality and price<sup>12</sup>.

Technical quality is evaluated on the basis of the following grid:

Criteria	Maximum
<b>Total score for Organisation and Methodology</b>	<b>40</b>
• Understanding of ToR and the aim of the services to be provided	5
• Overall methodological approach, quality control approach, appropriate mix of tools and estimate of difficulties and challenges	25
• Technical added value, backstopping and role of the involved members of the consortium	5
• Organisation of tasks including timetable	5
<b>Score for the expertise of the proposed team</b>	<b>60</b>
<b>OVERALL TOTAL SCORE</b>	<b>100</b>

#### 2. TECHNICAL THRESHOLD

Any offer falling short of the technical threshold of 75 out of 100 points, is automatically rejected.

#### 3. INTERVIEWS DURING THE EVALUATION OF THE OFFERS

During the evaluation process of the offers received the Contracting Authority reserves the right to interview by phone one or several members of the proposed evaluation teams.

Phone interviews will be tentatively carried out during the period from **18/08/2021 to 25/08/2021**

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<sup>12</sup> For more details about the 80/20 rule, please see the PRAg, chapter 3.3.10.5 - [https://ec.europa.eu/europeaid/funding/about-funding-and-procedures/procedures-and-practical-guide-prag\\_en](https://ec.europa.eu/europeaid/funding/about-funding-and-procedures/procedures-and-practical-guide-prag_en)

## **ANNEX II: INFORMATION THAT WILL BE PROVIDED TO THE EVALUATION TEAM**

- Multiannual Indicative Programme for Viet Nam; MIP 2014-2020
- Mid Term Evaluation of the MIP
- Strategy for the Development and Improvement of Viet Nam's Legal System to 2010 with a Vision to 2020 (Resolution No.48/2005) –
- LSDS- and the Judicial Reform Strategy for the Period until 2020 Resolution No.49/2005)- LRS.
- Country Strategy Paper for Vietnam and Indicative Programmes (and equivalent) for the periods covered
- EU JULE feasibility / formulation studies
- EU JULE financing agreement and addenda
- Contracts with UNDP and Oxfam and addenda
- EU JULE annual reports from Pagoda and JIFF component
- Studies produced by both components
- Relevant documentation from National/Local partners and other donors
- Guidance for Gender sensitive evaluations
- Calendar and minutes of all the meeting of the Steering Committee of the Intervention(s)
- Any other relevant document

**Note:** The evaluation team has to identify and obtain any other document worth analysing, through independent research and during interviews with relevant informed parties and stakeholders of the intervention.

### **ANNEX III: STRUCTURE OF THE FINAL REPORT AND OF THE EXECUTIVE SUMMARY**

The contractor will deliver – **preferably through their uploading in the EVAL Module - two distinct documents:** the **Final Report** and the **Executive Summary**. They must be consistent, concise and clear and free of linguistic errors both in the original version and in their translation – if foreseen.

The Final Report should not be longer than the number of pages indicated in Chapter 6. Additional information on the overall context of the Intervention, description of methodology and analysis of findings should be reported in an Annex to the main text.

The presentation must be properly spaced and the use of clear graphs, tables and short paragraphs is strongly recommended.

The cover page of the Final Report shall carry the following text:

*"This evaluation is supported and guided by the European Commission and presented by [name of consulting firm]. The report does not necessarily reflect the views and opinions of the European Commission".*

#### **Executive Summary**

A short, tightly-drafted, to-the-point and free-standing Executive Summary. It should focus on the key purpose or issues of the evaluation, outline the main analytical points, and clearly indicate the main conclusions, lessons to be learned and specific recommendations. It is to be prepared by using the specific format foreseen in the EVAL Module.

The main sections of the evaluation report shall be as follows:

#### **1. Introduction**

A description of the Intervention, of the relevant country/region/sector background and of the evaluation, providing the reader with sufficient methodological explanations to gauge the credibility of the conclusions and to acknowledge limitations or weaknesses, where relevant.

#### **2. Answered questions / Findings**

A chapter presenting the answers to the Evaluation Questions, supported by evidence and reasoning.

#### **3. Overall assessment (*optional*)**

A chapter synthesising all answers to Evaluation Questions into an overall assessment of the Intervention. The detailed structure of the overall assessment should be refined during the evaluation process. The relevant chapter has to articulate all the findings, conclusions and lessons in a way that reflects their importance and facilitates the reading. The structure should not follow the Evaluation Questions, the logical framework or the evaluation criteria.

#### **4. Conclusions and Recommendations**

<b>4.3 Lessons learnt</b>	Lessons learnt generalise findings and translate past experience into relevant knowledge that should support decision making, improve performance and promote the achievement of better results. Ideally, they should support the work of both the relevant European and partner institutions.
<b>4.1 Conclusions</b>	This chapter contains the conclusions of the evaluation, organised per evaluation criterion.  In order to allow better communication of the evaluation messages that are addressed to the Commission, a table organising the conclusions by order of importance can be presented, or a paragraph or sub-chapter emphasizing the 3 or 4 major conclusions organised by order of importance, while avoiding being repetitive.
<b>4.2 Recommendations</b>	They are intended to improve or reform the Intervention in the framework of the cycle under way, or to prepare the design of a new Intervention for the next cycle.  Recommendations must be clustered and prioritised, and carefully targeted to the appropriate audiences at all levels, especially within the Commission structure.
<b>5. Annexes to the report</b>	The report should include the following annexes: <ul style="list-style-type: none"> <li>• The Terms of Reference of the evaluation</li> <li>• The names of the evaluators (CVs can be shown, but summarised and limited to one page per person)</li> <li>• Detailed evaluation methodology including: options taken, difficulties encountered and limitations; detail of tools and analyses.</li> <li>• Evaluation Matrix</li> <li>• Intervention logic / Logical Framework matrices (planned/real and improved/updated)</li> <li>• Relevant geographic map(s) where the Intervention took place</li> <li>• List of persons/organisations consulted</li> <li>• Literature and documentation consulted</li> <li>• Other technical annexes (e.g. statistical analyses, tables of contents and figures, matrix of evidence, databases) as relevant</li> <li>• Detailed answer to the Evaluation Questions, judgement criteria and indicators</li> </ul>

#### **ANNEX IV: PLANNING SCHEDULE**

This annex must be included by Framework Contractors in their Specific Contract Organisation and Methodology and forms an integral part of it. Framework Contractors can add as many rows and columns as needed.

The phases of the evaluation shall reflect those indicated in the present Terms of Reference.

		Indicative Duration in working days <sup>13</sup>		
Activity	Location	Team Leader	Evaluator ...	Indicative Dates
<b>Inception phase: total days</b>				
•				
•				
<b>Desk phase: total days</b>				
•				
•				
<b>Field phase: total days</b>				
•				
•				
<b>Synthesis phase: total days</b>				
•				
•				
<b>Dissemination phase: total days</b>				
•				
•				
<b>TOTAL working days (maximum)</b>				

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<sup>13</sup> Add one column per each evaluator

#### ANNEX V: QUALITY ASSESSMENT GRID

The quality of the Final Report will be assessed by the Evaluation Manager (since the submission of the draft Report and Executive Summary) using the following quality assessment grid, which is included in the EVAL Module; the grid will be shared with the evaluation team, which will have the possibility to include their comments.

Intervention (Project/Programme) evaluation – Quality Assessment Grid Final Report		
Evaluation data		
Evaluation title		
Evaluation managed by		Type of evaluation
Ref. of the evaluation contract		EVAL ref.
Evaluation budget		
EUD/Unit in charge		Evaluation Manager
Evaluation dates	Start:	End:
Date of draft final report		Date of Response of the Services
Comments		
Project data		
Main project evaluated		
CRIS/OPSYs # of evaluated		
DAC Sector		
Contractor's details		
Evaluation Team Leader		Evaluation Contractor
Evaluation expert(s)		

#### Legend: scores and their meaning

Very satisfactory: criterion entirely fulfilled in a clear and appropriate way

Satisfactory: criterion fulfilled

Unsatisfactory: criterion partly fulfilled

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Very unsatisfactory: criterion mostly not fulfilled or absent

The evaluation report is assessed as follows		
<b>1. Clarity of the report</b>		
This criterion analyses the extent to which both the Executive Summary and the Final Report:		
<ul style="list-style-type: none"> <li>• Are easily readable, understandable and accessible to the relevant target readers</li> <li>• Highlight the key messages</li> <li>• The length of the various chapters and annexes of the Report are well balanced</li> <li>• Contain relevant graphs, tables and charts facilitating understanding</li> <li>• Contain a list of acronyms (only the Report)</li> <li>• Avoid unnecessary duplications</li> <li>• Have been language checked for unclear formulations, misspelling and grammar errors</li> <li>• The Executive Summary is an appropriate summary of the full report and is a free-standing document</li> </ul>		(i)
Strengths	Weaknesses	Score
Contractor's comments	Contractor's comments	
<b>2. Reliability of data and robustness of evidence</b>		
This criterion analyses the extent to which:		
<ul style="list-style-type: none"> <li>• Data/evidence was gathered as defined in the methodology</li> <li>• The report considers, when relevant, evidence from EU and/or other partners' relevant studies, monitoring reports and/or evaluations</li> <li>• The report contains a clear description of the limitations of the evidence, the risks of bias and the mitigating measures</li> </ul>		(i)
Strengths	Weaknesses	Score
Contractor's comments	Contractor's comments	

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<b>3. Validity of Findings</b>		
This criterion analyses the extent to which:		
<ul style="list-style-type: none"> <li>• Findings derive from the evidence gathered</li> <li>• Findings address all selected evaluation criteria</li> <li>• Findings result from an appropriate triangulation of different, clearly identified sources</li> <li>• When assessing the effect of the EU intervention, the findings describe and explain the most relevant cause/effect links between outputs, outcomes and impacts</li> <li>• The analysis of evidence is comprehensive and takes into consideration contextual and external factors</li> </ul>		
Strengths	Weaknesses	Score
Contractor's comments	Contractor's comments	
<b>4. Validity of conclusions</b>		
This criterion analyses the extent to which:		
<ul style="list-style-type: none"> <li>• Conclusions are logically linked to the findings, and go beyond them to provide a comprehensive analysis</li> <li>• Conclusions appropriately address the selected evaluation criteria and all the evaluation questions, including the relevant cross-cutting dimensions</li> <li>• Conclusions take into consideration the various stakeholder groups of the evaluation</li> <li>• Conclusions are coherent and balanced (i.e. they present a credible picture of both strengths and weaknesses), and are free of personal or partisan considerations</li> <li>• (If relevant) whether the report indicates when there are not sufficient findings to conclude on specific issues</li> </ul>		
Strengths	Weaknesses	Score
Contractor's comments	Contractor's comments	

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<b>5. Usefulness of recommendations</b>		
This criterion analyses the extent to which the recommendations:		
Strengths	Weaknesses	Score
Contractor's comments	Contractor's comments	
<b>6. Appropriateness of lessons learnt analysis (if requested by the ToR or included by the evaluators)</b>		
This criterion is to be assessed only when requested by the ToR or included by evaluators and is not to be scored. It analyses the extent to which:		
<ul style="list-style-type: none"> <li>• Lessons are identified</li> <li>• When relevant, they are generalised in terms of wider relevance for the institution(s)</li> </ul>		
Strengths	Weaknesses	
Contractor's comments	Contractor's comments	
Final comments on the overall quality of the report		Overall score

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#### ANNEX VI: LOGICAL FRAMEWORK MATRIX (LOGFRAME) OF THE EVALUATED ACTION(S)

##### Logframe for PAGoDA component

#	Results	Indicators	Baseline (2017)	Target	Means of verification
1	Result 1: <i>Increased public awareness and understanding of rights and how to invoke those rights</i>	(a) Number of communes/wards which qualify/meet the criteria in Decision 619/QD-TTg dated 8 May 2017, including on legal dissemination  (b) Number of legal communicators and disseminators who have accessed the training programme under EU JULE  (c) Number of women who receive gender-sensitive information on protection against GBV under EU JULE  (d) Number of children who receive child-sensitive information on the protection of their rights under EU JULE	(a): NA (data available from 2018)  (b): 0 (The training programme is developed in 2020. The first training activity starts in 2021)  (c): 0 (The information on protection against GBV is developed in 2020, available in 2021)  (d): 0 (the information on protection of children rights is developed in 2020, available in 2021)	(a) 2018: 60% 2019: 70% 2020: 75% 2021: 80% 2022: 85%  (b) 2020: 0 2021: 200 2022: 1,000  (c) 2021: 30,000 2022: 60,000  (d) 2021: 50,000 2022: 100,000	a) Estimated figure in January; Official data available in May MOV: MOJ reports  b) Project Report; MOJ Department of Legal Dissemination and Education report  c) Project Report; MOJ Department of Legal Dissemination and Education report  d) Project Report; VLA, MOJ Department of Legal Dissemination and Education report

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2	Result 2: Increased access to legal advice, assistance and representation in both civil and criminal matters	(a) Number of cases in which legal aid representation is provided  (b) Number of legal aid providers who receive training under EU JULE  (c) Number of mediators who receive training under EU JULE  (d) Number of Family and Juvenile judges that have been trained and certified in dealing with children in contact with the justice system  (e) Number of child justice training programmes institutionalized by relevant justice professional academies/universities	(a): Official data not available  (b): 0 (The training programme is developed in 2020. The first training activity starts in 2021)  (c): 0 (The training programme is developed in 2020. The first training activity starts in 2021)  (d): 0 (The training programme is developed in 2019. The first training activity starts in 2020)  (e): 0	(a): 2018: 18,000 2019: 20,000 2020: 22,000 2021: 24,000 2022: 25,000  (b): 2021: 120 2022: 350  (c) 2021: 100 2022: 300  (d) 2020: 60 2021: 150 2022: 240  (e): 2020: 1 2021: 2 2022: 3	(a) Estimated figure in January; Official data available in May MOV: MOJ reports  (b) Project report  (c) Project report  (d) Court Academy's Report  (e) Project report
3	Result 3: Improved enabling legislative and regulatory framework for legal empowerment and access to justice	(a) Number of new legal documents and policies adopted for improved legal empowerment and access to justice	(a): NA	(a): 2018: 0 2019: 2 2020: 3 2021: 5 2022: 7	(a) Official Gazette; Data published on <a href="http://duthaonline.quochoi.vn">duthaonline.quochoi.vn</a> and other publicly accessible channels

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		(b) Number of laws/regulations reviewed for better implementation, supported by EU JULE  (c) Number of legal studies produced by EU JULE  (d) Existence of indicators on children in contact with law and children involved in family law cases integrated in the reporting systems of the Supreme People's Court and Procuracy	(b): 0  (c): 0  (d) No	(b) 2018: 1 2019: 2 2020: 3 2021: 5 2022: 7  (c) 2018: 1 2019: 2 2020: 4 2021: 6 2022: 8  (d) 2022: Available	(b) Project report; Media coverage; reports of relevant agencies  (c) Project Report  (d) SPC's and SPP's report
4	Result 4: Enhanced integrity and transparency in the justice sector	(a) Number of codes of conducts and relevant regulations developed and/or reviewed  (b) Number of precedents promulgated	(a): 0  (b): 16  (c): 0	(a): 2018: 0 2019: 0 2020: 1 2021: 2 2022: 3  (b) 2018: 20 2019: 25 2020: 30 2021: 35 2022: 40  (c) 2018: 0 2019: 200	(a) Reports of relevant state agencies  (b) Data published on <a href="http://anle.toaan.gov.vn">anle.toaan.gov.vn</a>

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		(c) Number of judicial officers trained on enhanced integrity and transparency in the justice sector under EU JULE  (d) Precedent proposals reviewed and publicly consulted under EU JULE  (e) Number of tools (including survey and statistical analysis) contributing to the measurement of the performance of the justice sector under EU JULE	(d): 0  (e): 0	2020: 250 2021: 300 2022: 500  (d) 2018: 0 2019: 8 2020: 15 2021: 20 2022: 25  (e): 2018: 0 2019: 0 2020: 1 2021: 2 2022: 3	(c) SPC, VBF's reports; Project reports; Media coverage  (d) SPC's activity reports; Project Reports; Media coverage  (e) Project Report
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#### Logframe matrix for JIFF component (Revised July 2020)

The logframe matrix should evolve during the project lifetime: new lines can be added for listing new activities as well as new columns for intermediary targets (milestones) when it is relevant and values will be regularly updated in the column foreseen for reporting purpose (see "current value").

