

How to prepare a project: a practical guide to policies and guidelines

GEF Introduction Seminar 2021 | Day 2, February 23

How to prepare a project: a practical guide to policies and guidelines

- 1. GEF Project and Program Cycle
- 2. GEF-7 Updated Operational Guidelines
- 3. Implementation vs Execution arrangements and Agency Fee
- 4. COVID related flexibility and Cancellation policy Coffee break
- 5. Updated Minimum Fiduciary Standards
- 6. Co-financing
- 7. Monitoring Policy & Guidelines Coffee break
- 8. Policy on Stakeholder Engagement and Guidelines
- 9. Policy on Gender Equality and Guidelines
- 10. Environmental & Social Safeguards and Guidelines
- 11. Conflict Resolution
- 12. Knowledge Management Requirements, Kaleo



GEF Project and Program Cycle

















City 2

City 3

City 4

City 1

GEF Project Modalities

Full-sized Project

GEF project financing > 2 million US\$

Medium-sized Project

GEF project financing ≤ 2 million US\$

Enabling Activity

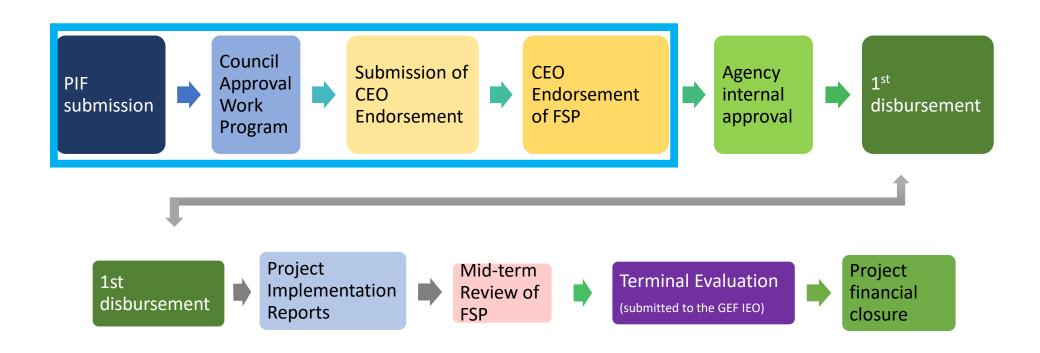
GEF financing for the preparation of a plan, strategy or report to fulfill commitments under a Convention

Program

Individual but interlinked (child) projects that aim to achieve large-scale impacts

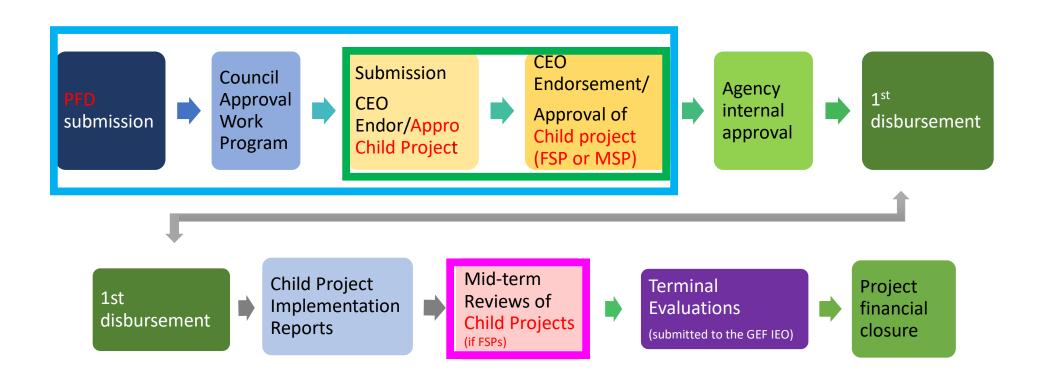
GEF Project Cycle Full-sized projects

Preparation



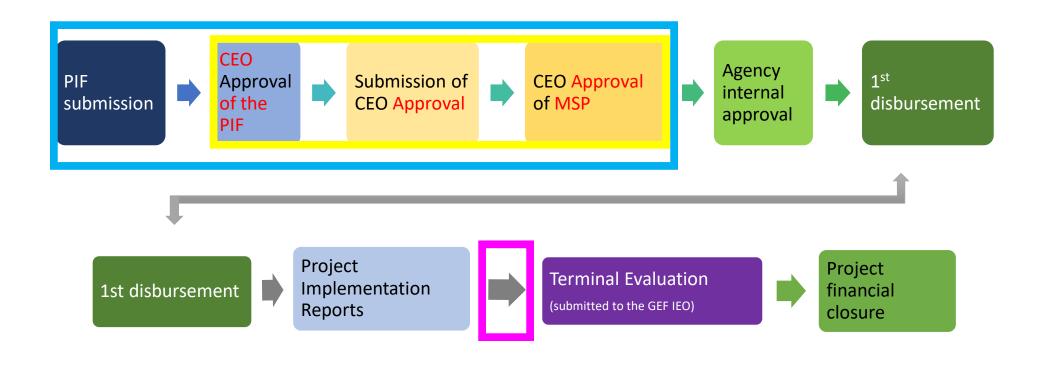
GEF Project Cycle Programs

Preparation



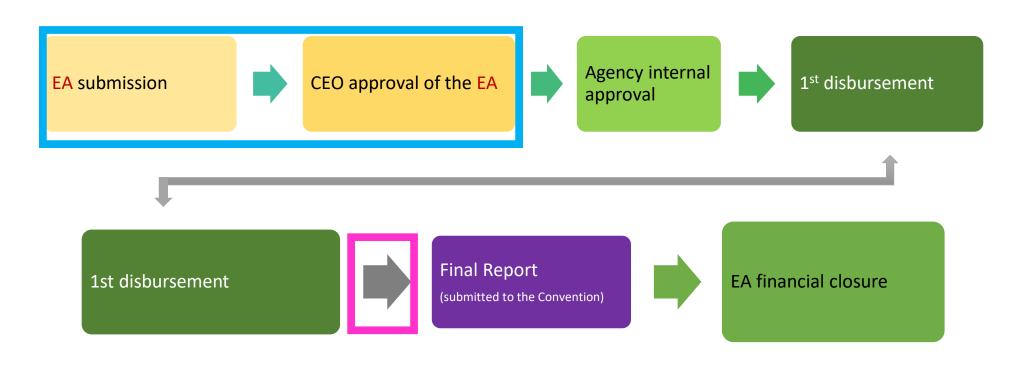
GEF Project Cycle Medium-sized projects (2-step approval)

