

## Potential Solutions, Best Practices to be adopted by Managing Authorities

### ✓ **SIMPLIFICATION OF REPORTING PROCEDURES**

Streamlining and simplifying the reporting procedures can lower the burden on beneficiaries and reduce the likelihood of reporting errors. These can include wider implementation of SCOs, simple reporting templates and tools, only asking for each information once, etc.

### ✓ **REMOVE OR SIMPLIFY TIMESHEETS WHERE POSSIBLE**

Minimizing or eliminating the requirement for timesheets, especially for contracts solely dedicated to the project, can streamline the reporting process and reduce administrative burden.

### ✓ **IMPROVED PRE-IMPLEMENTATION TRAININGS FOR BENEFICIARIES**

Strengthening training programmes for beneficiaries before the start of project implementation in order to help them navigate reporting requirements effectively. These trainings should cover at least all the issues covered in this document and also the most common reporting errors.

Ensure that the training takes place in time – ideally before the project starts or at the very beginning of the project. The training should consist of stand-alone materials and reference guides that could be used throughout the project. If possible, an on-site workshop with practical examples and exercises is ideal, but even an on-line training recorded for future reference is a very good alternative.

### ✓ **PROVIDE BETTER TRAININGS AND REFERENCE MATERIALS ON PROJECT INDICATORS**

Offering comprehensive training and easily accessible reference materials specifically focused on project indicators, terminology and expected outcomes can enhance beneficiaries' understanding and accurate reporting of project progress and impact.

### ✓ **IMPROVE COOPERATION ON CHANGE MANAGEMENT WITH BENEFICIARIES**

Foster collaboration and open communication with beneficiaries regarding project changes, acknowledging that change is inevitable and providing support and guidance to ensure smooth adaptation and accurate reporting.

### ✓ **SECTORAL EXPERTISE WITHIN MANAGING AUTHORITIES**

Enhancing the sectoral expertise of Managing Authorities can enable effective monitoring and support for specific projects. Leveraging the existing pool of experts from the system of external evaluators and utilizing technical assistance can provide valuable expertise during implementation of projects.

### ✓ **OMBUDSMAN SUPPORT FOR COMPLAINTS/APEALS**

Establishing an ombudsman role to informally support the complaints and appeals system can offer beneficiaries a platform to address concerns and seek resolution, promoting transparency and fairness in the reporting process.