	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
Overall objective (Goal)	To strengthen the rule of law through a more reliable, trusted and better accessed justice system.	(a) Score for 'no improper government influence' (b) Score for 'Judicial independence, fairness, and citizen access to justice' (c) Rule of Law index factors scores for civil justice and criminal justice	To be set at EU JULE program level		To be set at EU JULE program level	(a) Rule of Law Index (b) Global Integrity Index (c) World Justice Project	Low risk of reversal of the fundamental principles of the Judicial Reform Strategy. Assumption of continued political and economic stability.
Specific objective (Impact)	To increase access to justice for vulnerable groups particularly women, children, ethnic minorities, and poor people.	(a) Aggregate indicator on accessibility of the justice system (b) Increase in rankings of JIFF focus provinces on justice and public administration indices (c) % of people from vulnerable groups in JIFF focus provinces who believe they can get justice if they have a grievance (disaggregated by sex, ethnicity, and income level) (d) Evidence of thematic and geographic linkage between JIFF and UN/PAGoDA activities in each objective area.	(a) PAPI National (2017) baseline = 36.56 (b) Provincial PAPI (2017) for each of the focus province (Hanoi – 34.64; Hoa Binh – 37.27; Nghe An – 35.37; Quang		(a) Increase 40% to 51.18 at the PAPI 2022 report (b) Increasing score of all PAPI provinces by 40% (Hanoi – 48.5; Hoa Binh – 52.2; Nghe An – 49.5; Quang Binh – 55; Ho Chi Minh city –	(a) PAPI reports (b) PAPI reports (c) Annual provincial law access index (d) JIFF and PAGoDA reports; final evaluation.	Commitment by Government maintained to give effect to rights enumerated in the Constitution. Positive working relationships between the JIFF and UN/PAGoDA components of JULE.

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
			Binh – 39.53; Ho Chi Minh city – 35.88; and Dong Thap – 37.33) (c) Provincial law access index 2017 for each of the focus province. (Dong Thap: 92.36%; Hanoi: 73.29%; HCM City: 94.04%; Hoa Binh: 10.48%; Nghe An: 36.67%; Quang Binh: 79.87%) (d) 0		50.2; and Dong Thap – 52.2) (c) Evidence show increasing score of all Provincial law access index. (d) Evidence of linkage in all 4 result areas and at least 2 priority topics.		PAGoDA component delivers expected results from supply side interventions.
Results (Outcomes)	1. Increased public awareness and understanding of legal rights and how to invoke these rights.	(a) # of people in JIFF focus provinces whose rights awareness increases after grantee activities(disaggregated by sex, ethnicity, age, and income level) (b) Increase in rankings of JIFF focus provinces on awareness of fundamental rights	(a) Inception study on selected focus provinces. (b) Provincial PAPI (2017) for each of the focus province		(a) Est. 54,000 people (18 grants in this result area * 3,000 pp/grant); min. 50% female, 40% ethnic	(a) JIFF online monitoring & evaluation system.	Sufficient good quality proposals from CSOs focusing on rights awareness, covering all targeted provinces.

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
					minority, 50% under 30, 50% poor or near-poor (b) Evidence show increasing score of all PAPI provinces	(b) PAPI report 2022	Information can be presented in major written and spoken ethnic minority languages in JIFF focus provinces.
	2. Increased access to legal advice, assistance and representation in administrative, civil, and criminal matters.	(a) # of people in JIFF focus provinces who benefit from access to legal advice or assistance from JIFF grantees (disaggregated by sex, ethnicity, age, and income level) (b) # of disputes resolved or mediated by JIFF grantees (c) # of court cases representing vulnerable people contributed to by JIFF grantees	(a) 0 (b) 0 (c) 0		(a) Est. 32,000 people (32 grants in this result area * 1,000 pp/grant); 50% female, 40% ethnic minority, 50% under 30, 50% poor (b) Est. 80 (4 grants on this topic * 20 disputes/grant) (c) Est. 20 (4 grants on this topic * 5 cases/grant)	(a) JIFF online monitoring & evaluation system. (b) JIFF online monitoring & evaluation system. (c) JIFF online monitoring & evaluation system.	JIFF grant proposals from CSOs are accepted on areas including dispute resolution and court representation. CSOs are qualified to engage in issues of legal advice, assistance and representation.

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
	3. Improved enabling environment and regulatory framework for legal empowerment and access to justice.	(a) # of positive changes in laws and regulations that can be attributed to JIFF grantees' advocacy activities on priority topics.  (b) Quality of laws/ regulations in terms of practically facilitating access to justice and legal empowerment.	(a) 0  (b) No data		(a) 4 (Law and policies for 4 priority topics)  (b) Documented positive contributions.	(a) Official Gazette.  (b) Independent assessment commissioned by EU.	Laws and regulations selected for advocacy are kept on the National Assembly and ministries' agendas.  Law and policy development processes are open for public participation and consultation.
	4. Enhanced integrity, transparency and accountability in the justice sector.	(b) # of articles/reports/ research produced contributing to enhanced integrity, transparency and accountability in the justice sector.	(b) 0		(b) Est. 110 media articles (20/year) + 10 reports (5 research grants * 2 reports/grant)	(b) JIFF progress reports.	Articles/reports/ research can be distributed in the justice sector and to the general public.  Implementation of Law on Access to Information contributes to increased transparency.

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
Sub-results (Outputs)	Sub-Result 1: Civil society organizations and networks in northern, central, and southern Vietnam complete 64 JIFF grants on priority topics related to 4 Results.	(a) # of grants made on raising awareness among vulnerable groups, including women, children, ethnic minorities, and poor people  (b) # of grants made to provide legal advice, assistance and representation for vulnerable groups in administrative, civil and criminal matters  (c) # of grants made to constructively engage with policy makers on issues pertaining to legal empowerment and access to justice based on demand driven research.  (d) # of grants made to civil society actors (media, CSOs and academics) to research and report on corruption and malpractice in the justice sector, and to enhance integrity and transparency in the justice sector.	(a) 0  (b) 0  (c) 0  (d) 0		Minimum 5% of total grants (cumulative) are made in each result area.  Minimum 20% of total grants (cumulative) are made in each of 3 geographical regions.	JIFF progress reports.	All grants contribute to one or more of JIFF priority topics related to the 4 Results.  Priority topics and focus provinces are selected in the inception phase.  Priority topics link to activities of PAGoDA component.
	Sub-Result 2: A minimum of 48 civil society organizations and networks in 6 focus provinces deliver better	(a) # of CSO staff/members who complete pre-grant awareness raising and capacity development activities (disaggregated by sex, ethnicity, and region)	(a) 0  (b) 0  (c) 0  (d) 0		(a) 480 people (48 CSOs * 10 staff or members/CSO); 50% female; 25% ethnic minority; min.	(a) JIFF project reports  (b) Grantee narrative reports	PAGoDA activities complement JIFF's awareness raising and capacity development for CSOs.

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
	quality legal services, undertake more effective, evidence based advocacy and become more effective organizations.	(b) % of JIFF grantees who complete capacity development plans and report improvements in their technical and organizational capacity as a result of JIFF coaching and support  (c) % of JIFF grants that achieve their set objectives and targets  (d) % of grantees meeting JIFF financial management, accounting and reporting requirements.			30% in each region  (b) 80%  (c) 90%  (d) 90%	(c) JIFF online monitoring & evaluation system  (d) Grantee financial and narrative reports	
	Sub-Result 3: Networking and collaboration among at least 50 CSOs and policy makers facilitates evidence-based dialogue on JIFF priority topics and increases transparency and accountability in the justice sector.	(a) Number, type and location of CSOs participating in national platform activities.  (b) # of national dialogues held between CSOs and policy makers that generate specific follow-up plans.  (c) # of people participating in policy dialogues (from CSOs and government, disaggregated by sex, ethnicity, and region)	(a) 0  (b) 0  (c) 0		(a) Est. 15 CSOs (5/region) representing JIFF grantees  (b) 4 (1 dialogues/year)  (c) Est. 50 pp/dialogue (40% from govt, 40% female, 20% ethnic minority, min. 25% per region)	JIFF progress reports; grantee narrative reports	National platform and policy dialogue activities contribute to JIFF priority topics related to the 4 Results.  National platform and policy dialogue activities supported by evidence-based research by JIFF grantees.  Outcomes of national dialogues are communicated

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
							within justice sector and in media/online.
Activities for inception phase	0.1. Select provinces for program implementation 0.2. Consultation visits and assessments of justice priorities in selected provinces 0.3. Initial coordination meeting with PAGoDA team and government counterparts 0.4. Select priority topics (related to 4 results) that program will focus on during implementation 0.5. Setting up grant committee 0.6. Setting up the program website and monitoring system 0.7. Develop guidelines and policies for grant-making and participatory monitoring 0.8. Develop guidelines and policies for contracting of technical assistance 0.9. Organize national launching workshop for the program 0.10. Submit inception report	<b>Means:</b>  - Personnel: Team leader, Global adviser on access to justice, CS capacity development adviser, Research and governance adviser, MEL specialist, Communication and Media specialist, Program finance officer, Program officer and Interns. Additional time of capacity development adviser, Research and governance adviser, and Communication and Media specialist budgeted for inception phase.  - Equipment: Laptop computers and other office supplies - Operational facilities: Trips, per diems, venues, office materials, local transport, services, equipment, participant expenses.  <b>Costs: 40,675.37 EUR</b>	External factors:  - Agreement between Secretariat, Steering committee, and MOJ on priority topics - Support from local authorities for implementation of JIFF grants in their provinces				
Activities for Sub-Result 1	1.1. Organize "roadshows" in each of 3 regions to introduce EU JULE JIFF and release the calls 1.2. Assessment of the proposals and announcing the awarded proposals	<b>Means:</b>  - Personnel: Team leader, Global adviser on access to justice, CS capacity development adviser, Research and governance adviser, MEL specialist, Communication and Media specialist, Program finance officer, Program officer and Interns	External factors:  - There is strong interest of CSOs in focus provinces to work on JIFF priority topics				

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
	1.3.– 1.6. Grantees implement awarded projects 1.7 Monitoring grantees on carrying out awarded projects 1.8. Semi-annual, narrative and financial reporting for each grant cycle 1.9. Financial management and accounting of basket fund	- Equipment: Laptop computers and other office supplies  - Operational facilities: Trips, per diems, venues, office materials, local transport, services, equipment, participant expenses  <b>Costs: 5,920,954.60 EUR</b>					
<b>Activities for Sub-Result 2</b>	2.1. Pre-grant training on justice sector and organizational development topics 2.2. Conduct grantee capacity assessments 2.3. Training on project and financial management, monitoring and evaluation, and use of ICT tools for all awarded grantees 2.4. Training on organisational sustainability and gender equality (for groups of similar grantees across regions) 2.5. Training on advocacy, campaigning, and media techniques 2.6. Training on legal aid for relevant grantees 2.7. Training on justice in civil and criminal issues for relevant grantees 2.8. Training on research on integrity, transparency and anti-corruption for civil society organisations 2.9. Tailored post-grant coaching for grantees	<b>Means:</b>  - Personnel: Team leader, Global adviser on access to justice, CS capacity development adviser, Research and governance adviser, MEL specialist, Communication and Media specialist, Program finance officer, Program officer and Interns  - Equipment: Laptop computers and other office supplies  - Operational facilities: Trips, per diems, venues, office materials, local transport, services, equipment, participant expenses  <b>Costs: 291,270.87 EUR</b>			<b>External factors:</b> - consultants		

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	Results chain	Indicators	Baseline (incl. reference year)	Current value Reference date	Targets (incl. reference year)	Sources and means of verification	Assumptions
<b>Activities for Sub-Result 3</b>	3.1. Establish and maintain provincial networks to work on justice issues 3.2. Establish national platform to work on justice issues 3.3. Facilitate national platform to work on justice issues 3.4. Training on networking and organisational development for national justice platform 3.5. Organize joint activities to share experiences on advocacy for civil society organisations 3.6. Carry out research and documentation on selected policy topics 3.7. Hold national policy dialogues on the selected topics 3.8. Semi-annual meetings with PAGoDA team and government partners to coordinate delivery of EU JULE results	<b>Means:</b>  - Personnel: Team leader, Global adviser on access to justice, CS capacity development adviser, Research and governance adviser, MEL specialist, Communication and Media specialist, Program finance officer, Program officer and Interns  - Equipment: Laptop computers and other office supplies  - Operational facilities: Trips, per diems, venues, office materials, local transport, services, equipment, participant expenses  <b>Costs: 202,505.68 EUR</b>			<b>External factors:</b>  - Support from provincial authorities for setting up provincial justice networks - Laws and regulations selected for advocacy are kept on the National Assembly and Ministries' agenda - Positive working relationships between the JIFF and UN/PAGoDA components of EU JULE.		

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## **ANNEX VII: THE EVALUATION CRITERIA**

The definition and the number of the DAC evaluation criteria has changed following the release (10 December 2019) of the document “Evaluation Criteria: Adapted Definitions and Principles for Use” (DCD/DAC(2019)58/FINAL).