Preparation



GEF Project Cycle Enabling Activities (EA)

Preparation



References

Policy on Project and Program Cycle

https://www.thegef.org/sites/default/files/documents/Project Program Cycle Policy.pdf



GEF Operational Guidelines (GEF-7 update)

Policies

- ✓ Meet replenishment, Council requirements
- ✓ Improve project and program execution and results
- ✓ Reflect international best practice, benchmark Agency practice

Guidelines

- ✓ Provide additional detail, guidance
- ✓ Practical interpretations for Agencies, OFPs, etc.



What's new in GEF-7?

- Results Based Management and Monitoring (GEF-7)
- > Stakeholder Engagement (C.55, Dec 2018)
- Project Amendment and Cancellation (C.55, Dec 2018)
- Gender Equality (C.54, June 2019)
- Environmental and Social Safeguards (C.57, Dec 2019)
- Knowledge Management (GEF-7)
- Co-financing Policy (C.54, June 2018)

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Updated Project Cycle Guidelines (2020):



Improve clarity of project budgets



Monitoring and Evaluation (M&E) Plans and budgets



Implementation and Execution Functions

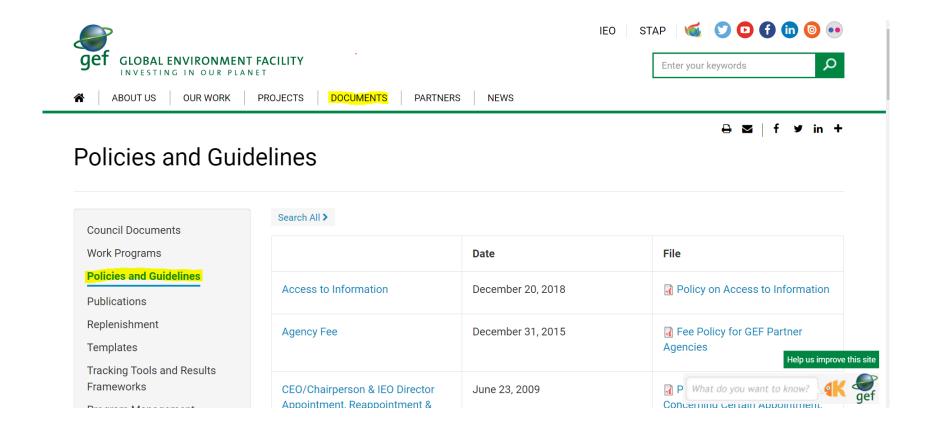


Co-financing



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Additional Information:





Implementation vs. Execution and Agency Fee

Differences between Implementation and Execution

- <u>Implementation</u>: entails oversight of project execution to ensure that the project is being carried out in accordance with agreed standards and requirements



- <u>Execution</u>: management and administration of the day-to-day activities of projects in accordance with specific project requirements in an agreement with the GEF Agency responsible for implementation











































Execution











✓ Separation of functions according to the GEF governance model:

- ☐ Avoid conflict of interest
- ☐ Develop country's execution capacities



GEF Agency Implementation



























Execution













- ✓ If the GEF Implementing Agency executes the project or portions of it:
 - ☐ Support letter signed by the OFP specifying the functions.
 - ☐ Present institutional arrangement for the separation of implementation and executing functions in different departments of the GEF Agency



Activities covered by the Agency Fee

Project cycle management services

- Includes activities throughout the project cycle, such as:
 - project identification
 - preparation of the project concept
 - preparation of the detailed project document
 - internal approval, initiation, and implementation of projects
 - project completion and evaluation
 - financial closure

Corporate Activities

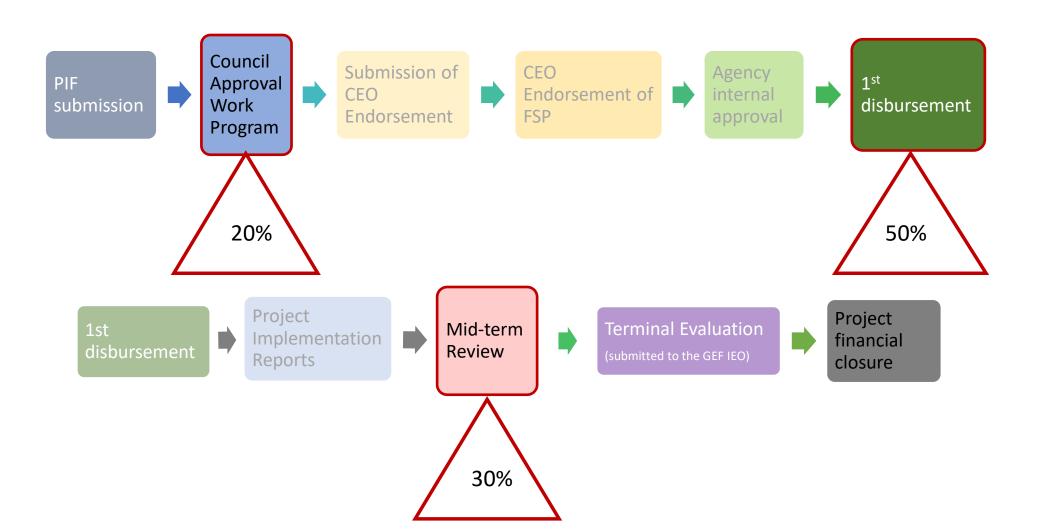
- Includes activities that help promote the efficiency of the GEF, such as:
- policy support
- outreach
- knowledge sharing
- support to the GEF Independent Evaluation Office, and
- institutional relations

