**On-Site Distribution Monitoring**

The **purpose** of **monitoring the actual distribution** is to:

* Verify eligible recipients receive the planned quantity and quality of entitlements.
* Determine whether distribution staff are following proper procedures.
* Identify problems from the perspectives of both recipients and distribution staff.
* Ensure stock is fully accounted for at the distribution sites.

**Before Distribution Begins**

1. Compare the quantities of items actually received at the distribution site (per off-loading tally sheets) to the quantities on the corresponding waybill(s).
2. Visually check the commodity for quality.
3. Conduct sample weighing of commodity bags and tins.
4. Interview those responsible for receiving food commodities about any irregularities in items received.
5. Verify the accuracy of scoops and weighing scales.
6. Verify that banners or posters stating entitlements are present and appropriate for recipients. (Translate into local language where feasible.)
7. Verify existence of drinking water, sanitation, and first aid facilities for recipients.
8. Verify that donor visibility requirements (e.g., display of donor logo) are being followed.
9. Review whether previously documented issues have been addressed.

**During Distribution**

1. Observe and record security and crowd control.
2. Observe and document performance of local authorities, community representatives, community group leaders, etc. participating in distribution management.
3. Observe performance of distribution team members, and note incidences of non-compliance with distribution procedures.
4. Re-verify accuracy of scoops and weighing scales (if being used).
5. Randomly weigh commodities received by recipients as they exit the distribution area (to ensure a proper ration size is being provided).

* Request that individual recipients bring their rations to a weighing scale.
* Weigh each commodity separately, and record weight along with the ration card number and household size.

1. On a sample basis, conduct exit interviews as recipients leave the site. These interviews should focus on whether recipients received what was expected.

* Use a standardized questionnaire format.
* Clearly explain why you are collecting the information and what it will be used for prior to asking recipients’ consent to participate.

1. Verify that a functioning help desk provides information and records recipient issues.
2. Observe the visibility of the distribution staff.

**Upon Completion of the Distribution**

1. Record any differences between planned number of recipients and actual attendance.
2. Record the names and ration/ID card numbers of all recipients on the distribution list who did not appear, for follow-up during post-distribution monitoring to determine the reason(s) they failed to appear.
3. Reconcile total quantities distributed with any remaining stock at the end of the distribution.
4. Verify that the waybill for return of commodities has been completed and the actual balance remaining is returned.
5. Sample empty sacks, oil tins, or cartons to ensure that they are completely empty.
6. Prepare a written report and have a witness from the community management committee who attended the distribution, and the distribution team leader, counter-sign the report.

**Site Storage Monitoring**

The **purpos**e of **site storage monitoring** is to assess the adequacy of storage facilities, stock management, and recordkeeping. It may be conducted concurrently with on-site distribution monitoring, or as a separate activity.

1. Review documents for the site, including:

* Most recent [Distribution Site Report](file:///C:\Users\va_vaughn\Desktop\Nairobi\Workshop%20Process%20Maps%20&%20Tools\9%20Food%20Distribution%20Monitoring\TOPS\Users\Virginia\AppData\Roaming\Microsoft\Word\SCM%20Manual%20ANNEXES.doc#Distsitereport) prepared by site storage staff
* Records on commodity dispatches to the site storage facility
* Previous Distribution Monitoring Reports

1. Inspect site storage facility structure, storage area, and stacking of commodity.
2. Compare quantities on waybills to that per authorized distribution plans and dispatch authorizations.
3. Reconcile off-loading tally sheet(s) with corresponding waybill(s).
4. Reconcile waybills with commodity ledgers showing receipts and, if applicable, issues.
5. Conduct a physical count of all commodity in the site storage facility, and reconcile with the current balance shown in the ledgers. Obtain the signature of the person responsible for the facility, indicating agreement with the physical count.
6. Examine Loss Reports. If any of the documents are considered to be suspect, contact the issuing authorities for verification.
7. Compare quantities of commodity issued for distribution on a given day with quantities listed as distributed on corresponding receipts sheet. If less was distributed, site storage facility records should show the amount returned to the facility or a possible loss should be recorded. Note any discrepancies.
8. Prepare a written report.

**Post-Distribution Monitoring (PDM)**

The **purpose** of **post distribution** **monitoring** (PDM) is to verify that the correct recipients received the correct rations, and all eligible recipients can access their rations. This form of monitoring can also capture more detailed feedback on the use, storage, preparation, and appropriateness of commodities distributed. (Data on the impact of the distribution on recipients’ lives or livelihoods should be obtained through normal program monitoring activities.) PDM should take place within two weeks after a distribution.

1. At each selected household, clearly outline why the program is collecting the information and what it will be used for prior to asking recipients’ consent to participate.
2. Conduct a focused interview, preferably following a predetermined questionnaire.
3. Both male and female monitors should be present to ensure surveys are conducted by members of the same sex as interviewees, if appropriate.
4. Seek information directly from women and children, in addition to men, on their access to and satisfaction with the distribution.
5. Unless there is valid reason to keep the interview confidential, ensure that the ration card number is recorded and the person being interviewed signs the interview questionnaire.
6. If possible, triangulate any questionable responses collected through various mechanisms to check the reliability of the data.
7. The results of the post-monitoring exercises should be fed back to those who have participated in the process. As a mark of accountability, results should also be shared with the population at large, to ensure that it sees the efforts being made to achieve a fair and appropriate process of food distribution.