The evaluators will ensure that their analysis will respect the new definitions of these criteria and their explanatory notes. Reference and guidance documents are being developed and can be found here: <https://www.oecd.org/dac/evaluation/daccriteriaforevaluatingdevelopmentassistance.htm>

Unless otherwise specified in the chapter 2.2.1, the evaluation will assess the Intervention using the six standard DAC evaluation criteria and the EU added value, which is a specific EU evaluation criterion. Their definitions are reported below:

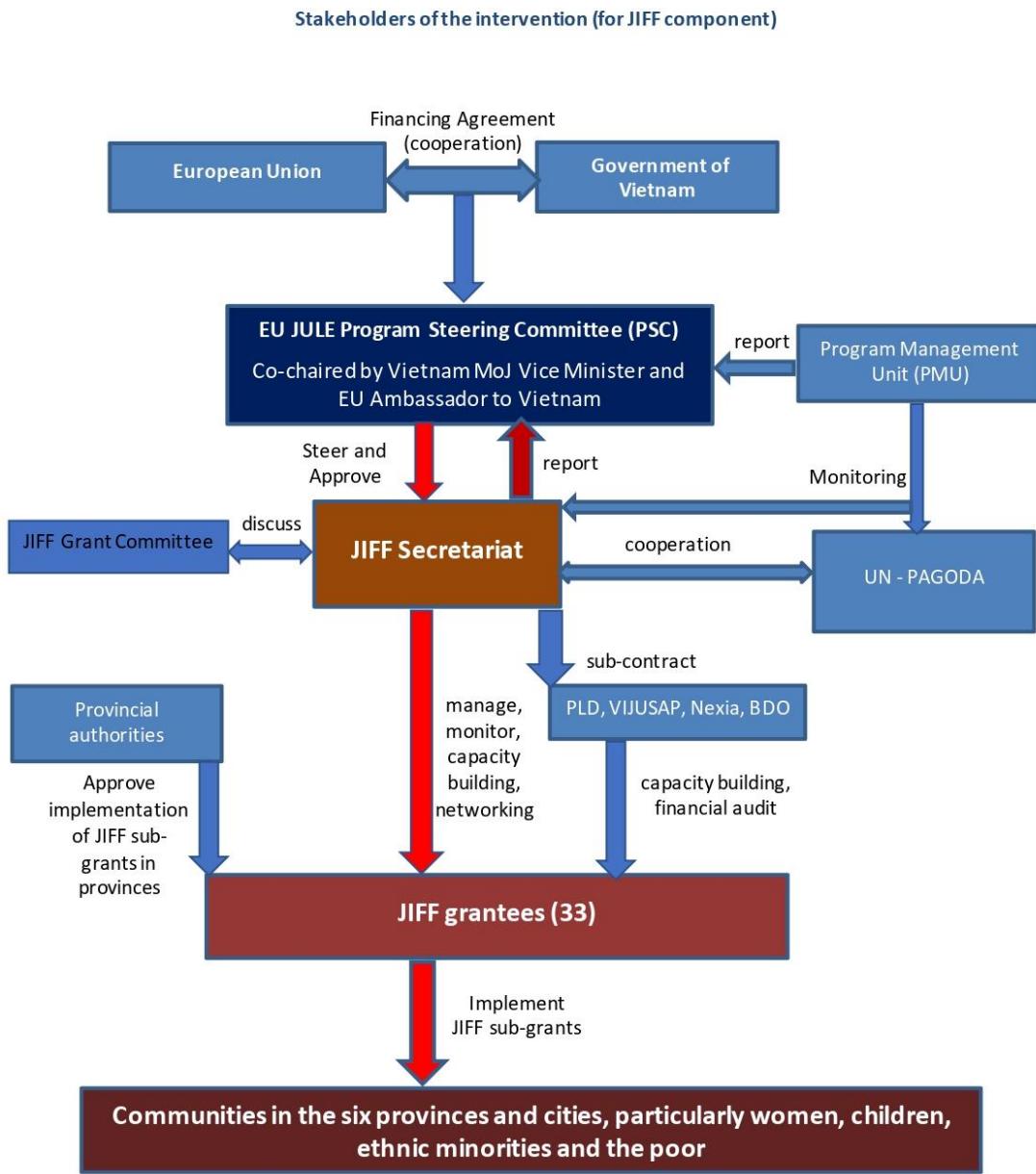
### **DAC CRITERIA**

- **Relevance:** the “extent to which the intervention objectives and design respond to beneficiaries’, global, country, and partner/institution needs, policies, and priorities, and continue to do so if circumstances change.”
- **Coherence:** the “compatibility of the intervention with other interventions in a country, sector or institution.”
- **Effectiveness:** the “extent to which the intervention achieved, or is expected to achieve, its objectives, and its results, including any differential results across groups.”
- **Efficiency:** the “extent to which the intervention delivers, or is likely to deliver, results in an economic and timely way.”
- **Impact:** the “extent to which the intervention has generated or is expected to generate significant positive or negative, intended or unintended, higher-level effects.”
- **Sustainability:** the “extent to which the net benefits of the intervention continue or are likely to continue.”

### **EU-SPECIFIC CRITERION**

- **EU added value:** the extent to which the Intervention brings additional benefits to what would have resulted from Member States' interventions only in the partner country. It directly stems from the principle of subsidiarity defined in the Article 5 of the Treaty on European Union (<https://www.europarl.europa.eu/factsheets/en/sheet/7/the-principle-of-subsidiarity>).

**ANNEX VIII: STAKEHOLDERS OF THE INTERVENTION (JIFF COMPONENT)**



## **TERMS OF REFERENCE – PART B**

### **BACKGROUND INFORMATION**

#### **1. Benefitting Zone**

Vietnam

#### **2. Contracting authority**

The European Union, represented by the European Commission, B-1049 Brussels, Belgium.

#### **3. Contract language**

English

### **LOCATION AND DURATION**

#### **4. Location**

- Expert 2: Legal and judicial reform specialist:**

- Normal place of posting of the specific assignment: Hanoi, Viet Nam
- Mission(s) outside the normal place of posting and duration(s): 1-2 missions within Viet Nam (around 5 days)

- # Team Leader- Senior Expert - Justice and Rule of Law :**

- Normal place of posting of the specific assignment: Hanoi, Viet Nam
- Mission(s) outside the normal place of posting and duration(s): 4-6 missions (total of around 12 days) within targeted provinces of Viet Nam

- Expert 3: Good Governance, human rights and civil society specialist :**

- Normal place of posting of the specific assignment: Hanoi
- Mission(s) outside the normal place of posting and duration(s): 4-6 missions (total of around 12 days) within targeted provinces of Viet Nam.

#### **5. Start date and period of implementation**

The indicative start date is 05/09/2021 and the period of implementation of the contract will be 91 days from this date (indicative end date: 05/12/2021).

### **REQUIREMENTS**

#### **6. Expertise**

For this assignment, one individual expert must be proposed for each position.

The expertise required for the implementation of the specific contract is detailed below.

• **Expert 2: Legal and judicial reform specialist:**

- General description of the position: The main responsibilities of the Expert 2 are:
  - Support the Team leader in the assignment , in particular related to the evaluation of Pagoda component
  - Fulfill tasks defined by and work under the supervision of the team leader including conducting interviews and undertake the necessary analytical work emanating from the scope of the assignment
  - be responsible for the communication related to evaluation of Pagoda component in particularly with relevant Government Institutions and other Vietnamese stakeholders.
- Expert category: Cat. II (>6 years of experience)
- Qualifications and skills required: At least a Master Degree in Political Science, Law or relevant, directly related discipline, or equivalent. Knowledge of Rights based approach. Knowledge of evaluation tools and methods
- General professional experience: Minimum 6 years of experience in the legal sector/ judicial reform/ Rule of law. Thorough knowledge and understanding of f Vietnam's Justice sector including legal, institutional, policy and regulatory frameworks and challenges
- Specific professional experience: Proven experience of project/programme management, formulation or/and evaluation of development cooperation projects in related field.
- Language skills: Excellent communication skills in English (reading / speaking / writing). Fluent in Vietnamese
- Number of working days: **20** days
- Additional information: In the context of pandemic situation, very strict entry restrictions and quarantines upon arrival are in place in Vietnam. The team members should be entitled to legally enter / or reside in Vietnam

• **# Team Leader- Senior Expert - Justice and Rule of Law :**

- General description of the position: The team leader shall lead the implementation of the assignment, be responsible for the overall management and coordination of all activities
- Expert category: Cat. I (>12 years of experience)
- Qualifications and skills required: • At least a Master Degree in Political Science, Law or relevant, directly related discipline, or equivalent; • Knowledge of international standards and methods regarding good governance and Rule of law • Knowledge of Rights based approach • Knowledge of evaluation tools and methods • Capacity to work in a team in a multicultural environment • Excellent interpersonal communication and reporting skills
- General professional experience: • Minimum 12 years of professional experience in international cooperation, project/programme management and implementation of activities at international level some of which should have been acquired in a developing country.

- Specific professional experience: • Specific experience in the area of developing and implementing legal/judicial reform, rule of law and access to justice programmes preferably in developing countries and/or in complex political environments
  - Language skills: • Excellent communication skills in English (reading / speaking / writing). Languages levels are defined for understanding, speaking and writing skills by the Common European Framework of Reference for Languages available at <https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr> and shall be demonstrated by certificates or by past relevant experience
  - Number of working days: **35** days
  - Additional information: Preferred required skills for this assignment: • Experience in leading missions for project evaluations and/or implementation. • Experience in support to civil society. • Knowledge of Vietnamese context would be an asset • Familiarity with EU cooperation would be an asset In the context of pandemic situation, very strict entry restrictions and quarantines upon arrival are in place in Vietnam. The team leader like other team members should be entitled to legally enter / or reside in Vietnam.
- **Expert 3: Good Governance, human rights and civil society specialist :**
- General description of the position: The main responsibilities of the Expert 3 are: • Support the Team leader in the assignment , in particular related to the evaluation of JIFF component • Fulfill tasks defined by and work under the supervision of the team leader including conducting interviews and undertake the necessary analytical work emanating from the scope of the assignment • be responsible for the communication related to evaluation of JIFF component
  - Expert category: Cat. II (>6 years of experience)
  - Qualifications and skills required: At least a Master Degree in Political Science, Law or relevant, directly related discipline, or equivalent. Proven experience of work with civil society organization in particular in the legal sector/access to justice. Knowledge of Rights based approach Knowledge of evaluation tools and methods
  - General professional experience: Minimum 6 years of experience in the legal sector in particular related to access to justice sector. Thorough knowledge and understanding of Vietnam's Justice sector and CSO environment.
  - Specific professional experience: Proven experience of project/programme management, formulation or/and evaluation of development cooperation projects in related field.
  - Language skills: Excellent communication skills in English (reading / speaking / writing). Fluent in Vietnamese
  - Number of working days: **20** days
  - Additional information: In the context of pandemic situation, very strict entry restrictions and quarantines upon arrival are in place in Vietnam. The team members should be entitled to legally enter / or reside in Vietnam

## **7. Incidental expenditure**

The provision for incidental expenditure covers ancillary and exceptional eligible expenditure incurred under this contract. It cannot be used for costs that should be covered by the contractor as part of its fee rates, as defined above. Its use covers:

The provision for incidental expenditure for this contract is EUR 20000. This amount must be included unchanged in the budget breakdown.

If applicable, see part A of the Terms of Reference for more details on the use of the incidental expenditure.

## **8. Lump sums**

No lump sums provided for in this contract.

## **9. Expenditure verification**

No expenditure verification report is required.

## **10. Other details**

No other details provided for in this contract.

# **REPORTS AND DELIVERABLES**

## **11. Reports and deliverables requirements**

Title	Content	Language	Submission timing or deadline
Inception and desk Note	<ul style="list-style-type: none"><li>• Intervention logic</li><li>• Stakeholder map</li><li>• Methodology for the evaluation, incl.:<ul style="list-style-type: none"><li>o Evaluation Matrix:</li><li>Evaluation Questions, with judgement criteria and indicators, and data analysis and collection methods</li><li>o Consultation strategy</li><li>o Field visit approach including the criteria to select the field visits</li><li>• Analysis of risks related to the evaluation methodology and mitigation measures</li><li>• Work plan</li><li>Preliminary answers to each Evaluation</li></ul></li></ul>	English	Within 6 Day(s) After the project start

<b>Title</b>	<b>Content</b>	<b>Language</b>	<b>Submission timing or deadline</b>
	Question, with indication of the limitations of the available information <ul style="list-style-type: none"> <li>• Data gaps to be addressed, issues still to be covered and hypotheses to be tested during the field visit Vietnamese version to be delivered 2 days later</li> </ul>		
Intermediary Note	<ul style="list-style-type: none"> <li>• Activities conducted during the field phase</li> <li>• Difficulties encountered during the field phase and mitigation measures adopted</li> <li>• Key preliminary findings (combining desk and field ones) Vietnamese version to be delivered 3 days later</li> </ul>	English	Within 35 Day(s) After the project start
Draft final report	Cf. detailed structure in Annex III Vietnamese version to be delivered 3 days later	English	Within 45 Day(s) After the project start
Draft Executive summary	Cf. detailed structure in Annex III vietnamese version to be delivered 2 days later	English	Within 45 Day(s) After the project start
Final report	<ul style="list-style-type: none"> <li>• Same specifications as of the Draft Final Report, incorporating any comments received from the concerned parties on the draft report that have been accepted Vietnamese version 3 days later</li> </ul>	English	Within 60 Day(s) After the project start
Executive Summary	– by using the EVAL online template	English	Within 65 Day(s) After the project start

<b>Title</b>	<b>Content</b>	<b>Language</b>	<b>Submission timing or deadline</b>
	Same specifications as for the Draft Executive Summary, incorporating any comments received from the concerned parties on the draft report that have been accepted Vietnamese version to be delivered 1 day later		

## **9.2 Best practices**

**JIFF's Lessons learned and good models for ensuring the effectiveness and sustainability of the initiatives that could be introduced in the next intervention with the grant scheme for the CSOs.**

**Model 1: Developing mechanisms for inter-sectoral coordination and making policy proposals at the provincial level to address gender-equality issues in Hoa Binh.**

### **Background**

The model “Developing mechanisms for inter-sectoral coordination and making policy proposals at the provincial level to address gender-equality issues” was implemented in the framework of Initiative 6 “Effective cooperation for the Right to legal advice and legal assistance of the poorest ethnic minority communities in Hoa Binh” implemented by RIC. The Initiative promotes the mechanism for inter-sectoral coordination and the making of policy proposals at the provincial level to address gender-equality issues, improves legal capacity for core groups in the community as well as provides the legal knowledge and legal assistance for people, particularly people of ethnic minorities (Muong, Thai, H’Mong).

### **Effective approach and intervention model:**

#### **a. Approaching project beneficiaries**

Having determined that the development of mechanisms for inter-sectoral coordination and the making of policy proposal at the provincial level to address gender-equality issues in Hoa Binh would require a Department to act as the focal point in the project area, RIC proposed this matter and then signed an agreement with Hoa Binh DOLISA. Through their functions, tasks, and activities, DOLISA played an important role in the promotion and development of the inter-sectoral mechanism for coordination with other departments, committees, and sectors in Hoa Binh to address cases of children affected by violence, abuse, and sexual abuse in the province.

In addition, RIC has also established community core groups in 10 villages comprised of excellent members of their community through voting. These core groups worked closely with the provincial core action group for the rights of women and children; and with officers of the Youth Union and teachers/officers of local community learning centres in the project areas to develop plans and contents for communication and dissemination of the law, and provision of legal assistance to people.

#### **b. Activities of the Provincial core action group for the rights of women and children**

After the agreement’s signing, RIC worked closely with DOLISA to establish the core action group for the rights of women and children, including relevant departments/committees/sectors in Hoa Binh, and ensure the effective operation of this group. Its achieved results are as follows:

- Establish the action group with 12 members from DOLISA, the Department of Justice, Department of Education and Training, Ethnic Minority Committee, provincial Women's Union, provincial Youth Union, provincial Red Cross, Legal Assistance Centre, provincial

Police, Bar Association, Lawyers Association, Legal Advice and Assistance Centre for the poor and people of ethnic minorities in Hoa Binh (per Decision 4449/QD-SLDTBXH dated 23 September 2019 of DOLISA). This group has the following functions and tasks: (i) studying and reviewing the current cooperation between agencies of the organizations, carrying out communication activities, disseminating and educating the law and providing legal assistance in Hoa Binh; (ii) participating in the development of joint action plans between government agencies, communities, and NGOs regarding communication and dissemination of legal knowledge, and provision of legal assistance for people in need and (iv) providing their inputs during the implementation of activities and events of the project.