Current Fee structure

Type of project	Project Financing	Fee level <u>old</u> Agencies	Fee level for Agencies accredited in 2015
PFD, FSP, MSP, EA	Equal or less \$ 10 million	9.50%	9.00%
	More than \$ 10 million	9.00%	9.00%
PPG	Follow the same rate applicable for the related project financing		

BOAD
CAF
CI
DBSA
FECO
FUNBIO
IUCN
WWF-US

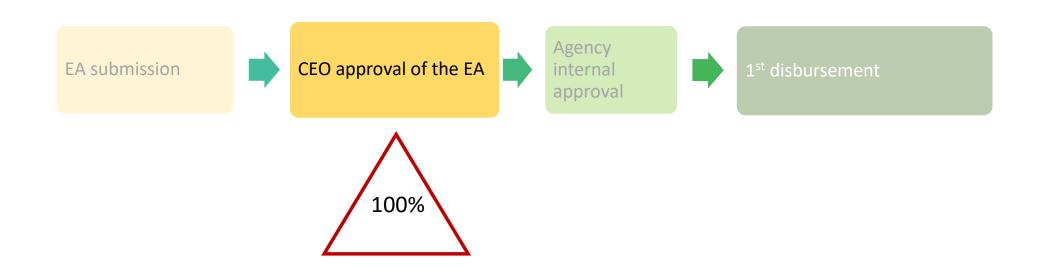
Agency Fee commitment schedule for FSPs



Agency Fee commitment schedule for MSPs



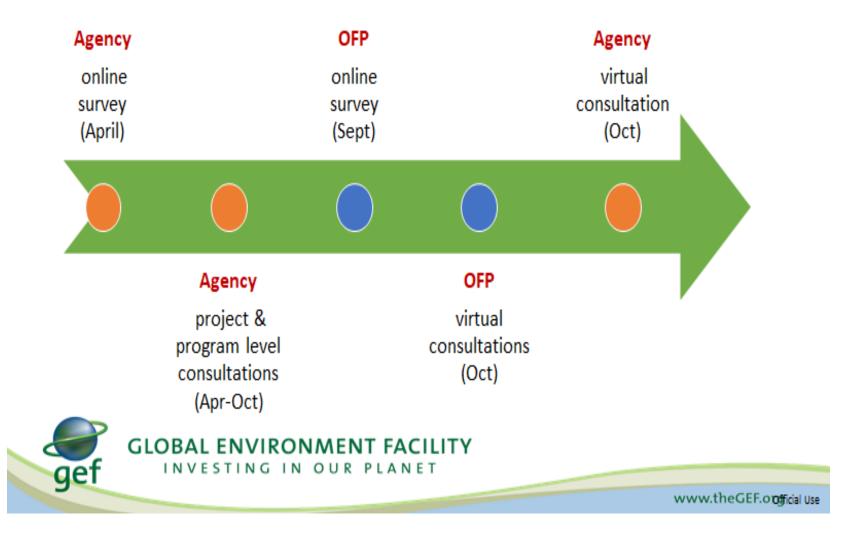
Agency Fee commitment schedule for EAs





Covid-related Flexibility and Cancellation Policy

Consultations with Agencies & OFPs (in 2020)



General Observations

- Covid-19 impacts are not uniform across countries or agencies
- Extensive adaptation has already taken place, but limits on horizon
- Main challenges/risks identified:
 - ✓ Stakeholder consultations
 - ✓ Project monitoring
 - ✓ Co-financing

Agency Feedback

April - Challenges

Significant impacts across portfolio

Minor amendments to projects

Project preparation challenges

Risk of implementation & supervision delays (70% reported High)

High risk on PPGs, SIDS, consultation with indigenous people

September - Solutions

Project preparation continuing

Virtual missions

Local consultant substitution

Virtual consultation & supervision

Use of GIS for monitoring

Collaboration among Agencies

OFP Feedback

Challenges

Travel, field visits halted (SIDS: inability of recruiting int'l consultants)

Workarounds more costly, time-consuming

National consultants in high demand

Supply chain disruption, increased private sector credit risk

Staff cost and retention (for project extensions)

Fiscal pressures (esp. in countries with high tourism share of economy)

Local currency depreciation

Project beneficiaries in rural areas & indigenous community engagement

Solutions

Virtual means (but connectivity, costs)

Use of local consultants

Use of local facilitators, SGP contacts & NGOs for community consultation

Substitute with local sources

Build a network among the project partners to support vulnerable communities (GEF project beneficiaries)

Linking rural/indigenous communities with consumers (e.g., online auction for handmade goods)

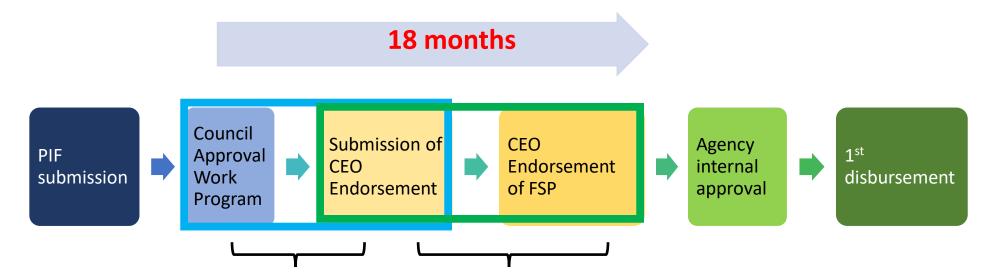
Environment ministry direct purchase of produce from rural/indigenous communities

What does the Cancellation Policy do?

