

EuropeAid project: "Helpdesk platform and support to New Member States (NMS) Non State Actors/Local Authorities in the Development sector" (Contract Number DCI-NSA/2008/155-602)

THE HELPDESK



The helpdesk is intended to provide to all Non State Actors and Local Authorities (NSA/LA), EC partners in development, a full assistance and case by case support aimed to fulfil Headquarters main obligations, accomplish Desk managerial tasks, and facilitate key-staff work on the field in the framework of EuropeAid-funded projects.

The main objective of the helpdesk is to enhance the knowledge of NSA/LA operating in the development field, facilitating the comprehension of the general procedures and rules of EuropeAid. Within this framework, the punto.sud-helpdesk is firmly committed to guarantee the most updated information and a complete shared vision in terms of development aid principles and good practices.

DAY TO DAY SUPPORT

The helpdesk provides prompt replies to all queries posed by development organisations on a daily basis. The queries may refer to any phase of a EuropeAid-funded project, and range in topic from the ex-ante requirements for participation in calls for proposals, to the preparation of an interim report, project final evaluation and so on. Upon receipt of the query, the helpdesk will respond within a limited and reasonable timeframe.

HANDS-ON APPROACH WORKPLAN

BRIEF METHODOLOGICAL INTRODUCTION

The hands-on input consists in a particular method for in-depth analysis and assessment of project documents (concept note, application form, reports) to support your Organisation in working properly with EuropeAid. The hands-on input is not an evaluation (though it may assess an operation in all its aspects) and it is not an audit (since its objective is not to report to the Donor on the correct applications of rules and procedures). On the contrary, the hands-on input is a complete analysis of some aspects of a project with the deep involvement of your Organisation's key staff and with the purpose of screening the strengths, weaknesses and possible improvement of a particular project. A major component of the hands-on input is the screening of project proposals.