- Reviewed the coordination between stakeholders and the development of joint action plans between government agencies, communities, and social organizations.
- Members of the core action group, after attending TOT courses, organized 8 training courses for grassroots officers and community core groups in the project areas, these training courses aimed to raise awareness of (i) the Law on Gender Equality, (ii) Law on Domestic Violence Prevention and Control, (iii) Law on Children, (iv) Law on Marriage and Family; and skills of conducting communication activities, providing legal advice, and promoting the mentioned laws. Through these training courses, the expertise in and skills of child protection and child care of commune judicial officers, legal assistance officers, the core community groups, officers from district offices of Labour, Invalids, and Social Affairs were improved.
- Workshops were organised on the development of action plans to apply the model in the state's programs currently implemented in Hoa Binh.
- Approved Decision 2728/QD-CTUBND on “the Procedures for supporting, intervening, and handling cases of children suffering from violence, abuse, and sexual abuse in Hoa Binh” on 09 November 2020.
- Developed and effectively implemented the community-based model on communication and legal assistance in pilot villages. This model was integrated by the Department of Culture, Sports and Tourism into the scheme “Strengthening communication work on maintaining family happiness and prevention and control of child abuse in the 2021-2025 period”.

#### **c. Diversification of communication activities**

The project implemented a diverse range of communication activities towards the community and target groups such as directly communicating the law to people, publishing leaflets, broadcasting news on TV and radio channels in the province, communicating via portals of organizations and social networks (Facebook). As a result, these activities have raised the legal awareness of 1,316 people (128.4 per cent of the initial target of 1,025 people).

#### **d. Cooperation with local authorities in building legal capacity and providing legal advice and assistance**

RIC worked closely with DOLISA, the Department of Justice, Department of Education and Training, Ethnic Minority Committee, provincial Women's Union, provincial Youth Union,

Red Cross, Legal Assistance Centre, provincial Police, Bar Association, Lawyers Association, Legal Advice and Assistance Centre providing services for the poor and people of ethnic minorities to implement project activities, focusing on the following 3 groups of activities: (i) improving knowledge and counselling skills for the core action group for the rights of women and children at the provincial level and the community core group; (ii) conducting communication activities on the law through the action group, and carrying out communication plans; and (iii) providing direct legal advice and assistance in communities.

### **Results:**

- The number of people receiving legal advice and assistance: 233/150 – 155.3 per cent of the original target;
- The project's overall result: The number of people accessing justice: 1,316, including 993 women, accounting for 75.5 per cent, and 1,206 people of ethnic minorities, accounting for 91.6 per cent.

### **Sustainability of the Initiative**

DOLISA and the Department of Culture, Sports and Tourism have integrated various activities into the provincial scheme “Strengthening communication on maintaining family happiness and prevention and control of child abuse in the 2021-2025 period” to ensure the effective prevention and control of violence and sexual abuse against children in Hoa Binh.

## **Model 2: “Family and law clubs”**

### **Background**

The “Family and law clubs” model was implemented in the framework of the initiative ***“Raising legal awareness and providing legal assistance for child marriage and near-familial marriage issues for women and adolescents of ethnic minorities in Tuyen Hoa and Minh Hoa districts of Quang Binh”*** undertaken by CIRD. The Initiative aimed at both raising awareness of the law and providing legal assistance for people, particularly people of ethnic minorities (Ma Lieng, Chut, Ruc, Bru Van Kieu, etc.) to help them clearly understand the harms of child marriage and near-familial marriage as well as laws regarding these issues, thus providing solutions to handle related violations.

### **Effective approach and intervention model**

#### **a. Approaching project beneficiaries**

To effectively implement the Initiative, CIRD identified two target groups of the project, including the group consisting of people from communities and villages, and the students' group, an at-risk population, from ethnic minority secondary boarding schools.

Regarding the former group, the Project contacted and worked with the Women's Union to approach them through the Union's network. As for students, the Project cooperated with the

District Offices of Education and schools to implement communication activities and disseminate legal knowledge.

**b. Family and law clubs**

In 5 project communes, CIRD established 5 Family and law clubs with core members including members of the Women's Union and village officers with a relatively balanced proportion between men and women. After receiving training on legal knowledge and skill of providing legal advice and assistance from Quang Binh Legal Assistance Centre, members of the clubs organized visits to families and communities to discuss relevant matters, including legal advice and support to prevent and handle cases of GBV, domestic violence, etc. The information obtained from such visits was then shared in meetings of the clubs before proposing to the provincial Legal Assistance Centre for organizing trips to provide mobile legal advice or providing legal advice via telephone regarding cases where in-depth advice is needed.

**c. Diversification of communication activities**

Diverse communication activities aiming at communities and target groups were carried out such as direct communication in the community, competitions on legal knowledge for secondary school students, the publication of panels and posters in villages, and other communication materials, organization of mock trials, and social network communication (Facebook). As a result, these activities have raised the legal awareness of 3,373 people (482 per cent of the initial target of 700 people).

**d. Cooperation with local authorities in building legal capacity and providing legal advice and assistance**

CIRD worked with Legal Assistance Centres of Quang Binh and Nghe An in the 2 following activities: (i) improving knowledge and counselling skills for members of Family and law clubs; and (ii) implementing visits to provide direct legal advice and assistance in communities, and provide legal advice via the Centre's hotline with support of Family and law clubs for connection. Furthermore, the Legal Assistance Centres also provided legal assistance during court hearings.

**Results:**

- The number of people receiving legal advice and assistance: 295/300 – 98 per cent of the original target;
- The number of cases represented and defended in court hearings: 13;
- The project's overall result: The number of people whose access to justice was improved: 3.668, in which people of ethnic minorities accounted for 90 per cent and women accounted for 70.5 per cent of the beneficiaries.

**Sustainability of the Initiative - model**

The “Family and law clubs” model continues to be operated and integrated into activities of the Women's Union in the project area and replicated in other districts and communes of Quang

Binh. Clubs also maintained their connection with the Legal Assistance Centre to refer and receive cases where in-depth legal advice is needed.

Quang Binh Legal Assistance Centre has integrated the project's activities into its general action programs regarding the provision of communication and legal advice for communities. Notably, the activities were incorporated in the province's programs/schemes on reducing child marriage and near-familial marriage among ethnic minorities, aiming towards gender equality in Quang Binh.

### **Model 3: “Network of social organizations in the community and cooperation with stakeholders”**

#### **Background**

The “**Network of social organizations in the community and cooperation with stakeholders**” model was implemented in the framework of the Project "A new page life - Project to promote the right to have birth certificates for children in Ho Chi Minh City" undertaken by MSD. The Initiative aims at raising awareness of target groups, families, communities, and society and promoting the implementation of the right to birth certificates of children with special circumstances in Ho Chi Minh City, particularly those who have not got or could not get their birth certificate registered due to various reasons, by mobilizing the support of many stakeholders, closely monitoring and assisting each specific case, raising awareness of communities, and facilitating policy advocacy.

#### **Effective approach and intervention model:**

##### **a. Approaching project beneficiaries**

Through social organizations in the community such as charitable organizations, safe houses, and orphanages, MSD reached out to children and families with special circumstances in HCMC such as migrant workers, informal workers, etc. whose children, or even themselves, have not had all basic personal documents such as birth certificates.

##### **b. Network of social organizations in the community – A new page life**

The project has established a network of social organizations in the community named “A new page life” with the participation of 12 social organizations, charitable organizations, safe houses and orphanages such as Hoa Mau Don, Y Tam, CEPORER Hoc Mon, etc. These organizations carried out communication activities and organized events such as “Children and Birth Certificate Day” in the community with legal advice and assistance provided by HCMC Legal Assistance Centre, Registry Office, and HCMC Department of Justice. Follow-up actions of A new page life project include reviewing procedures to obtain birth certificates and assisting families in project areas to complete such procedures. The Legal Assistance Centre, Registry Office, Department of Justice, and law firms provided support in information verification and supplementation, etc. of necessary documents for birth certificate issuance.

##### **c. The cooperation model involving various stakeholders**

With the operation of the network of social organizations in the community, the project engaged the participation and cooperation of government agencies such as the Legal Assistance Centre and District Offices of Justice to provide legal advice and assistance to cases applying for birth certificates. NGOs including law firms were also called for participation and cooperation because government agencies, due to limited resources, cannot participate in more cases spanning different localities of the city.

#### **d. Diversification of communication activities**

The project implemented a variety of communication activities towards communities and target groups in project areas such as the communication day event, etc. Communication also aimed at the society to raise awareness and attention of, and support for the target groups via social networks – the fan page of A new page life - and events participated by celebrities with familiar circumstances to inspire the society and motivate children and families to live a better life in the future.

#### **Sustainability of the Initiative - model**

Through its network of social organizations in the community – “A new page life” continues to accompany activities of the project as it is the purpose of the organizations to benefit their target groups. For the mentioned cooperation fields, the city Legal Assistance Centre, the Registry Office of the Department of Justice, and lawyers commit to working with the network to support the issuance of birth certificates and other personal documents for children and adults with special circumstances.

### **Model 4: The “Peer counselling” model**

#### **Background**

The “Peer counselling” model was carried out within the framework of the “*Strengthening capacity to respond to gender-based violence against women and girls with disabilities in Nghe An province*” Initiative undertaken by Action to the Community Development Center (ACDC). The Initiative aims to minimize GBV against women and girls with disabilities in Nghe An (Thanh Chuong, Thai Hoa districts, and Vinh City to be specific) through awareness-raising, knowledge- and skill-enhancing activities, thus strengthening the capacity of women and girls with disabilities, as well as their families and the community in responding to GBV, and also through increasing the provision of legal advice and support for women and girls with disabilities.

#### **Effective approach and intervention model:**

To approach the project beneficiaries who are women and girls with disabilities in the project area, ACDC cooperated with Nghe An Association of People with Disabilities to implement interventions under the project through the Association’s network to reach out to community groups of villages and hamlets.

#### **a. Diversification of communication activities**

During the project implementation, a diverse range of communication activities was carried out to reach the community and target beneficiaries (women and girls with disabilities and their families), which included training in legal knowledge and prevention skill; communication of events participated by representatives of bodies responsible for policy making, implementation, and monitoring, people with disabilities, their families, and media agencies. These events were broadcasted on provincial television channels for greater outreach to not only people in the project areas but also in the whole province. Moreover, the project published the “Skills of Preventing Gender-based Violence against Women and Girls with Disabilities - Needed Information”, a handbook that aims at enabling women and girls with disabilities and their families to self-learn and enhance their skills of preventing GBV.

**b. Development of core groups - peer counselling groups**

Compared to other vulnerable groups, women and girls with disabilities are typically more disadvantaged. Most of them cannot lead an independent life and have to rely on support from their family members or society. As a result, when discrimination or even violence happens, they tend to hide the incident and hesitate to share about it or refuse to ask for help. They also have few opportunities for social interaction and self-development (in terms of knowledge and skills). To tackle these problems, the Project established four core groups comprised of enthusiastic members of the Association of People with Disabilities, who had received adequate training in approaching and counselling people with disabilities. They offered peer counselling sessions for women and girls with disabilities and their families, shared and provided counselling on issues in life, including initial legal advice on matters of beneficiaries' interests and concerns. On that basis, the core groups reviewed the demand for legal advice then referred women and girls with disabilities to higher-level service providers for specialized support.

**c. Cooperation with local functional authorities in providing legal advice and assistance**

ACDC's Legal Advice Department cooperated with Nghe An Legal Assistance Centre in providing direct legal advice and assistance to the community with many activities carried out such as organizing trips to deliver outreach legal counselling services, providing advice via phone, hotlines, and other mobile applications like Zalo, etc. Such legal advice and assistance were provided based on the review of the community's demand for assistance conducted by core groups and through direct communication between ACDC and the local authority.

**Sustainability of the Initiative - model**

The activities carried out by core groups - peer counselling groups are among many activities conducted within the network of the Nghe An Association of People with Disabilities to better support people with disabilities in general and women and girls with disabilities especially - the project's beneficiaries - in particular, so that they can, together with the community and the society, take part in activities, especially the GBV prevention.

ACDC's Legal Advice Department and Nghe An Legal Assistance Centre continued their provision of legal advice and assistance. Notably, through this project, the Legal Assistance Centre has gained a deeper understanding of people with disabilities and the skills needed to work with special target groups, as well as closely cooperating with Nghe An Association of People with Disabilities in providing legal advice. Two local organizations agreed on the development of a cooperation plan for organizing field trips for communication purposes, providing advice on issues regarding people with disabilities, including gender equality.

### **Model 5: The “Public-private partnership and network of legal advice providers in the community” model**

#### **Background**

The “**Public-private partnership and network of legal advice providers in the community**” model was carried out within the framework of the: “*Facilitating justice access to marriage and family, gender equality and prevention of domestic violence issues for poor communities and ethnic minorities in Quang Binh*” Initiative, undertaken by the Rural Development and Poverty Reduction (RDPR) Fund. The Initiative aims to tackle issues related to women’s rights and gender equality for the ethnic population in two areas namely Quang Ninh and Le Thuy districts of Quang Binh province, where ethnic minority men and women have a limited understanding of women’s rights and gender equality supported by the law, thus causing the occurrence of child marriage, near-familial marriage, and GBV; also to improve the judicial system at the grassroots level, which has failed to effectively implement the Law on Legal Aid.

#### **Effective approach and intervention model:**

##### **a. Network of legal advice providers in the community**

With an aim to approach and rigorously support the beneficiaries of the project, RDPR cooperated with the commune authorities and local WUs to create and operate five networks of legal advice providers with core members being commune-level legal officers and WU officers with legal expertise. They conducted communication activities to disseminate the laws in the community and provided legal advice to each beneficiary’s particular case. RDPR also worked with Quang Binh Legal Assistance Centre and Ho Ly Hai Law Office to conduct outreach legal assistance services. Within the framework of the project, legal advice providers received training in communication skills and methods, as well as working and counselling skills to ensure the quality and effectiveness of communication and counselling activities.

##### **b. Public-private partnership in providing legal advice and assistance**

RDPR cooperated with State functional authorities, including Quang Binh Legal Assistance Centre and Ho Ly Hai Law Office, to deliver outreach legal assistance services in communes and provide legal advice and assistance via telephone with the support from local networks of legal advice providers. As a result, 13 trips were organized to bring legal assistance to 360 people (114 males - 32 per cent, 246 females - 68 per cent, 290 Van Kieu people - 81 per cent, 70 Kinh people - 19 per cent, 257 poor and near-poor households - 75 per cent, and 103 medium

households - 25 per cent) in 17 villages eligible for the project. The Law Office has provided legal advice and assistance via telephone for 97 cases.

### **Sustainability of the Initiative - model**

The commune authorities and WU will continue to support networks of legal advice providers in the community in legal communications and counselling to educate the people and enable them to abide by the law in the fields of marriage and family, gender equality, and many others, thereby maintaining social order in remote villages and communes. The public-private partnership has enabled Quang Binh Legal Assistance Centre and other non-state law firms like Ho Ly Hai Law Office to continue their support for legal assistance activities under the State's responsibilities and charitable activities conducted by other organizations, thus strengthening people's access to legal services.

### **Model 6: The “Strengthening organizations’ capacity to better perform their roles in policy contribution and protection of the rights and interests of DP Hanoi’ members” model.**

#### **Background**

The “Strengthening organizations’ capacity to better perform their roles in policy contribution and protection of the rights and interests of HNDP’ members” model was carried out within the framework of Initiative 7 “Raising legal awareness and increasing access to legal service for women and girls with disabilities in Gia Lam, Hoai Duc, Soc Son, and Phuc Tho districts in Ha Noi”, implemented by the Hanoi Association of People with Disabilities (DP Hanoi). The Initiative includes raising awareness and providing legal assistance for women and girls with disabilities in four suburban districts of Ha Noi so that they are aware of their rights and interests prescribed in the law on gender equality, the law on marriage and family, the law on GBV prevention, and law on persons with disabilities and how to seek legal advice when in need.