Incentivizes faster project preparation

Sets out the principles, rules, and procedures to cancel projects

Project Cancellation – time standards for preparation of FSPs (similar with Programs)



12 months after PIF approval → submission of CEO Endorsement If not possible:

- **OFP** (for national)
- **Agency** (for Regional or Global)
- → Notification of Delayed Submission via the Portal

6 additional months →

Project needs to be CEO Endorsed If not possible:

- **OFP** (for national)
- **Agency** (for Regional or Global)
- → One-time Request of Extension up to 24 months
- → CEO Approves

Project Cancellation – time standards for preparation of MSPs



8 months after PIF approval → submission of CEO Approval If not possible:

- **OFP** (for national)
- **Agency** (for Regional or Global)
- → Notification of Delayed Submission via the Portal

4 additional months \rightarrow

Project needs to be CEO Approved If not possible:

- **OFP** (for national)
- **Agency** (for Regional or Global)
- → One-time Request of Extension up to 24 months
- → CEO Approves

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- Subscribe to the monthly Newsletter www.thegef.org/newsletter









GEF Minimum Fiduciary Standards – 2019 Update

Minimum requirements all 18 GEF Partner Agencies must meet to receive GEF funds







































Roles of GEF Agencies and Executing Agencies



Updated Minimum Fiduciary Standards

I Project
Activity
Processes
and
Oversight
Criteria

- Project Appraisal Standards
- Procurement Processes
- Monitoring and Project-at-risk Systems
- Project Completion and Financial Closure
- Evaluation Function

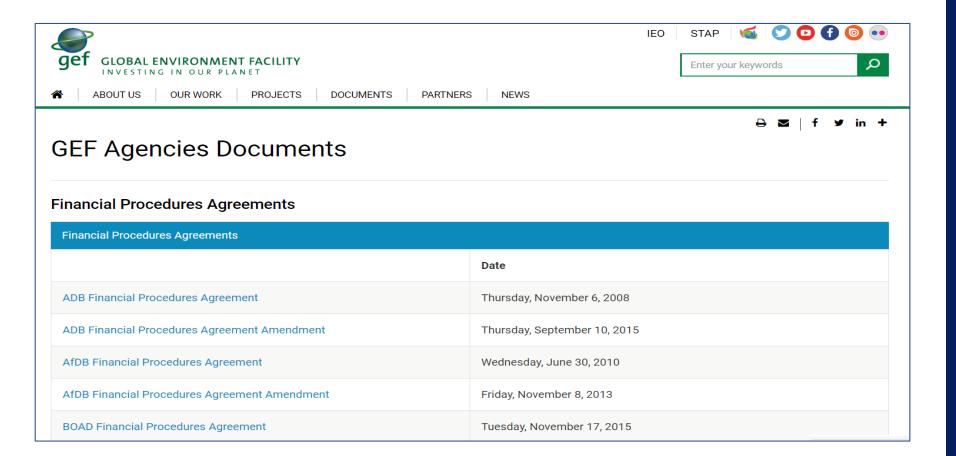
Updated Minimum Fiduciary Standards

II. Governance Framework Criteria

- External Financial Audit
- Financial Management and Control Frameworks
- Oversight of Executing Entities
- Financial Disclosure/Conflict of Interest
- Code of Ethics/Conduct
- Internal Audit
- Investigation Function
- Hotline and Whistleblower Protection
- Anti-Money Laundering and Combating the Financing of Terrorism

GEF Updated Policy on Minimum Fiduciary Standards

- December 2019 Council Document
- Detailed legal agreements setting out obligations of the Partner Agencies
- https://www.thegef.org/council-meeting-documents/updated-policy-minimum-fiduciary-standards



Sources for Additional Information



Co-Financing

Why co-financing matters?



country ownership

partnerships

GEF financing

co-financing

What is co-financing?



recurrent expenditures

investment mobilized

(co-financing that is not recurrent expenditure)



Sources

GEF Agencies

donor agencies

Governments

private sector

CSOs

beneficiaries

other

Types

grant

loan

equity

guarantee

in-kind

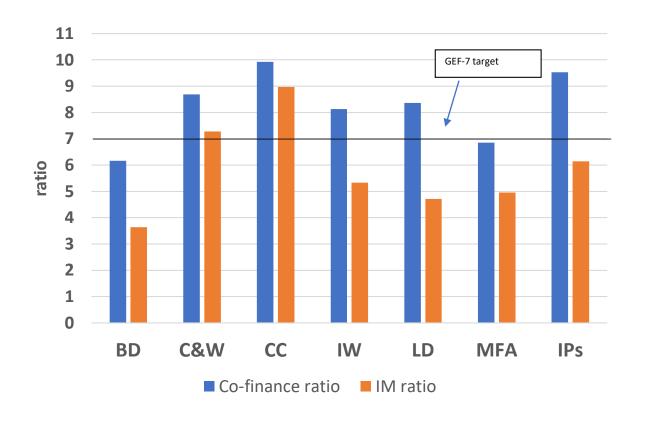
other

How much co-financing?

No minimum thresholds and/or specific types or sources of co-financing for individual projects or countries

GEF-7 ambition at portfolio level: reach a cofinancing ratio of at least 7:1

Ambition for the portfolio in Upper-Middle Income Countries and High-Income Countries that are not Small Island Developing States: reach a ratio of Investment Mobilized to GEF financing of at least 5:1



Projects approved in GEF-7 (as of December 2020) have reached a co-financing ratio of **7.8:1**