#### **Effective approach and intervention model:**

##### **a. Approaching project beneficiaries**

According to the statistics in 2019, DP Hanoi was comprised of 15,700 members, of which female members accounted for 46 per cent. With such a high percentage, women and girls with disabilities may expose to the risk of falling victims to various forms of violence, including mental, physical, economic, and sexual violence. Therefore, they need prompt protection and assistance to facilitate their enjoyment of basic human rights. To effectively implement the project, DP Hanoi approached two groups at risk of violence and abuse who were women and girls with disabilities in four districts to communicate with and educate them on the law and show them how to seek legal advice/assistance.

##### **b. Capacity strengthening for officers of the Association and organizations**

To guarantee that the staff members of the Association and clubs for people with disabilities have qualified capacity for project execution, DP Hanoi conducted the following activities to

equip its staff with knowledge of the law, communication skill, and skill at providing initial legal advice for people with disabilities:

- Since the project focused on raising people with disabilities' awareness of the law, a completely new territory for DP Hanoi, the capacity strengthening training programs for core officers of the Association and its related organizations were planned in detail, trainers were equipped with knowledge of the law on gender equality, the law on domestic violence prevention and control, law on marriage and family, the law on persons with disabilities, and the law on children (2 courses, each lasted 2 days, 15 were TOTs from the Association and Women Committee).
- Core members of the Women Committee and four clubs for women with disabilities were given capacity-building training to be capable of communicating information on the law and legal assistance procedures. The training focused on identifying sexual abuse acts and providing initial assistance for women with disabilities, as well as conducting communication activities at the grassroots level.
- Moreover, officers of the Association actively worked with gender and law experts to develop communication content, select appropriate communication methods, and analyse legal situations where people with disabilities need legal advice. The preparation and execution of the project enabled the Association's officers to gain learning experience and analyse the practical demand for legal advice of people with disabilities in Ha Noi. These served as evidence-based information on the provision of legal advice for women and girls with disabilities when they face domestic violence, sexual abuse, inheritance, and unequal access to employment.
- Women and girls with disabilities in need of legal advice were also given relevant counselling and support in the prevention and handling of GBV and domestic violence cases at the Association's clubs for people with disabilities.

### **c. Diversification of communication activities**

A diverse range of communication activities was carried out and targeted at people with disabilities of various kinds and degrees to ensure their participation in and enjoyment of benefits from this project. Drawing competitions on the themes of gender equality and domestic violence prevention were organized, puppet shows were created to talk about violence prevention with girls with disabilities; a short film/video-making competition on gender equality and domestic violence prevention was held; publications of the Law on Gender Equality, the law on domestic violence prevention and control, the law on marriage and family, and the law on children were printed with coloured illustrations, the directory of agencies and organizations providing legal advice services for people with disabilities was printed, social networking site (Facebook) was used to share the activities of the project, the Association's magazines and e-portal were used for providing legal advice and assistance. As a result, these activities have raised legal awareness among 420 women and girls with disabilities (accounting for 68 per cent of the initial target of 620 people).

**d. Cooperation with local authorities in building legal capacity and providing legal advice and assistance**

DP Hanoi worked with community lawyers to (i) enrich knowledge and skill at providing legal advice for members of the Association and the club for women with disabilities; and (ii) to provide legal advice and assistance at 4 suburban districts of Ha Noi by direct means and through the legal advice column in the Association's magazines or its portal.

**Results:**

- Increased legal awareness for 420 people.
- Legal assistance provided for 50 cases.

**Sustainability of the Initiative**

By executing the project, officers of DP Hanoi have reshaped their mindset and recognized the role and potential of the Association in supporting and providing legal advice for its members. The Association has developed direct and online modes of providing legal advice, which includes the association's magazine and e-portal, to disseminate information on the law and increase members' knowledge so they can protect their legitimate rights and interests in a more realistic way. Notably, "the project has also motivated and encouraged the leaders of the Association to change their mindset about the contributions, supplementation, and amendment to laws and policies related to the protection of women and children with disabilities' rights" (C.D, DP Hanoi), thereby proposing DOLISA to supplement special incentive policies for people with disabilities and consulting with the Department of Justice on policies related to providing legal advice for people with disabilities in Ha Noi.

**Model 7: The “Provision of outreach legal advice services in the locality of Hoa Binh Women Union” model**

**Background**

The **“Provision of outreach legal advice services in the locality of Hoa Binh Women Union”** model was carried out within the framework of Initiative 8 “Strengthening the role of women and girls in Hoa Binh province in preventing gender-based violence”, implemented by Hoa Binh Women Union (HBWU). The Initiative includes raising awareness of the law, providing legal assistance for women and girls in 64 local WUs in 16 mountainous communes of four districts namely Da Bac, Lac Son, Mai Chau, and Yen Thuy, Hoa Binh province, and helping them acknowledge their rights and ways to protect themselves from gender-based violence and abuse.

**Effective approach and intervention model**

**a. Approaching project beneficiaries**

To effectively undertake the Initiative, HBWU clearly defined the beneficiaries of the project as women and students/children in communities and villages. To approach targeted women,

HBWU worked with the district-level WUs and their branches to formulate plans for communicating the law and providing legal advice. For students and children, HBWU cooperated with local teachers to carry out activities for communication and development of legal knowledge for students at school as part of extracurricular activities.

**b. Provision of outreach legal advice services in the locality**

HBWU successfully organized 96 trips to deliver outreach legal advice and assistance services to over 1,000 members of 64 local WUs in 16 communes of mountainous areas of Da Bac, Lac Son, Mai Chau, and Yen Thuy districts. They were given legal advice and assistance on gender equality, marriage and family, prevention of violence and sexual abuse against women, and inheritance. The friendly model of outreach legal advice services has reached residents in mountainous villages and motivated many ethnic minority people to learn more about the law, understand their rights and interests, as well as seeking legal advice.

To successfully operate this model, HBWU worked closely with Lawyer Dan Tiep Phuc and the provincial Legal Assistance Centre to provide legal advice in 16 communes. Lawyer Dan Tiep Phuc, legal assistance officers, and HBWU's officers developed a plan for studying and evaluating the cases where legal advice and assistance are needed in the project area with the support from local WUs and core groups in villages. Upon receiving cases where legal advice is needed, HBWU, Lawyer Dan Tiep Phuc, and officers of Hoa Binh Legal Assistance Centre discussed, classified, and prepared the content for legal advice in detail based on the nature of the case, laws, and policies before delivering outreach legal advice services at the project area. The thorough preparation of legal advice contents and methods of service delivery has maintained the high quality of the advice provided for each case and met the lawful demand of recipients. Furthermore, site selection is of significance as it facilitates people's easy access to legal advice sessions and enables such sessions to be divided by big groups or individuals, thus making people in need of legal advice feel comfortable and protecting their privacy.

**c. Diversification of communication activities**

The project has implemented a diverse array of communication activities for the community and target groups, such as direct communication, musical performances given by communes to increase legal knowledge, organizing drawing competition with the theme of domestic violence prevention, printing handbooks and leaflets about the prevention of child sexual abuse, publishing handbooks on GBV prevention. As a result, over 2,390 people were educated in the law (on target).

**d. Cooperation with local authorities in building legal capacity and providing legal advice and assistance**

HBWU worked with community Lawyer Dan Tiep Phuc and the Legal Assistance Centre to organize training in the skill at providing legal advice as a legal assistance activity and strengthening capacity for GBV prevention for 140 participants from district/commune WUs, Fatherland Fronts, Farmers' Unions, Federations of Labour, Youth Unions, Veterans Associations, district judicial bodies, commune-level branches of WU, heads of hamlets, heads

of WU branches, mass organizations in hamlets, thereby improving their skills at delivering initial legal support and advice to those in their areas of management. The participants also provided information on cases where legal advice and assistance are sought so that HBWU could prepare to provide outreach legal advice services for the community.

**Results:** - The number of people receiving legal advice and assistance: 1,000

### **Sustainability of the Initiative**

According to the annual plan, Hoa Binh Legal Assistance Centre and seven district-level Legal Assistance branches are going to organize 100 trips to providing outreach legal advice services<sup>39</sup> for extremely disadvantaged and ethnic minority areas in Hoa Binh. With a population of 854,131 people, the province's legal assistance programme has yet to meet the demand for legal advice and assistance of its people. Although the model of outreach legal advice services of HBWU has just applied to 64 out of 176 branches in different hamlets, it has also enabled those who are not beneficiaries of the Initiative to get access to and receive legal assistance and advice for free. In addition, the project brought legal knowledge to ethnic minorities in mountainous areas, helping them understand their rights and interests, and removed the barrier of distance, thus ensuring their safety. For these reasons, "The model of outreach legal advice services has benefited people and left a meaningful impact on their lives. As a result, it should be sustained in the community". (Lawyer Dan Tiep Phuc). HBWU also planned to work with Hoa Binh Legal Assistance Centre to integrate outreach legal advice services into its up-and-coming activities.

### **9.3 The names of the evaluations and their presentations**

Our Team Leader, Ms. **Bunafsha Gulakova** holds a Master's in International Human Rights Law and is a practising International Human Rights lawyer with expertise in Justice and Anti-Corruption reforms. She worked on numerous Monitoring and Evaluation of complex, multi-faceted EU-funded programs in developing countries. Bunafsha conducted over 40 programmes and project evaluations and Results-Oriented Monitoring in Asia including in Vietnam on EU' support to gender equality, justice and Good Governance reforms. She has acted as a Team Leader for 18 complex country evaluations and TA, including justice projects. She has extensive experience working in Vietnam including working with UN Women and the Academy of Justice in 2015 in developing 100 cases for the investigation of gender-based and domestic violence; drafting Common Country Assessment of Vietnam for the UN Country Team focusing on SDGs to inform the formulation of the ongoing UN's One Strategic Plan 2017-2021; mapping relevant existing and planned programmes in the field of Human Rights, Gender, Good Governance and Rule of Law; finalising the evaluation of the international commitments of Viet Nam towards the implementation of UPR Recommendations and developing an Evaluation proposal on Ten Years of the implementation of Viet Nam's Law on Persons with Disabilities and the United Nations Convention on the Rights of Persons with Disabilities. Her human rights background is a strong asset in terms of ensuring that the HRBA and gender equality are adapted in the design

<sup>39</sup> <http://sotuphap.hoabinh.gov.vn/index.php/th-i-s-qu-c-t/295-trung-ta-m-tra-gia-p-pha-p-la-nha-n-a-c-ta-nh-hoa-ba-nh-ka-nia-m-20-n-m-nga-y-tha-nh-la-p-ta-cha-c-tra-gia-p-pha-p-la-via-t-nam>

and implementation of the mid-term, final, impact, and ex-post evaluation. She is fluent in English.

Our Key Expert 2, Ms. **Nguyen Thi Minh Hai** obtained an MA in Law. She has more than 15 years of experience working for various international development partners in Vietnam, including the EU and the United Nations Development Program mostly for the implementation of legislative, institutional and judiciary reform programs and to strengthen the rule of law in Vietnam. She is well trained and experienced in Program Results-Based Management and Participatory Result-based Monitoring and Evaluation. She is fluent in Vietnamese and English and worked with most of the stakeholders of the programme. She is strongly experienced in evaluation techniques, the dissemination/communication of actions and mainstreaming cross-cutting issues including gender.

Our Key Expert 3, Mr. **Giao Vu Cong** has a master's degree in constitutional law, a master's degree in human rights law and a PhD degree in peace and human rights studies. He has over 20 years of experience working in the human rights sector, access to justice and legislative and judiciary reform programs collaborating with various academic institutions and organizations in Vietnam including Ho Chi Minh National Political Academy, Vietnam Lawyers' Association, School of Law under Vietnam National University in Hanoi and many UN bodies, the EU, the WB, etc. Giao has strong research, analysis, networking, and organization skill. He has worked extensively with CSOs in Vietnam.

#### **9.4 Evaluation Matrix**

The Evaluation Matrix with Evaluation Questions, judgement criteria, indicators, and data analysis and collection methods were developed and presented in Annex 4 of the Inception and Desk Note. The EM was produced to guide the process of the MTE, which is entirely in line with Project Cycle Management, ToC, Logical Framework, and evaluation methodology.

**Table 1: Evaluation Matrix**

Evaluation Question	Judgment Criteria/Indicator	Data Collection Method	Sources
<b>Relevance</b>			
<p>1. To what extent was the EU JULE Programme in line with national development priorities, the EU's Multiannual indicative Programme and priorities, the UNDP Strategic Plan, and the SDGs?</p> <p>2. Are the EU JULE Programme objectives and outputs clear, practical, and feasible within its frame? For example, do they address women, men, and vulnerable groups and align with the EU and Vietnamese Government's strategy to increase access to justice for vulnerable people and strengthen the rule of law?</p> <p>3. To what extent were lessons learned from other relevant projects considered in the design?</p>	<ul style="list-style-type: none"> <li>The extent of alignment between the project objectives and national strategies, policies and plans and the country' internationally undertaken obligations (Number of relevant Outputs).</li> <li>Availability of activities supporting the implementation of the Strategy for the Development and Improvement of Viet Nam's Legal System to 2010 with a Vision to 2020; and the Judicial Reform Strategy until 2020.</li> <li>Level of alignment with the EU and Vietnamese Government's strategy to increase access to justice for vulnerable people and strengthen the rule of law.</li> <li>Strategies undertook by the project to ensure that the activities and outputs are relevant to the needs of beneficiaries and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Document analysis and revision of the updated Logframe.</li> <li>Monitoring records</li> <li>Interviews</li> <li>Focus Group Discussions (FGD) and individual interviews with key implementation stakeholders: project's central &amp; local government counterparts, NGO partners.</li> </ul>	<ul style="list-style-type: none"> <li>EU Country Partnership Strategy.</li> <li>Strategy for the Development and Improvement of Viet Nam's Legal System to 2010 with a Vision to 2020 and the Judicial Reform Strategy for the Period until 2020.</li> <li>Action Document.</li> <li>Logframe</li> <li>National counterparts</li> <li>National Plans</li> <li>Beneficiaries</li> <li>Project partners and stakeholders</li> </ul>
<b>Effectiveness.</b>			
<p>4. What is the level of overall progress and results achieved by components and their contribution to the programme's overall purpose according to the logframe and its indicators?</p>	<ul style="list-style-type: none"> <li>% Progress towards expected results.</li> <li>Level of improvements in the technical and/or managerial capacity of EU JULE beneficiaries.</li> <li>Level of coherence in the theory of change and evidence of its consistent translation into activities.</li> </ul>	<ul style="list-style-type: none"> <li>Document analysis (annual and donor reports, etc.)</li> <li>Monitoring reports</li> <li>Interviews</li> <li>Case study</li> <li>Pre/post-training evaluations</li> <li>FGD and in-depth Interviews</li> </ul>	<ul style="list-style-type: none"> <li>Progress Reports</li> <li>Field missions' outcome.</li> <li>Statistics on court cases handling and other trends in institutional performance by sector bodies</li> <li>Media and CSO reports</li> </ul>