References

Policy on Co-Financing

http://www.thegef.org/sites/default/files/documents/Cofinancing Policy.pdf

Guidelines on Co-Financing

http://www.thegef.org/sites/default/files/documents/Cofinancing Guidelines.pdf



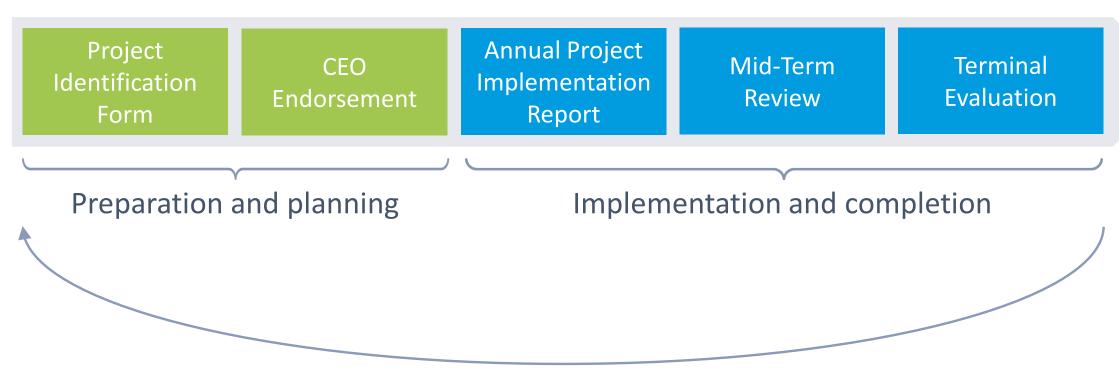
Monitoring Policy and Project M&E Framework

Ensuring accountability and promoting learning to improve outcomes

What is monitoring?

- Starts at the project design stage
- Standardized data collection and analysis on specific indicators
- Continuous and systematic function
- Usually conducted in-house, as opposed to independently
- Provides information on progress in the achievement of agreed objectives and the use of allocated resources

The monitoring policy tracks implementation progress It provides requirements aligned to agencies' practices



Learning feeds back into project design

Project Identification Form

CEO Endorsement

Annual Project Implementation Report

> Mid-Term Review

- Identify Project Objective
- Logical chain leading to outcomes and outputs
- Identification and target setting of Core Indicators
- Notional budgeted M&E Plan

Project Identificatior Form

CEO Endorsement

Annual Project Implementation Report

> Mid-Term Review

- Full results framework assessing the logical achievement of project objective, with outcomes and outputs
 - Indicators include baselines and targets
- Final Core Indicator targets informed by preparation
- Full M&E Plan
 - Plan to collect data: source, methodology, frequency, resp. entity
 - Timeline of activities (MTRs, TEs)
 - Budget

Project Identificatior Form

CEO Endorsement

Annual Project Implementation Report

> Mid-Term Review

- Update on key progress indicators:
 - Project status
 - Disbursement
 - Ratings—Implementation Progress, Development Outcome and Risk
 - Expected MTR and Terminal Evaluation dates
 - Indicators include baselines and targets
- Qualitative update
 - Project implementation progress and challenges
 - Gender plan, Stakeholders engagement and Knowledge activities

Project Identification Form

CEO Endorsement

Annual Project Implementation Report

> Mid-Term Review

- Full MTR report
- Update on key progress indicators:
 - Actual core indicators results achieved
 - Progress in materializing co-financing
- Qualitative update
 - Project implementation progress and challenges
 - Gender plan, Stakeholders engagement and Knowledge activities
 - Lessons learned

Project Identificatior Form

CEO Endorsement

Annual Project Implementation Report

> Mid-Term Review

- Full Terminal Evaluation report
- Update on key progress indicators:
 - Final achieved core indicators results
 - Final co-financing materialized
- Qualitative update
 - Project implementation progress and challenges at completion
 - Gender plan, Stakeholders engagement and Knowledge activities
 - Lessons learned

Specific project modalities require different requirements Designed to respond to each project type







Monitoring for accountability and increased use of data Designed to assist the GEF Partnership in delivering results

- Establishes systems for the generation of reliable, credible and high quality evidence
- Progress information shared across the Partnership
- Fosters greater utilization of monitoring data for decision making
- Promotes sharing of knowledge gained to improve outcomes

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- Subscribe to the monthly Newsletter www.thegef.org/newsletter









Policy on Stakeholder Engagement and Guidelines

GEF's Approach to Stakeholder Engagement (SE)

Why is it important to engage stakeholders in GEF-financed activities?

- Enhancing country-ownership and accountability
- Addressing the social and economic needs of affected people
- Forging stronger partnerships, particularly with civil society, Indigenous Peoples, communities and the private sector
- Harnessing the knowledge and expertise of stakeholders











Updated GEF's Policy on Stakeholder Engagement

Promote the inclusive and meaningful participation of Stakeholders in GEF's governance and operations...



Constructive, responsive, accountable and transparent



Fair, balanced and inclusive participation



Sustained commitment and action, including allocation of resources



Appropriate documentation and easy and timely access to information

Overview of SE Requirements in Projects and Programs



- ✓ Description of any consultations
- ✓ Information on how
 Stakeholders will be
 engaged and means of
 engagement throughout
 the project cycle

✓ Provide
 Stakeholder
 Engagement Plans
 or equivalent
 documentation

✓ information progress, challenges and outcomes of the implementation of stakeholder engagement

Tips and Guidelines <u>Stakeholder Engagement in Projects and Programs</u>

- **√** Was the project consulted with relevant stakeholders and affected people?
- ✓ Who are the stakeholders? What are their interests? Are their future roles and proposed means of engagement described?
- ✓ Is there a comprehensive Stakeholder Engagement Plan at CEO Endorsement?
 - Stakeholders who have been and will be engaged,
 - means of engagement
 - dissemination of information
 - roles and responsibilities
 - resource requirements
 - timing of engagement

https://www.thegef.org/sites/default/files/council-meetingdocuments/EN GEF.C.55 Inf.08 Guidelines Stakeholder Engagement.pdf

GEF Sec Reporting on Stakeholder Engagement in Projects and Programs

Snapshot of Stakeholder Engagement at entry in Portfolio of Projects approved in December 2020

Including stakeholders — civil society organizations, indigenous peoples, local communities, and the private sector — in preparing projects and defining their expected roles during implementation is key in strengthening the overall impact of a project. Consulting and including civil society and the private sector in project design continues to take place, even as the COVID-19 pandemic unfolds. To mitigate challenges in meeting face-to-face, stakeholder consultations take place virtually. The data show that over 75% of projects consulted and took into account civil society and the private sector in their design. Not all projects have indigenous peoples or private sector as stakeholders. Therefore, the percentages are expected to be lower than those reported for civil society.

CONSULTATION IN PROJECT IDENTIFICATION

FUTURE ENGAGEMENT AND DESCRIBED ROLES OF STAKEHOLDER IN PROJECTS





Policy on Gender Equality

GEF's Policy on Gender Equality (2017)

Responds to the increased attention to gender equality and women's empowerment by the multilateral environmental agreements (MEAs) that the GEF serves

Recognizes that efforts to combat environmental degradation and those to address gender inequality can be mutually supportive

Aims to catalyze projects that have the potential to materialize greater environmental impact through gender-responsive approaches and results

Seeks to ensure equal opportunities for women and men to participate in, contribute to and benefit from GEF-Financed Activities





Moving from a do "no harm" to a "do good" approach

Addressing key Gender Gaps

- 1. Unequitable access to and control of natural resources
- 2. Unequal opportunities in environmental decision-making and leadership
- 3. Uneven access to socioeconomic benefits and services:

Project Requirements

Agency Responsibilities



Project concept

- » Indicative information on gender and any measures to address these
- » Plans to collect sex-disaggregated data and information on gender

Project development

Gender Analysis or equivalent socioeconomic assessment

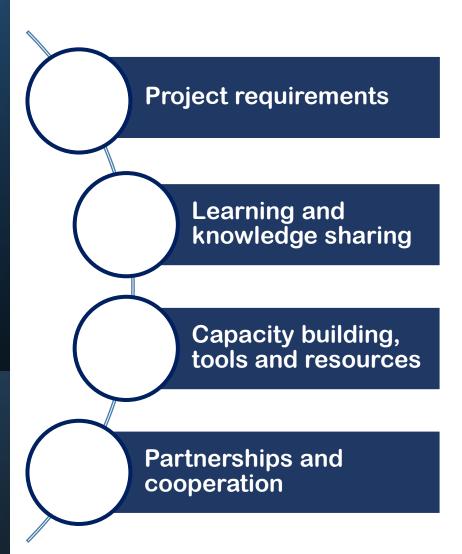
- » Gender-responsive measures (gender action plan or equivalent)
- Sender-sensitive indicators and sex disaggregated target

Project Monitoring and Reporting

- » Information in PIRs, MTRs, TEs on progress, gendersensitive indicators and results
- Share knowledge on good practices, methodologies and lessons learned

GEF-7
Approach
and Expected
Results on
Gender





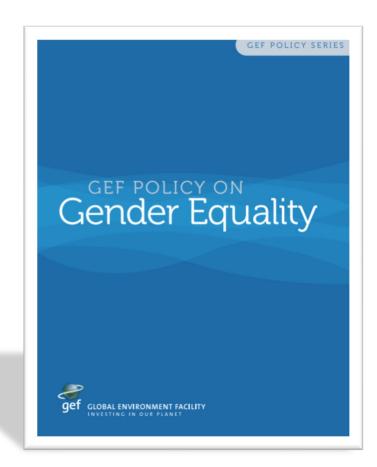
Expected GEF-7 results



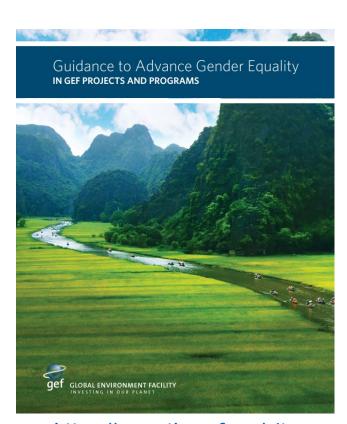




Resources



https://www.thegef.org/sites/default/files/documents/Gender Equality Policy.pdf



https://www.thegef.org/sites/default/files/publications/GEF%20Guidance%20on%20Gender.pdf

























https://www.thegef.org/content/open-online-course-gender-and-environment



Policy on Environmental and Social Safeguards

GEF's Policy and Guidelines on Environmental and Social Safeguards

Resources
https://www.thegef.org/doc
uments/environmental-andsocial-safeguard-standards



Helping the GEF better manage environmental and social risks in projects and to improve development and environmental outcomes

Aims to prevent, mitigate and manage risks and adverse impacts that GEF projects may have on people or the environment

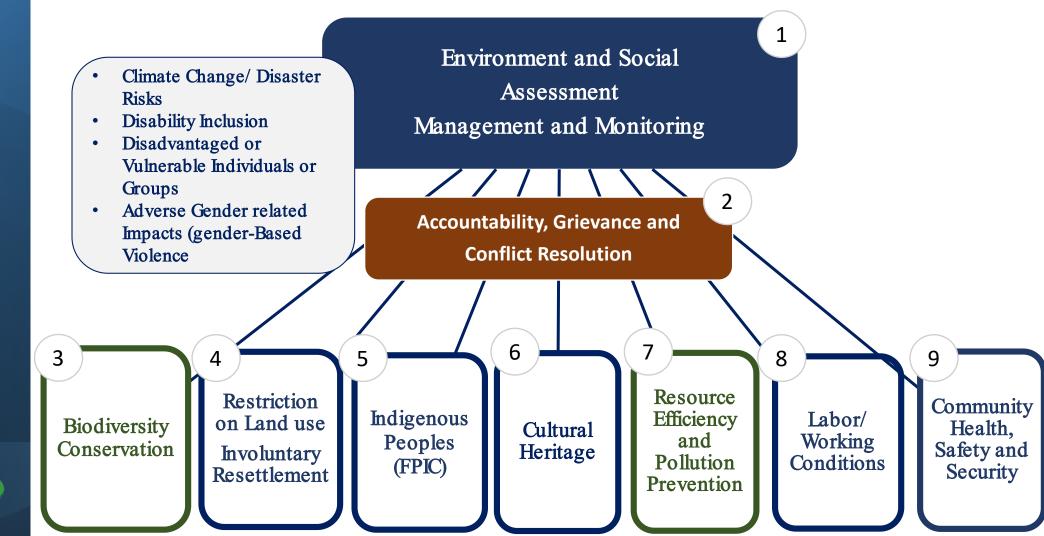
Sets out requirements for GEF Agencies relating to the identification, assessment, and management of environmental and social risks and impacts associated with projects financed by the GEF

Describes GEF Secretariat's responsibility to review projects and report to the GEF Council on the type and level of ESS Risks and associated management measures

It is about...