<b>Evaluation Question</b>	<b>Judgment Criteria/Indicator</b>	<b>Data Collection Method</b>	<b>Sources</b>
<p>5. What factors have contributed to achieving/not achieving intended outputs and outcomes?</p> <p>6. What, if any, alternative strategies would have been more effective in achieving the EU JULE Programme objectives?</p> <p>7. To what extent have different stakeholders been involved in EU JULE Programme implementation? Is it participatory?</p> <p>8. What has been the impact of COVID-19 on the project implementation and the project response?</p>	<ul style="list-style-type: none"> <li>▪ Use of baselines to establish targets, priorities, and timelines.</li> <li>▪ Validity of the assumptions underpinning the theory of change and the chosen outcomes and outputs.</li> <li>▪ LF indicators are set on the output, outcome, and impact level.</li> <li>▪ The extent of the partnership strategy's effectiveness between the IPs.</li> <li>▪ The extent of participatory implementation and Programme management.</li> <li>▪ Level of participation of men, women and vulnerable groups and their contribution to achieving the EU JULE Programme objectives?</li> <li>▪ Adequacy of the Risk and Mitigation Plan in connection with C19.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Open format questions without a predetermined set of responses.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reports (Result Oriented Monitoring, M&amp;E, peer-to-peer progress).</li> <li>▪ Project partners and stakeholders</li> </ul>

### Efficiency

Evaluation Question	Judgment Criteria/Indicator	Data Collection Method	Sources
9. To what extent was the EU JULE Programme management structure outlined in the EU JULE Programme document efficient in generating the expected results?	<ul style="list-style-type: none"> <li>▪ Evidence of clearly established (i.e. in written format) processes to safeguard the use of funds, value-for-money, transparency and accountability in subcontracting and other procurement processes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Desk review of activity plans budget records, interim/ status/ annual reports, partners' reports, etc.)</li> <li>▪ Interviews with project management/ partners/stakeholders</li> <li>▪ Interviews with beneficiaries</li> <li>▪ Open format questions without a predetermined set of responses.</li> <li>▪ Direct observation of activities and assessment of the outputs' quality</li> </ul>	<ul style="list-style-type: none"> <li>▪ Progress Report and budget revision.</li> <li>▪ Database of training participants maintained by the project</li> <li>▪ Financial audit report</li> <li>▪ Pre/post-training evaluations report.</li> <li>▪ Project partners and stakeholders</li> </ul>
10. To what extent have the component implementation strategy and the execution been efficient and cost-effective?	<ul style="list-style-type: none"> <li>▪ Samples of cost-shared events.</li> <li>▪ Samples of the appropriate use of funds that led to the multiplayer effect.</li> </ul>		
11. To what extent do both components' monitoring and evaluations systems ensure effective and efficient project management?	<ul style="list-style-type: none"> <li>▪ Evidence of efficiency of partnerships (use of capacity, resources, coordination, etc.).</li> <li>▪ Use of the third parties' in-project skills or partner's premises for training.</li> <li>▪ Actual compared to planned expenditure by project output.</li> <li>▪ Actual compared to the planned timeline of delivery of outputs.</li> <li>▪ Beneficiaries' level of satisfaction with the programme's outputs and outcomes.</li> </ul>		
<b>Impact</b>			
12. To what extent has the project achievements contributed to a more reliable, trusted and better-accessed justice system in Vietnam?	<ul style="list-style-type: none"> <li>▪ World Justice Project Rule of Law Index.</li> <li>▪ Perception/trust in the sector indicated by scores in relevant assessments/indexes.</li> <li>▪ SDG16 – Peace, Justice and Strong Institutions Unsentenced detainees Property Rights</li> <li>▪ Corruption Perception Index</li> <li>▪ Access to and affordability of justice</li> </ul>	<ul style="list-style-type: none"> <li>▪ Quantitative and qualitative content analysis</li> <li>▪ Monitoring records</li> <li>▪ Interviews with final beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual World Justice Project Rule of Law Index<sup>40</sup></li> <li>▪ Annual Transparency International Report.</li> <li>▪ Freedom House Ranking</li> <li>▪ Official statistics of MOJ, SC and other relevant national bodies</li> <li>▪ UNTB and UPR recommendations to Viet Nam.</li> </ul>
13. To what extent did the EU JULE Programme contribute to the EU priorities, the UNDP Strategic Plan and country programme outcomes and outputs, the SDGs			

<sup>40</sup> Ibid.

Evaluation Question	Judgment Criteria/Indicator	Data Collection Method	Sources
and national development priorities?			<ul style="list-style-type: none"> <li>▪ State's national SDGs Agenda and progress with SDG 5, 16<sup>41</sup>.</li> </ul>
<b>Sustainability</b>			
14. To what extent will financial and economic resources be available to sustain the benefits achieved by the EU JULE Programme?	<ul style="list-style-type: none"> <li>▪ The extent to which stakeholders are prepared to continue/allocate funds to the continuation of initiatives facilitated by the programme.</li> <li>▪ Availability, quality of the Exit Plan agreed with stakeholders.</li> <li>▪ Availability of human and financial resources from the partner institutions to continue activities.</li> <li>▪ Identification of factors that promote the sustained functioning of the structures/initiatives facilitated Adequacy of the Risk analyses, level of ownership over the current mid-term results, adequacy of the result framework.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Direct observation</li> <li>▪ Interviews</li> <li>▪ FGD and individual interviews with key implementation stakeholders: central &amp; local government counterparts, NGO partners.</li> </ul>	<ul style="list-style-type: none"> <li>▪ First and secondary sources, including informants</li> <li>▪ National budget.</li> <li>▪ EUJULE's exit strategy.</li> <li>▪ Project partners and stakeholders</li> </ul>
<b>EU Added Value</b>			
15. To which extent does the Intervention bring additional benefits to what would have resulted from Member States' interventions only? 16. What is the level of awareness between the beneficiaries and the stakeholders on the EU-funded Project?	<ul style="list-style-type: none"> <li>▪ Type and size of the EUMS contribution.</li> <li>▪ Examples of the police-level changes that promote the EU values or best EU practices.</li> <li>▪ Level of interaction with the EUMS.</li> <li>▪ Evidences UMS practices in access to justice, legal aid, juvenile justice, children in conflict with the law.</li> <li>▪ Links to other joint strategies, such as the CSO Roadmap, Gender Action Plan and Human Rights and Democracy Country Strategies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interviews with EU MS, members of the donor coordination meetings: WB, UNODC, key stakeholders at national and regional levels.</li> <li>▪ Interview with judges, lawyers, youth.</li> <li>▪ Direct observation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Field missions' outcome.</li> <li>▪ Statistics on case handling and other trends in institutional performance by sector bodies</li> <li>▪ Media and CSO reports</li> <li>▪ Reports (review,</li> <li>▪ M&amp;E, peer-to-peer progress) by international organisations and development partners</li> <li>▪ Project partners and stakeholders</li> </ul>

<sup>41</sup> See: <https://dashboards.sdgindex.org/static/profiles/pdfs/SDR-2021-vietnam.pdf>, last visited <<1.11.2021>>

Evaluation Question	Judgment Criteria/Indicator	Data Collection Method	Sources
<b>Coherence</b>			
17. How have both project components been compatible and synergized with each other and with other interventions in the country, in the justice sector and in partner organizations?	<ul style="list-style-type: none"> <li>▪ Level of the coordinated EU and the Member States approach to development, promoting joint programming and joint actions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interviews with key stakeholders at both the national and regional levels.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project partners and stakeholders</li> </ul>
18. What are critical factors supporting or preventing the linkage and synergy?	<ul style="list-style-type: none"> <li>▪ Adequately tailored partnerships with a broader range of stakeholders and partner countries.</li> <li>▪ Level of the contribution to the National Development Plan's priority area.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview with the EUMS, EU funded projects.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Development partners</li> </ul>
<b>Cross-Cutting Issues</b>			
19. Have the relevant cross-cutting issues, including human rights, disability and gender equality, empowerment of women has been adequately mainstreamed in the design and the implementation of the programme?	<ul style="list-style-type: none"> <li>▪ Availability of monitoring mechanism at national and local levels to collect programme-related in a sex-disaggregated manner.</li> <li>▪ The type of engagement of women at different stages of the programmes</li> <li>▪ Number of women empowered by the programme (law enforcements agents, SCOs representatives).</li> <li>▪ Number of women supported by the programme.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Desk Review</li> <li>▪ Interview and direct observation</li> <li>▪ Twelve calls under the JIFF grants scheme on environmental protection.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Progress reports against the gender-segregated LF indicators.</li> <li>▪ National Action Plan on People with Disability.</li> <li>▪ Third-round grants call of Justice Initiatives Facilitation Fund focused on “Strengthening access to legal and justice on environmental protection for the vulnerable groups, especially women, children, ethnic minority and poor people”.</li> <li>▪ Project partners and stakeholders</li> </ul>
20. To what extent environmental and/or climate-related challenges, as well as digital transformation aspects, have been considered?			
<b>Visibility</b>			
21. What is the level of awareness between the beneficiaries and the stakeholders on the EU-funded Project?	<ul style="list-style-type: none"> <li>▪ % of the interviewed stakeholders and beneficiaries aware of the EU-funded project.</li> </ul>	<ul style="list-style-type: none"> <li>▪ FGD</li> <li>▪ Interviews</li> <li>▪ Direct observation of EU logo and sign</li> </ul>	<ul style="list-style-type: none"> <li>▪ Direct communication with the informants.</li> <li>▪ Printed deliverables.</li> <li>▪ Project partners and stakeholders</li> <li>▪ Media and other digital products.</li> <li>▪ Communication Strategy.</li> </ul>
<b>Lessons Learned</b>			

<b>Evaluation Question</b>	<b>Judgment Criteria/Indicator</b>	<b>Data Collection Method</b>	<b>Sources</b>
22. Are there any best practices to sustain the programme results to be considered by the beneficiaries/EU JULE stakeholders? What can the team recommend for the programming of any future EU-funded intervention?	<ul style="list-style-type: none"> <li>▪ Number of best practices collected during the MTE.</li> <li>▪ Number of recommendations by the MTE</li> <li>▪ Number of recommendations of the MTE accepted by the RG</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interviews.</li> <li>▪ Desk study of the research and academic studies</li> </ul>	<ul style="list-style-type: none"> <li>▪ First and secondary sources, including informants, project partners and stakeholders</li> </ul>

## 9.5 Logical framework matrices

Below are the cumulative results of the Action against the overall results in the Log-frame (revised 30 October 2021):

	Results chain	Indicators	Targets up to Dec 2022	Results by 31.10.2020 (call 1)	Results <sup>42</sup> by 31.10.2021 (call 1 + 2)
Specific objective (Impact)	To increase access to justice for vulnerable groups, particularly women, children, ethnic minorities, and poor people.	(c) % of people from vulnerable groups in JIFF-focused provinces who believe they can get justice if they have a grievance (disaggregated by sex, ethnicity, and income level).  (d) Evidence of thematic and geographic linkage between JIFF and UN/PAGoDA activities in each objective area.	(d) Evidence of linkages in all 4 results areas and at least 2 priority topics.	Currently, 30,565 people are benefiting directly from the project.  (d) National Legal Forum on grassroots dispute mediation with joint efforts from JIFF and PAGoDA. Policy dialogue on grassroots dispute mediation co-organised by JIFF and VIJUSAP.	Currently, 58,924 people are benefiting directly from the project.  (d) 3 national legal fora on grassroots dispute mediation co-organised by JIFF and VIJUSAP; on capacity building and legal education on employment; recommendations built on inputs from 12 grantees and shared with PAGoDA and the Department of Legal Education under MOJ.
Results (Outcomes)	1. Increased public awareness and understanding of legal rights and how to invoke these rights.	(a) # of people in JIFF-focused provinces whose rights awareness increases after grantee activities (disaggregated by sex, ethnicity, age, and income level).	(a) Est. 54,000 people (18 grants in this result area * 3,000 pp/grant); min. 50% female, 40% ethnic minority,	26,799 people (63% women; 1% LGBTI; 42% ethnic minorities; and 28% children; 60% near-poor).	51,637 (63% female, 0.5% LGBTI; 38% ethnic minorities; 24% children; 55% near-poor). With at least 167,149 participants.

<sup>42</sup> All results are cumulative unless otherwise stated!

	<b>Results chain</b>	<b>Indicators</b>	<b>Targets up to Dec 2022</b>	<b>Results by 31.10.2020 (call 1)</b>	<b>Results<sup>42</sup> by 31.10.2021 (call 1 + 2)</b>
			50% under 30, 50% poor or near-poor.		
	2. Increased access to legal advice, assistance and representation in administrative, civil, and criminal matters.	(a) # of people in JIFF-focused provinces who benefit from access to legal advice or assistance from JIFF grantees (disaggregated by sex, ethnicity, age, and income level). (b) # of disputes resolved or mediated by JIFF grantees. (c) # of court cases representing vulnerable people contributed to by JIFF grantees.	(a) Est. 32,000 people (32 grants in this result area * 1,000 pp/grant); 50% female, 40% ethnic minority; 50% under 30; 50% poor. (b) Est. 80 (4 grants on this topic * 20 disputes/grant ). (c) Est. 20 (4 grants on this topic* 5 cases/grant).	(a) 3,766 people (72% women; 32% ethnic minorities; 19% children; 49% near-poor).  (b) 10 disputes (c) 3 cases	7,779 (66% women; 18% ethnic minorities; 11% children; 42% poor).  (b) 81 disputes (c) 20 cases
	3. Improved enabling environment and regulatory framework for legal	(a) # of positive changes in laws and regulations that can be attributed to JIFF grantees' advocacy activities on priority topics.	(a) 4 (laws and policies for 4 priority topics). (b) Documented	(a) Advocacy activities on 4 policies: Law for the Elderly; Criminal Code; Law on Civil Status; and Law on grassroots dispute mediation.	(a) Advocacy activities <sup>43</sup> on 10 laws and policies (Labour Law including Labour Law for Foreigners; Law on Medical Examination and Treatment; Education Law; Insurance Law; Law for the Disabled).

<sup>43</sup> Initial advocacy efforts by grantees through consultation workshops to share research findings and project experience with policymakers.

	<b>Results chain</b>	<b>Indicators</b>	<b>Targets up to Dec 2022</b>	<b>Results by 31.10.2020 (call 1)</b>	<b>Results<sup>42</sup> by 31.10.2021 (call 1 + 2)</b>
<b>Sub-results (Outputs)</b>	empowerment and access to justice.	(b) Quality of laws/regulations in terms of practically facilitating access to justice and legal empowerment.	positive contributions.	(b) 1 research report on grassroots dispute mediation.	(b) Documented positive contributions for the research report – the need to develop a strategy/programme to raise awareness and legal understanding for the people, focusing on disadvantaged groups in the PAGoDA component; 2 pieces of research on grassroots dispute mediation, and legal support by Oxfam; Policy recommendations and workshop proceedings by grantees.
	4. Enhanced integrity, transparency and accountability in the justice sector.	(b) # of articles/reports/ research produced contributing to enhanced integrity, transparency and accountability in the justice sector.	(b) Est. 110 media articles (20/year) + 10 reports (5 research grants* 2 reports/grant).	32 media articles. No research on integrity, transparency, and accountability.	63 media articles <sup>44</sup> No research on integrity, transparency, and accountability.
	Sub-result 1: Civil society organisations and networks in Northern, Central, and Southern Vietnam complete 64 JIFF grants on priority topics related to four results.	(a) # of grants made on raising awareness among vulnerable groups, including women, children, ethnic minorities, and poor people. (b) # of grants made to provide legal advice, assistance and representation for vulnerable groups in	Minimum 5% of total grants (cumulative) are made in each result area. Minimum 20% of total grants (cumulative) are made in each of the 3	(a) 33 grants, of which 100% contributed to Results 1 & 2; 63% (3 grants from Call 1 and 19 from Call 2) to Result 3 and none to Result 4.  (b) 33 grants (several initiatives implemented in 2 or 3 provinces), of which 37% were in the North; 30% in the Central region and 33% in the South.	(a) 45 grants, of which 100% contributed to Results 1 & 2; 69% (3 grants from Call 1; 18 from Call 2; and 10 from Call 3) to Result 3 and none to Result 4.  (b) 45 grants (several initiatives implemented in 2 or 3 provinces), of which 37% were in the North; 30% in the Central region and 33% in the South.  (c) 31 grants (2 in Call 1; 19 in Call 2; 10 in Call 3).

<sup>44</sup> Media articles on project activities around awareness raising, legal aid and policy advocacy.

	<b>Results chain</b>	<b>Indicators</b>	<b>Targets up to Dec 2022</b>	<b>Results by 31.10.2020 (call 1)</b>	<b>Results<sup>42</sup> by 31.10.2021 (call 1 + 2)</b>
	administrative, civil and criminal matters (c) # of grants made to constructively engage with policymakers on issues pertaining to legal empowerment and access to justice based on demand-driven research. (d) # of grants made to civil society actors (media, CSOs and academics) to research and report on corruption and malpractice in the justice sector, and to enhance integrity and transparency in the justice sector.	geographic provinces.		Central region and 31.5% in the South. (c) 21 grants (2 in Call 1; 19 in Call 2). (d) 1 research grant (CELA).	(d) 1 research grant (CELA) in Call 1 and 1 in Call 3 (VSIL).
	Sub-result 2: A minimum of 48 civil society organisations and networks in six focus provinces deliver better quality legal services; undertake more effective, evidence-based advocacy; and become more	(a) # of CSO staff/members who complete pre-grant awareness-raising and capacity development activities (disaggregated by sex, ethnicity, and region). (b) % of JIFF grantees who complete capacity development plans and report improvements in	(a) 480 people (48 CSOs * 10 staff or members/CSO); 50% female; 25% ethnic minorities; min. 30% in each region. (b) 80%	(a) 198 social organisations' staff (33 CSOs * 6 staff and their partners); 81% female. (b) 33 grants from Call 1 and 2 completed capacity development plans. (c) 2 grants in Call 1 achieved set objectives. (d) 97% of grants met all financial, accounting and reporting requirements.	(a) 270 social organisations' staff (45 CSOs in 3 calls * 6 staff and their partners); 81% female. (b) 33 grants from Call 1 and 2 completed capacity development plans. Call 3 just started with a series of training. (c) 13 grants in Call 1 + 1 grant in Call 2 achieved set objectives. (d) 29/33 grantees (Calls 1+2) met all financial, accounting and reporting requirements.

	<b>Results chain</b>	<b>Indicators</b>	<b>Targets up to Dec 2022</b>	<b>Results by 31.10.2020 (call 1)</b>	<b>Results<sup>42</sup> by 31.10.2021 (call 1 + 2)</b>
	effective organisations.	their technical and organisational capacity as a result of JIFF coaching and support. (c) % of JIFF grants that achieve their set objectives and targets. (d) % of grantees meeting JIFF financial management, accounting and reporting requirements.	(c) 90% (d) 90%		
	Sub-result 3: Networking and collaboration among at least 50 CSOs and policymakers facilitates evidence-based dialogue on JIFF priority topics and increases transparency and accountability in the justice sector.	(a) Number, type, and location of CSOs participating in national platform activities. (b) # of national dialogues held between CSOs and policymakers that generate specific follow-up plans. (c) # of people participating in policy dialogues (from CSOs and government, disaggregated by sex, ethnicity, and region).	(a) Est. 15 CSOs (5/region) representing JIFF grantees (b) 4 (1 dialogue/year ) (c) Est. 50 pp/dialogue (40% from govt, 40% female, 20% ethnic minorities; min. 25% per region).	(a) 2 CSOs representing JIFF in PAGoDA's national platforms. (b) 1 policy dialogue on grassroots dispute mediation. (c) 19 CSOs participating in policy dialogues on grassroots dispute mediation.	(a) 12 grantees giving inputs for policy recommendations on capacity building and legal education on employment. (b) 3 policy dialogues on grassroots dispute mediation, capacity building and education on employment. (c) 31 CSO representatives participating in 3 policy dialogues. No local people could participate.

### 9.6 Relevant geographic map where the intervention took place



### 9.7 List of interviewed stakeholders during the Field Phase

No.	Name, position, contacts	Institution	Modality	Ref	Gender
<b>EU Delegation</b>					
1.	Audrey Rochelemagne, EUJULE Project Manager/ Chargée de coopération internationale Email: Audrey.ROCHELEMAGNE@eeas.europa.eu	EU Delegation to Ha Noi	Briefing and de-briefing	Donor/Development partner	F
2.	Jesus Lavina, Deputy Head of Cooperation Email : Jesus.LAVINA@eeas.europa.eu		De-briefing	Donor/Development partner	M
<b>PMU/MoJ</b>					
3.	Tran Thu Huong, Deputy Director ICD, Director of PMU. Email: huongtt@moj.gov.vn		KII	IP	F
<b>Ministry of Justice (MOJ)</b>					

4.	Cù Thu Anh, Director-General Email : anhct@moj.gov.vn Mob. : 0903201479	National Legal Aid Agency	Discussion	Direct Beneficiary	F	
5.	Dept. Nguyễn Thị Tố Hằng, Deputy Director nguyentohang@moj.gov.vn	Department of the State compensation	Discussion	Direct Beneficiary	F	
6.	Bach Quoc An, irector-General Email : anbq@moj.gov.vn	Department of International law	Discussion	Direct Beneficiary		M
7.	Ms. Ngô Quỳnh Hoa, Deputy Director General, hoanq@moj.gov.vn	Department of Legal Dissemination and Education	Discussion	Direct Beneficiary	F	

#### UNDP

8.	Diana Torres, UNDP Assistant Resident Representative, Team leader of Project Coordination Team diana.torres@undp.org	UNDP Hanoi	KII	IP	F	
9.	Dao Thi Thu An, Project Manager	UNDP Hanoi	KII	IP	F	

#### UNICEF

10.	Lê Hồng Loan, Chief of Child Protection Programme	UNICEF Hanoi		IP	F	
11.	Nguyen Thanh Truc, Child Protection Specialist (child justice) nttruc@unicef.org	UNICEF Hanoi	KII	IP	F	

#### MOLISA

12.	Nguyen Van Binh, Director-General, Department of legal affairs vanbinhir@gmail.com	MOLISA	KII	Direct Beneficiary		M
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#### OXFAM

13.	Pham Quang Tu, Oxfam Deputy Country Director - JIFF team leader <a href="mailto:tu.phamquang@oxfam.org">tu.phamquang@oxfam.org</a>	Oxfam	Discussion	IP		M
14.	Tran Thi Thu Hien - JIFF Programme Manager <a href="mailto:hien.tranthithu@oxfam.org">hien.tranthithu@oxfam.org</a>	Oxfam	Discussion	IP	F	
15.	Hoang Anh Dung - JIFF Project Officer <a href="mailto:dung.hoanganh@oxfam.org">dung.hoanganh@oxfam.org</a>	Oxfam	Discussion	IP		M
16.	Nguyen Thi Hong Van - JIFF Project Officer <a href="mailto:van.nguyenthihong@oxfam.org">van.nguyenthihong@oxfam.org</a>	Oxfam	Discussion	IP	F	

17.	Ha Quynh Anh - Project Assistant <a href="mailto:anh.haquynh@oxfam.org">anh.haquynh@oxfam.org</a>	Oxfam	Discussion	IP	F	
18.	Nguyen Thi Mai – MEL Specialist <a href="mailto:mai.nguyenth@oxfam.org">mai.nguyenth@oxfam.org</a>	Oxfam	Discussion	IP	F	
19.	Nguyen Thi Thu Hien - Senior Financial Officer <a href="mailto:hien.nguyenthithu@oxfam.org">hien.nguyenthithu@oxfam.org</a>	Oxfam	Discussion	IP	F	

#### Research Center for Initiatives in Community Development (RIC)

20.	Lê Văn Hải – Director of RIC Center	RIC, Hanoi	Discussion	Grantee	M	
21.	Nguyễn Bá Kim– Deputy Director of RIC Center	RIC, Hanoi	Discussion	Grantee	M	
22.	Phạm Thị Ngọc Huyền – Project Officer of RIC Center	RIC, Hanoi	Discussion	Grantee	F	
23.	Nguyễn Thị Linh Ngọc - Deputy Director - Department of Labor - Invalids and Social Affairs in Hoa Binh province	Hoa Binh province	Discussion	Local authority	F	
24.	Phạm Thị Thanh Hiền - Head of Division of Gender Equality, Child Welfare	Hòa Binh province	Discussion	Local authority	F	
25.	Bùi Thu Hiền - Vice President of Women's Union of Thuong Coc Commune, Lac Son District, Hoa Binh Province	Thượng Cốc commune, Lạc Sơn District, Hòa Bình province	Discussion	FB	F	
26.	Bùi Thị Hồng Thắm - Women's Union of Trang Doi hamlet, Yen Phu commune, Lac Son district, Hoa Binh province	Yên Phú commune, Lạc Sơn district, Hòa Bình province	Discussion	FB	F	

#### Center for Legal Consulting and Legal Aid for Women and Children (LACEW)

27.	Phan Thị Thu Nga – Director of LACEW Center	LACEW, Hoa Binh Province	Discussion	Grantee	F	
28.	Đinh Hồng Quân – Project Officer	LACEW, Hoa Binh Province	Discussion	Grantee	M	
29.	Đinh Thị Nguyệt – Vice-Headmaster of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
30.	Nguyễn Thị Phương - Vice-Headmaster of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
31.	Lê Thị Nhi - Vice-Headmaster of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
32.	Đinh Thị Tuyết – Teacher of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	

33.	Bùi Thị Xâm - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
34.	Bùi Thị Bình - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
35.	Bùi Thị Dúra - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
36.	Đàm Hải Yên - Teacher of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
37.	Vũ Thị Thia - Teacher of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
38.	Bùi Thị Hoà - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
39.	Bùi Thị Đặng - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
40.	Bùi Thị Thảo - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
41.	Bùi Văn Tường - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB		M
42.	Phạm Thị Hoa - Teacher of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
43.	Bùi Thị Lựu - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
44.	Hà Thị Vân - Teacher of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
45.	Bùi Thị Chung - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
46.	Bùi Thị Yên - Teacher of Phu Cuong Kindergarten, Ethnic minority	Phu Cuong, Hoa Binh	Discussion	FB	F	
47.	Bùi Thị Huệ – Medical Staff of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	
48.	Đinh Thị Nga – Cooking Staff of Phu Cuong Kindergarten	Phu Cuong, Hoa Binh	Discussion	FB	F	

#### Vietnam Association for Protection of Child's Rights (VACR).

49.	Ninh Thi Hong- Vice president	VACR, Hanoi	Discussion	Beneficiaries from the second call.	F	
50.	Nguyen Thi Thu Ha- Project Coordinator	VACR, Hanoi	Discussion	As above	F	
51.	Le Thi Hoang Yen-Lawyer	VACR, Hanoi	Discussion	As above	F	
52.	Nguyen Thu Hien-Lawyer	VACR, Hanoi	Discussion	As above	F	

#### Action to the Community Development Center (ACDC)

53.	Nguyen Thi Lan Anh, Director	ACDC, Hanoi	Discussion	Beneficiaries from the First call	F	
54.	Le Hai Yen, Team Leader of Legal Aid Dept.	ACDC, Hanoi	Discussion	As above	F	
55.	Nguyen Thi Quy, Project Coordinator	ACDC, Hanoi	Discussion	As above	F	
56.	Tran Thi Hong Nhung, Project Officer	ACDC, Hanoi	Discussion	As above	F	
57.	Mai Thi Lien, Head of Finance	ACDC, Hanoi	Discussion	As above	F	
<b>Hanoi Law University</b>						
58.	Nguyễn Văn uang, Head of ICD  Email : <a href="mailto:nguyenvanquang@hlu.edu.vn">nguyenvanquang@hlu.edu.vn</a> Mob.: 0976804244	HLU, Hanoi	Discussion.	Direct beneficiary		M
<b>Ministry of Public Security (MPS)</b>						
59.	Nguyen Ngoc Hai, Deputy Director, Institute for Police Science, The People's Police Academy  0976017099, <a href="mailto:hainn.tph@gmail.com">hainn.tph@gmail.com</a>	MPS, Hanoi	Discussion	Direct beneficiary		M
<b>Vietnam Bar Federation (VBF)</b>						
60.	Lawyer, Dr. Do Ngoc Thinh, President	VBF, Hanoi	Discussion	Direct beneficiary		M
61.	Lawyer Tran Thuy Dung, Deputy Head of VBF's Office. <a href="mailto:dung.tt@liendoanluatsu.org.vn">dung.tt@liendoanluatsu.org.vn</a>	VBF, Hanoi	Discussion	Direct beneficiary	F	
62.	Tran Nguyen Hong, International Relation Department,	VBF, Hanoi	Discussion	Direct beneficiary		M
<b>Vietnam Judicial Support Association for the Poor (VIJUSAP)</b>						
63.	Dr. Ta Thi Minh Ly, President. 0837839988. Email: <a href="mailto:taminhly1@gmail.com">taminhly1@gmail.com</a>	VIJUSAP, Hanoi	Discussion	Direct beneficiary	F	
64.	Nguyen Thi Anh Chi, staff responsible for Foreign Affairs	VIJUSAP, Hanoi	Discussion	Direct beneficiary	F	
65.	Luong Thi Thuy, Legal aid to the poor expert	VIJUSAP, Hanoi	Discussion	Direct beneficiary	F	
<b>Judicial Academy</b>						
66.	Truong The Con, Deputy Director, Email : <a href="mailto:truongthecon@yahoo.com">truongthecon@yahoo.com</a> ; Mobile : +84.912029216	Hanoi	Discussion	Direct beneficiary		M
67.	Vu Thu Hang, officer in charge of international transactions.	Hanoi	Discussion	Direct beneficiary	F	
<b>Supreme People's Procuracy (SPP)</b>						
68.	Hoàng Thị Quỳnh Chi, Director General, Department for Legal and Science Management	SPP, Hanoi	Discussion	Direct beneficiary	F	

69.	Lê Minh Long, Director General, Department of Public Prosecution Exercise, and Investigation of Social Order Cases (Department 2).	SPP, Hanoi	Discussion	As above		M
70.	Nguyễn Đức Hạnh, Vice Dean, Hanoi Police University.	SPP, Hanoi	Discussion	As above		M
71.	Hoàng Thị Thúy Hòa, Department for International Cooperation	SPP, Hanoi	Discussion	As above	F	
72.	Đỗ Nguyệt Quế, Deputy Director, Department of Criminal Statistics, and Information Technology	SPP, Hanoi	Discussion	As above		M
73.	Nguyễn Như Hùng, Director, Department of IT and Crime Statistics.	SPP, Hanoi	Discussion	As above		M