- Anticipating social and environmental risks and impacts;
- Planning to avoid or mitigate those risks and impacts;
- Managing and Monitoring implementation
- Responding to problems as they arise

9 Minimum Standards

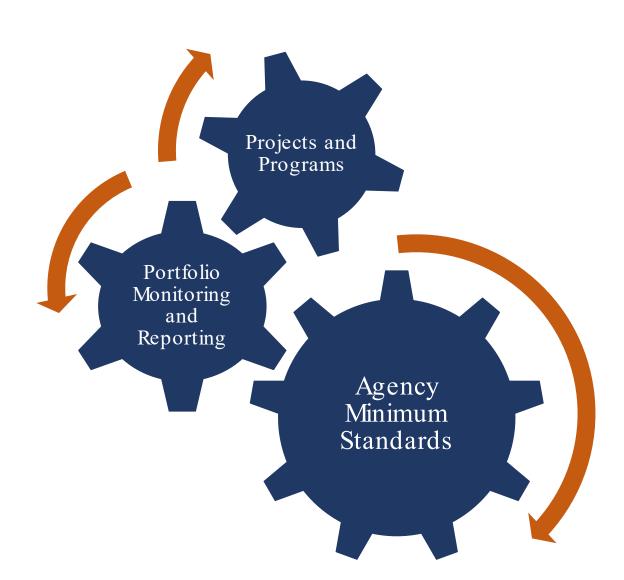




ESS Implementation Framework

GEF's Policy on Environmental and Social Safeguards





ESS Project Requirements

- Anticipate social and environmental risks and impacts;
- Plan to avoid or mitigate those risks and impacts;
- ➤ Manage implementation,
- Monitor the results of investments; and
- Respond to problems as they arise

Project Concept (PIF)



Project
Development
(CER)



Project Monitoring and Reporting (MTR/TE)

- Screen project to identify environmental and social risks
- Disclose relevant documents and informs/consults stakeholders
- Define preliminary project risk rating
- Describe information on the types of risks
- Provide any early screening reports and plans to address identified risks

- Assess environmental and social risks and potential impacts
- Disclose relevant documents and informs/consults Stakeholders
- Provide overall project or program risk rating
- Describe types of risks and risk ratings
- Provides any assessment reports

- Supervise the implementation of environmental and social management measures.
- Monitor the environmental and social risks and any revisions to identified risks
- Report on implementation of management measures



GEF Conflict Resolution System

GEF Conflict Resolution System

- Agencies required to have independent accountability and grievance systems to receive complaints
 - ✓ Part of responsibility for implementing projects
 - ✓ Elements set out in Safeguards & Fiduciary Policies
 - √ Issues of policy compliance and systems for dialogue
- Purpose voice and right of recourse for affected people, enlist their expertise: for accountability and better results
- Currently 25 cases safeguards, consultations, land disputes, misuse of funds, procurement, human rights issues, FPIC
- > Important to hear the concerns, be proactive; build awareness
- Prompt reporting to Council transparency and confidentiality





Knowledge and Learning at the GEF

The GEF is a Knowledge Institution

Knowledge & Learning Objectives

Improve the impact of GEF funded projects and programs

&

Inform global, regional and national policy dialogues and investment decisions to reverse global environmental degradation

Capturing, Sharing and Disseminating Knowledge

GEF's Knowledge & Learning Toolbox

- Web-based Tools (Website, Kaleo, GEF Academy E-Learning, GEF Portal, Webinars, etc)
- Targeted Training Workshops
 (GEF Intro Seminar, Regional ECWs, Art of Knowledge Exchange, etc)
- **GEF Knowledge Days and Fairs –** on-site peer to peer learning
- Publications and Videos
- GEF Score Card summary of results
- Presentations and Side Events at Key Events, COPs, etc
- Booths/Exhibits at Key Events, COPs, etc
- Social Media Tools (Blogs, Twitter, etc)

GEF's Knowledge & Learning Investments

Knowledge sharing and learning activities and KM instruments (such as KM platforms) are funded:

- as part of IAPs/IPs (GOLD, Cities and CFI programs),
- through specific KM projects such as IW:Learn and
- corporate initiatives (such as the GEF Gender Partnership)



GEF Project Cycle: Knowledge & Learning Requirements

Full-Size Projects and Impact Programs/Child Projects

Implementation Stage **Design Stage Evaluation Stage CEO** PIF TE and TER PIR **MTR** Endorsement Project/Program Evaluation of KM • Project/Program Progress on KM • Progress on K & KM Approach Results and KM Approach Approach L Deliverables **Flaborated** Outlined **Implementation Impacts Implementation** Link to overall • Lessons Learned Knowledge Proposed K&L Knowledge project impact **Products/Events** Outputs/Delivera Good Practice Products/Events bles KM Budget and Lessons Learned Lessons Portfolio and Time-line Link to overall Policy Implications Good Practice Learned • Specific K&L project impact Captured Dissemination and Adaptive Outputs/Delivera Sharing to Inform Management bles New Design As information

becomes available

Criteria for KM Screening in PIF/CEO Endorsement Stages

Every GEF project must have a Knowledge Management (KM) Approach, which includes:

- 1. overview of existing lessons and best practice that inform the project concept
- 2. plans to learn from relevant projects, programs, initiatives & evaluations
- 3. processes to capture, assess and document info, lessons, best practice & expertise generated during implementation
- 4. tools and methods for knowledge exchange, learning & collaboration (at both program and project levels if a PFD), including knowledge platforms and websites
- 5. knowledge outputs to be produced and shared with stakeholders (at both program and project levels if a PFD)
- 6. discussion on how knowledge and learning will contribute to overall project/program impact and sustainability
- 7. plans for strategic communications
- 8. budget and timelines for KM approach implementation/delivery (required at CEO endorsement stage)

GEF Portal



- Capturing key project data and information at each step
- Monitoring of real results during project execution and comparison with expected results
- Geographic references on GEF projects (maps and other)
- Control panel: status of all projects by country portfolio
- Public Access to information about GEF projects: enhancing transparency

GEF Website: Knowledge and Learning Page

http://www.thegef.org

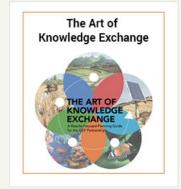


WHAT WE DO

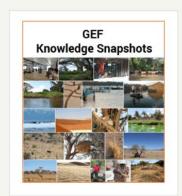
KNOWLEDGE & LEARNING PROJECTS

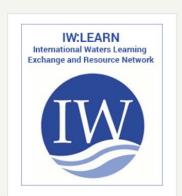
What we do

Knowledge is a primary asset of the GEF Partnership, and knowledge generation and sharing are critical for GEF investments to achieve a lasting impact in safeguarding the global environment. The GEF finances project, programs and initiatives that underpin the generation and exchange of knowledge around global environmental issues, facilitating the capture, synthesis, transfer and uptake of this knowledge within and beyond the GEF Partnership.





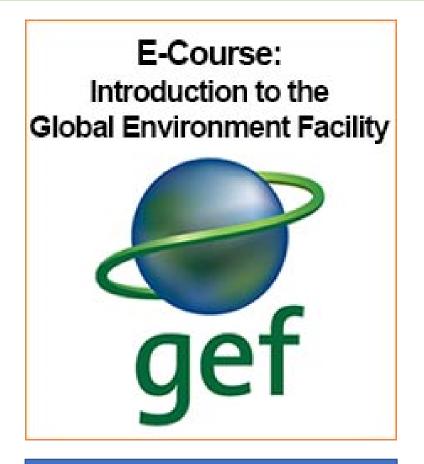




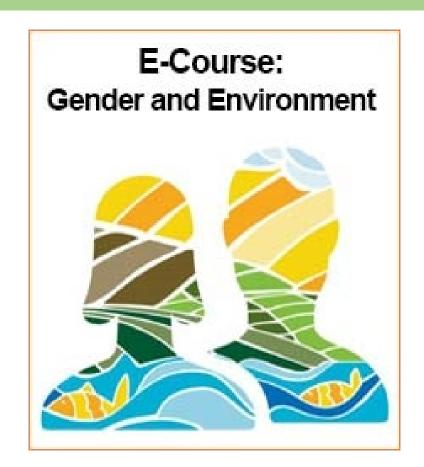
What do you want to know?

GEF Academy: On-line E-learning Courses

In English, Spanish and French



Close to 2500 learners registered and 822 from 165 countries completed.



Over 12,000 participants completed any of the six modules.

The Art of Knowledge Exchange

A Results- focused Planning Guide and Toolkit for Practitioners







- **Practical blue-print** on how to design, implement, and monitor knowledge exchange and learning in projects.
- Tools and instruments to facilitate knowledge exchange and learning when designing and implementing GEF investments.
- Case studies of successful knowledge exchange in GEF projects with examples from WBG, UNDP, FAO, IDB, IFAD, UNIDO and SGP.
- Mobile access through Blippar, a free augmented reality mobile app that enables access to the guide from smart phones.
- Available in **English, French, Spanish and Russian**
- Presented to GEF country counterparts at **the Art of Knowledge Exchange Training Sessions** held during regional Expanded
 Constituency Workshops (ECW) throughout 2017.

GEF Knowledge Days

Peer-to peer Learning during GEF Expanded Constituency Workshops (ECW)

- Full-day regional knowledge and learning event, targeting country counterparts
- Complements the ECWs where participants receive training on GEF policies and processes as well as key principles for effective design and implementation of GEF projects and programs
- **Hands-on** exposure to GEF financed projects
- **Field visits** to GEF projects to meet project managers and beneficiaries, and to observe key project lessons learned on-site.
- Where a field visit is not possible, the GEF Knowledge Day "brings the project to the participants" at a **Knowledge Fair**, so that they can meet with project managers and beneficiaries off-site and discuss lessons **face-to-face**
- Uses **Learning Stations**, an experiential learning method that was developed by the GEF Secretariat in 2016, where implementing agency staff and local project stakeholders also play an active role
- Replicated in 13 regions to date, reaching more than 120 countries with more than 1200 participants





Good Practice Briefs

Introduce recent good practices from GEF projects in line with GEF 2020 key strategic priorities and GEF-7 programing directions and policy recommendations.

The projects highlighted have been nominated by GEF partner agencies based on specific criteria.

- Family Farming Development Programme (Niger, IFAD, GEF-6, GEF ID 9136)
- Integrated Approach to Management of Forests in Turkey, with Demonstration in High Conservation Value Forests in the Mediterranean Region (Turkey, UNDP, GEF-5, GEF ID 4469)
- Conservation of Coastal Watersheds to Achieve Multiple Global Environmental Benefits in the Context of Changing Environments (Mexico, World Bank, GEF-5, GEF ID 4792)
- Sustainable Management of Bycatch in Latin America and the Caribbean Trawl Fisheries (Latin America, FAO, GEF-5, GEF ID 5304)
- Green Infrastructure for a Climate Resilient Society (Vietnam, ADB, GEF ID 3103)

GEF Kaleo

- An innovative software developed by Kaleo, Inc.
- Platform of "questions and answers" and on-line tool for the dissemination of knowledge on GEF operations
- Automatic learning: provides accurate and up-to-date answers which are "approved by GEF experts"
- Accessible 24/7 and globally through the GEF's website
- Answers are stored in GEF Kaleo's database and made available for the next user who asks a similar question
- Since 2016: 564 Active Users, 4700 System Generated Answers; 2300 New Questions; 1500 Hours of Staff-time Saved

Video: https://www.youtube.com/watch?v=DdhVLcqyv9o