#### Grant Committee

74.	Nguyễn Tuyết Mai, Ministry of Home Affairs. 0904528000, <a href="mailto:nguyentuyetmai73@gmail.com">nguyentuyetmai73@gmail.com</a>	Hanoi	Discussion	Members of the grant committee	F	
75.	Nguyễn Sĩ Dũng, Former Vice Chairman, the Office of the National Assembly, 0913237487, <a href="mailto:nguyensidung@gmail.com">nguyensidung@gmail.com</a>	Hanoi	Discussion	As above		M
76.	Lương Thị Trường, expert in development of minorities, 0913038782 <a href="mailto:luongthitruong04@yahoo.com">luongthitruong04@yahoo.com</a>	Hanoi	Discussion	As above	F	

#### Call 1 Grantees – Group discussion

77.	Nguyễn Hồng Oanh, Director, Center of Research and Inclusive Development Action (IDEA)	Hanoi	Discussion	Grantee from the First call	F	
78.	Phạm Thị Sâm, Communication officer, Centre for Indigenous Knowledge Research and Development (CIRD)	Hanoi	Discussion	As above	F	
79.	Lê Thị Dịu, project officer, Hanoi Association of People with Disabilities (DP Hanoi)	Hanoi	Discussion	As above	F	
80.	Phan Thị Bích Diệp, Standing Vice Chairwomen, Hanoi Association of People with Disabilities (DP Hanoi)	Hanoi	Discussion	As above	F	
81.	Trần Văn Anh, Programme Director, Management and Sustainable Development Institute (MSD)	Hanoi	Discussion	As above	F	
82.	Lê Xuân Đảng, project officer, Vietnam Association of the Elderly (VAE)	Hanoi	Discussion	As above		M
83.	Phạm Thị Thành Nhàn, project accountant, Vietnam Association of the Elderly (VAE)	Hanoi	Discussion	As above	F	

Call 2 Grantees – Group discussion						
84.	Phạm Thùy Dương, project staff, Center for Research and Education of the Deaf and Hard of Hearing (CED)	Hanoi	Discussion	Grantee from the Second call	F	
85.	Triệu Thúy Mi, Project Manager, Center for Research and Education of the Deaf and Hard of Hearing (CED)	Hanoi	Discussion	As above	F	
86.	Tô Thị Bích Phương, Deputy Director, Center for Research and Education of the Deaf and Hard of Hearing (CED)	Hanoi	Discussion	As above	F	
87.	Nguyễn Đình Toán, Project Director, Center for Social Work Skills and Knowledge Development (CSWD)	Hanoi	Discussion	As above	F	M
88.	Nguyễn Thị Nga, Project staff, Center of Legal Advice for Poor People and Community Development (LAC)	Hanoi	Discussion	As above	F	
89.	Nguyễn Hải Hữu, Project Director, Vietnam Association for Vocational Education Training and Social Work Profession (VAVETSOW)	Hanoi	Discussion	As above		M
90.	Trần Thị Hồng Hải, General Deputy Director, Department for Foreign Affairs, Women and Children, Vietnam Blind Association (VBA)	Hanoi	Discussion	As above	F	
91.	Nguyễn Thị Thanh Hường, Communication & M&E officer, Association for Empowerment of Persons with Disabilities (AEPD)	Hanoi	Discussion	As above	F	
92.	Nguyễn Thị Phuong Hảo, Programme Manager, Association for Empowerment of Persons with Disabilities (AEPD)	Hanoi	Discussion	As above	F	
93.	Trịnh Quang Chiến, Deputy Director, Center for Consulting on Legal and Policy on Health and HIV/AIDS (CCLPHH)	Hanoi	Discussion	As above		M
94.	Nguyễn Thị Kim Hoa, Project staff, Center for Social Work Skills and Knowledge Development (CSWD)	Hanoi	Discussion	As above	F	
95.	Phạm Đình Nghinh, Vice Chairman, HCMC Association for Protection of Child Rights (HCMCACR)	HCMC	Discussion	As above		M
96.	Ngô Dương, Project Manager, the Center for Legal Advice (CELA)	HCMC	Discussion	As above		M

97.	Trần Thị Loan, staff, the Center for Legal Advice (CELA)	HCMC	Discussion	As above	F	
98.	Phạm Thị Hiền, Project Administrative Assistant, the Center for Legal Advice (CELA)	HCMC	Discussion	As above	F	
99.	Đinh Việt Anh, Vice President, Vietnam Blind Association (VBA)	Hanoi	Discussion	As above	F	
100.	Nguyễn Thị Thanh Hương, Project officer, Vietnam Federation for Persons with Disabilities (VFD)	Hanoi	Discussion	As above	F	
101.	Đặng Văn Thành, Project Director, Vietnam Federation for Persons with Disabilities (VFD)	Hanoi	Discussion	As above		M
102.	Nguyễn Thị Thùy Trang, Project Accountant, Center for Research and Education of the Deaf and Hard of Hearing (CED)	Hanoi	Discussion	As above	F	
<b>Supreme People's Court</b>						
103.	Bùi Thị Nhàn, Deputy Director General, Department of International Cooperation. nhanbuihtqt@gmail.com	Hanoi	Discussion.	Direct beneficiary	F	
104.	Director-General Deputy Director General, General Affairs Department	Hanoi	Discussion	As above	F	
105.	Hoàng Phong Mai, Head of Criminal Division, Legal Department	Hanoi	Discussion	As above	F	
106.	Phạm Như Hưng, Deputy Director, Court Academy. nhuhunghvta@gmail.com	Hanoi	Discussion	As above		M
<b>Dong Thap Family &amp; Juvenile Court</b>						
107.	Ms. Nguyen Thi Thuy Hang, Chief Justice, F&JC	Dong Thap	Discussion.	Direct beneficiary	F	
<b>Beneficiaries of ACDC (Nghệ An)</b>						
108.	Nguyễn Hải Thành, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB		M
109.	Lê Thị Ánh, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	
110.	Nguyễn Thị Thu Trang, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	

111.	Lê Văn Thịnh, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB		M
112.	Vũ Thị Hiền, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB	F	
113.	Nguyễn Văn Hà, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB		M
114.	Lê Thị Mỹ Anh, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	
115.	Phạm Thị Na, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	
116.	Bùi Văn Tính, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB		M
117.	Chu Vĩnh Đức, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB		M
118.	Thái Khắc Hoàng, President of the Association of People with Disabilities of Nghe An Province	Vinh City, Nghe An	Discussion	Direct beneficiary		M
119.	Lưu Thị Hà, Chairwoman of the Club of Women with Disabilities of Nghe An Province	Vinh City, Nghe An	Discussion	Direct beneficiary	F	
120.	Trần Thị Như Học, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB	F	
121.	Phan Duy Dũng, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB		M
122.	Hoàng Thị Thành, member of the Association of People with Disabilities of Vinh City, Nghe An Province	Vinh City, Nghe An	Discussion	FB	F	
123.	Nguyễn Thị Thắng, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	
124.	Nguyễn Thị Mỹ Anh, member of the Association of People with Disabilities of Thanh Chuong District, Nghe An Province	Thanh Chuong, Nghe An	Discussion	FB	F	

<b>Legal Aid Centre under Department of Justice of Nghe An Province</b>						
125.	Nguyen Ngoc Thanh, Director of Legal Aid Center under Department of Justice of Nghe An Province	Vinh City, Nghe An	Discussion	Direct beneficiary		M
126.	Hoang Thi Thu Hang, Officer of Legal Aid Center under Department of Justice of Nghe An Province	Vinh City, Nghe An	Discussion	Direct beneficiary	F	
<b>Legal Consultancy Centre under Lawyer Association of Nghe An</b>						
127.	Trần Thị Khánh Hương, Officer of Legal Consultancy Centre under Lawyer Association of Nghe An	Vinh City, Nghe An	Discussion	Direct beneficiary	F	
128.	Hoàng Thị Liên, Director of Legal Consultancy Centre under Lawyer Association of Nghe An	Vinh City, Nghe An	Discussion	Direct beneficiary	F	
<b>Vietnam Lawyers' Association</b>						
129.	Le Thi Kim Thanh, Vice Chair	Ha Noi	Discussion	Direct beneficiary	F	
130.	Nguyen Thi Phuong Thao, Head of the International division	Ha Noi	Discussion	Direct beneficiary	F	
<b>Legal Aid Centre under Department of Justice of Quang Binh Province</b>						
131.	Hoang Thi Le Hai – Head of Legal Education Department, Department of Justice of Quang Binh province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
132.	Nguyen Ba Thanh – Deputy Director of State Legal Aid Center, Department of Justice of Quang Binh province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary		M
<b>Quang Binh Women's Development Fund (QBWDF)</b>						
133.	Đỗ Thị Bích Thủy, Standing Vice President of Provincial Women's Union, Fund Director, Head of Project Management Board of Quang Binh Province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
134.	Hoàng Thị Tố Nhu, Deputy Director of the Fund/Project Manager of the Fund for Supporting Women Development in Quang Binh Province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
135.	Nguyễn Phương Huyền, Officer, Legal Counseling Center of the Provincial Women's Union	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
136.	Nguyễn Công Huy, Project Accountant of the Fund to Support Women Development in Quang Binh Province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary		M

137.	Nguyễn Thị Lê Quyên, Supervisor of the Fund for Women's Development in Quang Binh Province	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
138.	Võ Thị Mỹ Hồng, Chairman of Women's Union in Nhan Trach Commune, Bo Trach District, Quang Binh Province	Nhan Trach, Quang Binh	Discussion	Direct beneficiary	F	
139.	Nguyễn Thị Thành, Communication officer of the Quang Binh Provincial Women's Development Support Fund project	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
140.	Nguyễn Thị Nguyệt, Citizen in Nhan Tien Village, Nhan Trach Commune, Bo Trach District, Quang Binh Province	Nhan Trach, Quang Binh	Discussion	FB	F	

#### Quang Binh Rural Development and Poverty Reduction Fund (RDPR)

141.	Phạm Mậu Tài, RDPR Director	Dong Hoi, Quang Binh	Discussion	Direct beneficiary		M
142.	Hoàng Thị Phương Thảo, RDPR Officer	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
143.	Võ Thành Đồng, Vice President of Truong Xuan Ward People Committee, Quang Ninh District, Quang Binh Province	Quang Ninh District, Quang Binh	Discussion	Direct beneficiary		M
144.	Nguyễn Văn Hiển, Justice Officer of Truong Xuan Ward People Committee	Quang Ninh District, Quang Binh	Discussion	Direct beneficiary		M
145.	Nguyễn Thị Quyên, Citizen of Truong Xuan Ward	Quang Ninh District, Quang Binh	Discussion	FB	F	
146.	Hồ Thị Mai, Citizen of Truong Xuan Ward	Quang Ninh District, Quang Binh	Discussion	FB	F	
147.	Hồ Thị Thê, Citizen of Truong Xuan Ward	Quang Ninh District, Quang Binh	Discussion	FB	F	

#### Disability Research and Capacity Development Center

#### (DRD) and beneficiaries of DRD

148.	Nguyen Van Cu, Deputy Director of DRD	HCMC	Discussion	Direct beneficiary		M
149.	Nguyen Thanh Tung, Project Officer DRD	HCMC	Discussion	Direct beneficiary		M
150.	Nguyen Ha Bich Phuong, DRD Communication Officer	HCMC	Discussion	Direct beneficiary	F	
151.	Truong Thi Hoa, Lawyer, Representative of Law Office Truong Thi Hoa	HCMC	Discussion	Direct beneficiary	F	

152.	Lam Thi Kim Thao, member of a group of legal aid collaborators in Ho Chi Minh City, Chairman of the Association of the Blind in District 1.	HCMC	Discussion	Direct beneficiary	F	
153.	Vu Huy Tuong Nha, member of a group of legal aid collaborators in Ho Chi Minh City, Chairman of the Association of the Blind in District 10	HCMC	Discussion	Direct beneficiary	M	
154.	Nguyen Cong Minh, beneficiary in HCMC	HCMC	Discussion	FB	M	
155.	Nguyen Thi Thanh Huong - project officer in Quang Binh	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
156.	Truong Minh Hoc - member of a group of legal aid collaborators in Quang Binh	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	M	
157.	Hoang Van Luu - member of a group of legal aid collaborators in Quang Binh	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	M	
158.	Nguyen Dinh Thi - member of a group of legal aid collaborators in Quang Binh	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	M	
159.	Nguyen Thi Luyen - member of a group of legal aid collaborators in Quang Binh	Dong Hoi, Quang Binh	Discussion	Direct beneficiary	F	
160.	Nguyen Thi Tuyet Hanh - Beneficiary in Quang Binh	Dong Hoi, Quang Binh	Discussion	FB	F	
161.	Do Thi Lien - Beneficiary in Quang Binh	Dong Hoi, Quang Binh	Discussion	FB	F	

**Social Development Training Center (SDTC), Ton Duc Thang University**

162.	Vũ Văn Hiệu, Project Coordinator of the SDTC	HCMC	Discussion	Direct beneficiary	M
163.	Tăng Hữu Tân, Director of the SDTC	HCMC	Discussion	Direct beneficiary	M

**Social Sciences and Humanities Research Center (SHRC), and Justice Department of Dong Thap Province**

164.	Nguyen Truc Lam: Director of the Center for Research in Social Sciences and Humanities	Dong Thap	Discussion	Direct beneficiary	M
165.	Nguyen Van Trung: Director of the State Legal Aid Center of Dong Thap Province	Dong Thap	Discussion	Direct beneficiary	M
166.	Ly Ngoc Binh: Head of Branch No. 02: State Legal Aid Center of Dong Thap Province	Dong Thap	Discussion	Direct beneficiary	M
167.	Huynh Thi Phuong Thinh: Deputy Head of Legal Education Department - Department of Justice of Dong Thap province	Dong Thap	Discussion	Direct beneficiary	F
168.	Thai Huynh Phuong Lan: Project Coordinator	Dong Thap	Discussion	Direct beneficiary	F
169.	Mai Thi Van: Project officer	Dong Thap	Discussion	Direct beneficiary	F

170.	Quach Thi Hong: Project officer	Dong Thap	Discussion	Direct beneficiary	<b>F</b>	
171.	Le Thi Hong Hanh: Project officer	Dong Thap	Discussion	Direct beneficiary	<b>F</b>	
<b>Total: 171 consulted persons (117 female, 52 male), in 32 institutions/units.</b>						

#### 9.8 List of documentation and literature consulted

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- Viet Nam’s Voluntary National Review- Key Messages. Voluntary National Review 2018. Available at [https://sustainabledevelopment.un.org/content/documents/19297VIET\\_NAM\\_VNR\\_Key\\_MessagesViet\\_Namedited.pdf](https://sustainabledevelopment.un.org/content/documents/19297VIET_NAM_VNR_Key_MessagesViet_Namedited.pdf), last visited <<1.01.2022>>
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- Civil Society Report on the Implementation of the ICCPR (Replies to the List of Issues CCPR/C/VNM/Q/3). Review of the third State Report of Viet Nam (CCPR/C/VNM/3) At the 125th session of the Human Rights Committee. Geneva, 4 – 29 March 2019.
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- The New European Consensus on Development ‘Our World, Our Dignity, Our Future’. A/Res/71/256
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- Climate Change and Environment. Gender Action Plan III: An Ambitious Vision on Gender Equality and Women’s Empowerment for EU External Action. EC. 2021
- JIFF’s 4 Annual Report. 1 November 2020 – 31 October 2021